



500 West Big Beaver
Troy, MI 48084
troymi.gov

J-06

CITY COUNCIL AGENDA ITEM

Date: June 12, 2019

To: Mark F. Miller, City Manager

From: Robert J. Bruner, Assistant City Manager
MaryBeth Murz, Purchasing Manager
Frank Nastasi, Police Chief
Lisa Burnham, Finance Manager
Andy Satterfield, Police Lieutenant

Subject: Bid Waiver – Internal Affairs Software

History

- The Police Department currently does not have a digital system in place to handle the workflow and storage of Internal Affairs documentation.
- The current procedure is hard copy reports with attached video, audio, and photo media sources which are physically moved via inter-office mail through the chain of command until the file eventually gets physically stored in a filing room.
- The new proposed digital software system will give the Police Department the capability of digitizing the entire system to include attached documents with secure cloud storage.
- The software will also have early intervention alerts, search capabilities, and digital movement through the chain of command to insure integrity, timeliness, and tracking.
- The software implementation also includes converting existing Internal Affairs documents to a digital format which is customized to the Troy Police Department.

Purchasing

- The Department comprised a selection committee to evaluate the Internal Affairs Software.
- Committee Members were:
 - Frank Nastasi, Police Chief
 - Andy Satterfield, Professional Standards Lieutenant
 - Russell Harden, Investigations Lieutenant
- The City of Troy had very specific requirements regarding the software and the ability to create and customize specific internal forms and that can also create a workflow system for the City of Police Department.
- The Police Department objectives were:
 - Digitize Police data, eliminating paper forms, saving time
 - Fleeing vehicle report
 - Incident Report Form (employee-volunteer)
 - Incident Report Form (supervisor)
 - Memo template
 - Resistive subject control report
 - Staff Inspection Form



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Purchasing (continued)

- Routing of internal documents (e.g. officer to Sgt. to Lt. to Capt. to Chief)
- Manage status of internal documents
- Configure case management process to Troy PD needs
- Based on these requirements the committee interviewed five (5) software companies as listed below:
 - Altovista Technology
 - Benchmark Analytics
 - L.E.A. Data Technologies
 - Larimore Associates
 - IA Pro
- Each company was interviewed and presented a software demonstration to the committee.
- Based on interviews and the detailed software demonstrations the committee unanimously recommends *Altovista Technology* of Detroit, MI for Internal Affairs Software for the Police Department.
- *Altovista Technology* currently works with the City of Novi, and also are in the currently implementation phase for the City of Westland and the Macomb County Sheriff's office.
- Because *Altovista Technology* holds a third party contract with CLEMIS the City of Troy is eligible for the CLEMIS Discount. The CLEMIS discount includes a discount on software module, implementation and integration fees which is a savings of \$30,000.
- References were also checked by the Police Department.
- The very thorough evaluation process for Internal Affairs Software sufficiently determines that it is in the City's best interest of the City to waive the bid process.

Financial

Funds are available in the Police Department Forfeiture Account for this purchase.

Recommendation

City Management recommends waiving the bid process and awarding a contract to *Altovista Technology of Detroit, MI* for Internal Affairs Software for the City of Troy Police Department in the estimated total amount of \$15,000 as detailed in the attached proposal dated April 23, 2019.



Smart Management Software for Modern Police Departments

April 23, 2019

Proposal for





Troy Police Department Objectives

- Digitize police data, eliminating paper forms, saving time
 - Fleeing vehicle report
 - Incident Report Form (employee-volunteer)
 - Incident Report Form (supervisor)
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Recommended Solution

- **Arx Digital Forms**
 - Convert paper forms to an online digital format
 - Fleeing vehicle report, incident report form (employee-volunteer), incident report form (supervisor), memo template, resistive subject control report
 - Customize up to 10 forms unique to Troy PD
- **Arx Digital Forms Workflow**
 - Automate and build rules for document workflow, e.g. automatically send use of force report to supervisor for review and approval, auditable record
 - Manage document routing status
- **Arx Case Management**
 - Centralized internal investigation document repository
 - Audio, video, text, photos, etc.
 - Investigative determination reporting
 - Adjudication with supporting documentation





Value for Troy PD

- **Save up to 60% of officer and command staff time** with Arx Alert Digital Forms & Workflow. A digital environment for Troy PD eliminates paper forms, reduces duplicate data entry, and ensures forms are routed through the command structure correctly and on time.
- **Optimize Troy PD's operation** with the Arx Alert Digital Forms, Workflow, and Case Management. Digital forms are created based on Troy PD's look and feel to help increase user adoption. Workflow and Case Management is configured to meet the unique needs of Troy PD.
- **Leverage consolidated information for informed management decisions** with Arx Alert A.I. Risk Management. Data integrated with Arx Alert is proactively analyzed by an A.I. engine to inform supervisors and command staff of potential personnel and risk issues in real-time. An optional digital dashboard can manage and document remediation decisions and provide a wholistic officer history using existing data.





Pricing Proposal – Troy PD

Module/Services	Annual Subscription Price	CLEMIS Discount*	Troy PD Annual Price**
Arx Alert Digital Forms, Workflow, Case Management	\$20,000	(\$5,000)	\$15,000
Implementation and Integration Fees	\$25,000	(\$25,000)	\$0
Total	\$45,000	(\$30,000)	\$15,000

* Pricing Discount for CLEMIS Members

** Annual pricing increase not to exceed 7%, additional 5% discount provided for 2-years commitment, 10% discount for 3-years commitment, quote valid for 60 days from receipt





References



Novi Police Department

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Detroit Police Department

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Quotes from The Department of Justice



"With MAS [Arx Alert], DPD supervisors' ability to identify and correct officers' at-risk behavior became easier, and was more directly emphasized as a critical part of supervisors' job duties. The MAS [Arx Alert] dashboard automatically identifies and alerts supervisors to investigations they must review."

"The MAS [Arx Alert] has replaced paper documentation for a great portion of the review process, allowing for more efficient and effective management and review of officers' behavior throughout the DPD."

"All records and information are maintained in its databases. Incident reports, officer histories and summary reports for officers and units are accessible to supervisors and commanders through a familiar web-based dashboard."





Right Long-Term Partner for Troy PD

FINANCIALLY BACKED

#1 Midwest Institutional VC Investor



STRONG PARTNERS

\$9 Billion Dollar Resell Partner



SUSTAINABLE SUCCESS

Proven Long-Term Technology



LOCAL SUPPORT

Featured as Innovator by MEDC





ArxAlert

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REDUCE RISK | SAVE MONEY | IMPROVE IMAGE