



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Rick Bruneau

SUBJECT: SEE BELOW

DATE: September 11, 2023

Approved

Date

9/20/23

SUBJECT: REPORT ON REQUEST FOR PROPOSAL FOR A POLICE EARLY INTERVENTION SOLUTION

RECOMMENDATION

Accept the report on the Request for Proposal and adopt a resolution authorizing the City Manager or designee to:

- (a) Negotiate and execute an agreement with Benchmark Solutions, LLC (Chicago, IL) for a Police Early Intervention Solution with an initial three-year term beginning on or about November 10, 2023 and ending on or about November 9, 2026, or as may be adjusted to align with the software renewal term, with a maximum compensation not to exceed \$479,090 for the initial term, subject to the appropriation of funds;
- (b) Negotiate and execute amendments and change orders for unanticipated changes in requirements for a contingency amount not to exceed \$50,000 during the initial three-year term, subject to the appropriation of funds; and
- (c) Exercise up to four one-year options to extend the term of the agreement through November 9, 2030, or as may be adjusted to align with the software renewal term, subject to the appropriation of funds.

SUMMARY AND OUTCOME

Authorizing the City Manager or designee to take these actions provides the San José Police Department with an early warning system to more accurately and effectively identify police officers who may be at risk of an adverse event and in need of intervention and support.

BACKGROUND

Police early intervention systems serve as proactive early warning tools that will allow the San José Police Department to identify potential issues before they occur and preemptively guide personnel behavior to avoid the issues. These solutions gather, manage, and relay information to supervisors, commanders, and managers to facilitate a comprehensive review of subordinate performance and enable timely interventions to rectify performance-related issues or acknowledge outstanding performance. The overarching goal for these systems is to bolster accountability, increase the safety and trust of the community, and foster a culture of recognition and continuous improvement within the police force.

In August 2020, the San José Police Department began a pilot program with Benchmark Analytics to assess early intervention capabilities. Through the pilot, the Police Department tested the functionality and accuracy of the product, technology, and information against its current intervention policy and gathered valuable insight to develop specifications and requirements to include in a competitive procurement for a long-term solution.

ANALYSIS

In April 2023, the Finance Department released a Request for Proposal (RFP) on behalf of the San José Police Department for a Police Early Intervention Solution through the City's e-procurement system, Biddingo. Over 7,500 vendors were notified of the bid opportunity and 20 companies viewed the RFP. Two vendors submitted proposal responses prior to the submittal deadline.

Evaluation Process: Proposals were independently evaluated and scored, in accordance with the evaluation criteria set forth in the RFP, by a three-member evaluation team comprised of representatives from the City’s Police Department. Following the initial scoring of proposal responses by the evaluation team, staff conducted oral interviews and system demonstrations with both respondents. Final scores for the two respondents are as follows:

Evaluation Criteria	Maximum Points	Benchmark Solutions, LLC	Quartech Corrections LLC (dba Quartech Justice Systems)
General Requirements	10	9	7
Experience and Qualifications	10	7	8
Project Approach/Schedule	10	7	7
Technical Capabilities	10	8	7
Cost Proposal	20	20	15
Oral Interview/System Demonstration	30	19	16
Local Business Enterprise	5	0	0
Small Business Enterprise	5	0	0
TOTAL	100	70	60

Local and Small Business Enterprise Preferences: In accordance with the City of San José Municipal Code, Section 4.12.320, 10% of the total evaluation points were reserved for the local and small business preferences. Neither proposer requested the local or small business preferences.

Protest: The City's RFP process included a 10-day protest period that began when the City issued the Notice of Intended Award on August 1, 2023. No protests were received.

