Agenda

City Council Workshop

April 9, 2018
4:00 PM

City Hall Conference Room 337

Assistive listening devices are available upon request for meetings held in the Council Chambers. If an interpreter is needed for deaf or hearing impaired citizens, please call 252-329-4422 (voice) or 252-329-4060 (TDD) no later than two business days prior to the meeting.

I. Call Meeting To Order

II. Roll Call

III. Approval of Agenda

IV. New Business

1. Presentation on Review of User Fees and Charges
2. Text amendment proposals to the vegetation retrofit ordinance for commercial expansions
3. Presentation on the proposed acquisition of a new Computer-Aided Dispatching (CAD) and Records Management System (RMS) Platform for the Police Department
4. Minority and Women Business Enterprise (MWBE) Program Update
5. Proposed donation of three properties from Amos "Ray" Evans to the City of Greenville

V. Adjournment

City of Greenville, North Carolina

Meeting Date: 4/9/2018
Time: 4:00 PM

Title of Item: Presentation on Review of User Fees and Charges

Explanation:

Abstract: A review of fee-for-service activities is currently in process. Staff will present an update on the progress.

Explanation: The City of Greenville staff has been working with an outside group to review the City's fee-for-service activities. The purpose of this review is to ensure that the City of Greenville is accounting for the true cost of providing various services, as well as charging rates to users that are based on the cost of service. The last review of the City's user fees was approximately 20 years ago. Based on their familiarity with North Carolina municipalities, the City has been working with the MGT Group.

There are four divisions within the City that a closer review of the fee structure has been necessitated to ensure that we are adequately reflecting the cost to provide such services within the City's fee structure. The four areas for which a closer review is necessitated are as follows:

- Recreation and Parks
- Cemetery Fees
- Fire/Rescue Fees
- Lease Parking Rate

At the workshop, staff will provide a review of fee structure within each one of these areas and discuss potential next steps with concerns to the budget process.

Fiscal Note: The cost of the review is included in each of the department's budgets having fees associated with their services.

Recommendation:

Discuss with Council the fee structure for Recreation & Parks, cemetery,

Fire/Rescue, and leased parking.

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City of Greenville, North Carolina

Meeting Date: 4/9/2018
Time: 4:00 PM

Title of Item: Text amendment proposals to the vegetation retrofit ordinance for commercial expansions

Explanation: City Council had a discussion concerning the vegetation retrofit requirements for commercial expansions at their March 8, 2018 meeting. Council asked staff to craft proposed text amendments to the vegetation ordinance to allow for greater flexibility in the vegetation retrofit requirements. Staff will provide recommendations for possible changes to the ordinance.

Fiscal Note: No direct cost to the City.

Recommendation: Discuss the proposed vegetation retrofit text amendments and direct staff.

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City of Greenville, North Carolina

Meeting Date: 4/9/2018
Time: 4:00 PM

Title of Item: Presentation on the proposed acquisition of a new Computer-Aided Dispatching (CAD) and Records Management System (RMS) Platform for the Police Department

Explanation:

Abstract: The current platform being utilized by the Police Department for both Computer-Aided Dispatch (CAD) and Records Management System (RMS) has been in use since 2009. Over the last year the Police Department and the Information Technology (IT) Department have worked together to explore a new platform that will meet the changing needs of the department and the community. Staff will present an overview of the project and discuss the next steps needed to proceed with potential acquisition and implementation.

Explanation: The current RMS in use by the Police Department was implemented in 2009. While the current system has been sufficient, there are several areas in which the potential has not been reached and growth will not be possible without additional capital expenditures.

Over the past year, the Police Department and IT Department have been working together to vet various options through the RFP process. Superion was selected as the preferred vendor through this process.

The product offered by Superion has the capabilities desired for operation within the law enforcement realm by providing better integration with other law enforcement agencies. For example, the Superion system will be integrated with the Pitt County 911 center and will put City on the same platform being utilized by the Sheriff's office and East Carolina University.

