



CITY COUNCIL AGENDA ITEM

November 1, 2010

To: John Szerlag, City Manager

From: John M. Lamerato, Assistant City Manager/Finance & Administration
Susan A. Leirstein, Purchasing Director
Gert Paraskevin, IT Director
William S. Nelson, Fire Chief
Gary G. Mayer, Police Chief

Subject: Guardian Tracking Software Application

Background

Currently we track our employees work related performance history using “handwritten” employee calendars. These files are contained in a central cabinet in each division in order for supervisors to access each file. To make a proper “calendar entry” requires the following: Supervisor retrieves the employee’s file from the cabinet, meets with the individual, writes in the entry (attaching documentation as needed), initials and dates the item, has the employee initial the same, put the file back in the cabinet. This is a burdensome, and time consuming process. As each supervisor has taken on additional responsibilities with the reduction of staff, less time has been devoted to this process. Each year, as the supervisor prepares a “rating” for the employee, the calendar is partially used as the basis for the rating. The supervisor can remember numerous things the employee did, good and bad, but they are rarely documented on the calendar. This leads to disagreements on the ratings because there is no supporting documentation to support the supervisor’s position.

The fire department uses a similar handwritten memo system of tracking the performance of volunteer and career personnel. Due to the number of volunteer firefighters and their distribution between fire stations remote from fire administration in city hall, the manual paper process has resulted in incomplete files and misplaced documents.

Guardian Tracking provides “Personnel Performance Documentation / Early Intervention Software.” This program will give supervisors the ability to more efficiently, and more often, make entries regarding the employee. It gives the ability to “cut & paste” items from one document and attach it to the employee’s file. Employees would have constant access to read and make comments to their own file. An upcoming upgrade to the software will allow all employees and volunteer firefighters the ability to access their own file from their home computer.

Guardian Tracking has provided a “sole source” letter. Our research has failed to find another vendor that can provide a program that meets or exceeds the capabilities of this one. References from the



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Background - continued

vendor were checked by both the Police and Fire departments. All references stated that they were satisfied with the product and with Guardian Tracking LLC.

Due to staff reductions, it will become increasingly difficult to properly supervise employees and/or volunteers and document their behavior and performance. This software program will assist both departments in creating and maintaining a readily accessible record of employee performance. It also gives the employees the ability to continuously monitor and comment on their own historical record. This program can also be expanded (at a cost) to be used for all City employees.

Recommendation

City management is requesting authorization to purchase personnel performance software from Guardian Tracking LLC with up to 350 user licenses at a cost of \$9,240.00, and ongoing technical support and updates for an annual maintenance fee of \$1,964.00 for three years. Thereafter, the maintenance fee will not exceed 17% of that year's software price.

Fund Availability

Funds are available in the 2010/2011 budget and will be split 50/50 to the Police Department-Research & Technology Operating Supplies and Fire Department-Operating Equipment Office Supply accounts. The original cost estimate for the software was \$11,500.00. Guardian Tracking LLC offered us a 20% discount to be a demo site for them in the State of Michigan.



GuardianTracking

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October 6, 2010

Chief Gary Mayer
Troy Police Department
500 West Big Beaver Road
Troy, MI 48084

Chief Mayer,

Guardian Tracking, LLC is the creator and the sole vendor of the Guardian Tracking Personnel Performance Documentation / Early Intervention Software. The product is considered a trade secret of our company.

No other party is capable of supplying the product or performing the various maintenance responsibilities (i.e. code corrections, product update and technical support) since there is no outside access to the source code for the product. Thus, Guardian Tracking, LLC is the sole source for sales and maintenance services on the software in question.

In addition we know of no other performance documentation / early intervention software offering similar functionality.

I hope that this meets your needs. Should you have any questions, or if we may be of further assistance, please do not hesitate to contact me.

Sincerely,

Co-Owner
Guardian Tracking, LLC



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Proposal

October 6, 2010

Chief Gary Mayer
Troy Police Department
500 West Big Beaver Road
Troy, MI 48084

Guardian Tracking, LLC proposes the following pricing for the Troy Police Department.

Up to 350 User Licenses: \$9,240.00

(Price reflects an 20% *demonstration* site discount from the standard price of \$11,550.00)

During the first year, technical support and all updates are included. The agency has the option to pay an annual maintenance fee in the amount \$1,964.00, beginning one year from the date of this Agreement (17% of \$11,550). The maintenance fee provides the agency with continued technical support and all software updates.

Please call if you have any questions.

Thank you,

Leon Wasilewski