Award Recommendations: Based on the results of the RFP, staff recommends award of contract to Benchmark Solutions, LLC, whose proposal was scored as the best value proposal per the evaluation criteria and specifications set forth in the RFP. The vendor's proposal was rated highly in the following key areas:

- Lowest total cost of ownership, including software, unlimited data storage, support, and maintenance;
- Extensive experience, knowledge, and expertise in providing the same or similar solution for other public agencies; and
- Includes the latest technology- and research-supported advancements to ensure a high degree of accuracy in early warning capabilities.

Staff conducted reference checks with the New York City Police Department (NY) and San Francisco Police Department (CA). All references provided positive feedback.

Summary of Agreement: The agreement with Benchmark Solutions, LLC will be in accordance with the City's standard terms and conditions and include the following provisions:

- Detailed scope of work to ensure the provided services comply with City requirements;
- Project implementation plan and schedule;
- Fixed, not to exceed pricing for the initial three-year term; and
- Four one-year options to extend the agreement through November 9, 2030, or as may be adjusted to align with the software renewal term, with vendor requests for pricing adjustments during the option terms to be considered by the City in accordance with the Producer Price Index, but not to exceed 3% over the previous year.

EVALUATION AND FOLLOW-UP

This memorandum will not require any follow-up from staff.

COST SUMMARY/IMPLICATIONS

The agreement recommended in this memorandum will be funded by two funds. The first-year cost will be paid for by the State Supplemental Law Enforcement Services Grant, and subsequent years are expected to be funded by the City's General Fund and will be subject to appropriations through the annual budgeting process.

1. AMOUNT OF RECOMMENDATION (Three-Year Initial Term) \$529,090

2. COST ELEMENTS:

Three-Year Initial Term

- One-Time Implementation Services	\$0
- 1 st Year Software Subscription (includes unlimited data storage, technical support, and maintenance)	155,000
- 2 nd Year Software Subscription (includes unlimited data storage, technical support, and maintenance)	159,650
- 3 rd Year Software Subscription (includes unlimited data storage, technical support, and maintenance)	164,440

CONTRACT NOT-TO-EXCEED TOTAL (Three-Year Initial Term) \$479,090

Contingency (subject to an executed change order or amendment) 50,000

GRAND TOTAL NOT-TO-EXCEED TOTAL (Three-Year Initial Term) \$529,090

BUDGET REFERENCE

The table below identifies the funds and appropriations to fund the contract recommended as part of this memorandum.

Fund #	Appn. #	Appn. Name	Total Appn.	Amt. for Contract*	2023-2024 Proposed Operating Budget Page**	Last Budget Action (Date, Ord. No.)
414	225T	State Supplemental Law Enforcement Services Grant 2022 - 2024	\$933,263	\$155,000	944	6/20/2023 30933

*The contingency of \$50,000 in recommendation (b) and the annual software subscription fees for the second and third years of the initial term are subject to the appropriation of funds through the City’s annual budgeting process.

** The 2023-2024 Adopted Operating Budget was approved on June 13, 2023 and adopted on June 20, 2023 by City Council.

COORDINATION

This memorandum has been coordinated with the City Attorney's Office, the City Manager’s Budget Office, and the Police Department.

PUBLIC OUTREACH

This memorandum will be posted on the City’s Council Agenda website for the October 3, 2023 City Council meeting.

HONORABLE MAYOR AND CITY COUNCIL

September 11, 2023

Subject: Report on Request for Proposal for a Police Early Intervention Solution

Page 5

COMMISSION RECOMMENDATION AND INPUT

No commission recommendation or input is associated with this action.

CEQA

Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.

PUBLIC SUBSIDY REPORTING

This item does not include a public subsidy as defined in section 53083 or 53083.1 of the California Government Code or the City's Open Government Resolution.

/s/

RICK BRUNEAU
Director of Finance

For questions regarding the procurement and contract, please contact Albie Udom, Deputy Director of Finance – Purchasing and Risk Management, at albie.udom@sanjoseca.gov. For program-related questions, please contact Jaime Jimenez, Deputy Chief – San José Police Department, at jaime.jimenez@sanjoseca.gov.