Superion also offers a new technology which will assist in enhancing the efficiency of officers out in the field. The system received high marks from staff as to its "user friendly" applications and processes. The transfer of information and data will be quicker, more efficient, and better for the officers/citizens.

Fiscal Note: The estimated cost to transition to Superion software is approximately $1.3 million. The option exists to lease the necessary software and equipment where this expense could be distributed over a multi-year timeframe.

The current amount budgeted for annual maintenance expenses for the current system is sufficient to cover the estimated annual maintenance costs for Superion; however, it is not sufficient to also cover "lease" payments. The annual amount needed will vary based upon the terms of the lease. For example, it is estimated that up to an additional $75,000 may be needed annually to completely fund the transition to the Superion software solution on a ten-year lease.

Recommendation: City Council receive information provided by staff of the Police Department and Information Technology Department.

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- Police_Software_Recommendation_Report_1070527

Greenville
NORTH CAROLINA

Find yourself in good company

Findings of the Police Software Project Team Regarding procuring Police Software

Date: February 28, 2018

Authored by:
Jon Hoggard – IT Project Manager
Lt. Tara Stanton – Police Project Lead

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Executive Summary

Background

The purpose of this project is to select a new integrated Computer Aided Dispatch System (CAD), Records Management System (RMS), and Mobile system for the Greenville Police Department (GPD). The new software will provide reliable integrated computerized dispatching, record-keeping, mobile software, including report Automated Field Report (AFR) forms, Automatic Vehicle Location (AVL), and a mobile application capable to initiate calls and access CAD/RMS that is device agnostic. The new software will be compliant with information-sharing standard practices by today's law enforcement community. Law enforcement agencies must communicate agency-to-agency and across all governmental boundaries (County, State, Federal, etc.) to protect the community's citizens. The CAD system will be able to be seamlessly connected with Pitt County 911 for dispatching CAD-to-CAD, and with the Pitt County Sheriff's Office, East Carolina University Police, and Vidant Hospital CAD, RMS and Mobiles to allow interoperability of these systems across Pitt County, North Carolina.

All three CAD, RMS, and Mobile systems are critical law enforcement tools. The new system will be replacing the outdated New World Systems/Tyler Technologies Aegis MSP suite currently in place. The GPD depends on all three, CAD, RMS, and Mobile systems to dispatch emergency calls in seconds and create reports in the Mobile system that go directly into the RMS all of which are essential to the investigative, arrest, and judicial process.

Budget

The total cost of the Superion software is $1.3 MM. The Greenville Police Department has chosen the option of financing the purchase of the solution (hardware, software, and services) over 7 years. The money that is currently budgeted for New World Systems/Tyler Technologies Aegis MSP suite annual software maintenance, in the amount of $275,000, will be used to cover the financing payment on an annual basis.

Recommendation

The project team selected two potential vendor solutions for demonstrations and further evaluation: MobileTec and Superion. The Information Technology department reviewed the technical requirements and provided recommendations for the overall solution. Jon Hoggard served as the project manager.

The Police Software Project Team recommends that the City of Greenville purchase Superion ONESolution CAD, MCT and RMS. The following roster illustrates each project member's recommendation:

Bass, Jesse	Police Officer	Superion
Beardsley, John	Public Safety Systems Administrator	Superion
Cayton, Brad	Lead Telecommunicator	Superion
Chappell, Jason	Police Officer	Superion
Grimsley, Dennis	Police Sergeant	Superion
Montanye, Mike	Police Lieutenant	Superion
Sawyer, Kim	Lead Telecommunicator	Superion
Signs, Robert	Police Officer	Superion
Stanton, Tara	Police Lieutenant	Superion

Due to work related commitments, team member Jesse Bass was replaced with Robert Signs early in the evaluation process. Jesse Bass remained active in the project.

Findings

RFP Responses

The City received 4 responsive proposals from Mark43, MobileTec, Superion and Zuercher which concluded Round 1 of the evaluation. Proposals from MobileTec and Superion were selected for further evaluation.

Evaluation Vendors

MobileTec and Superion were selected as vendors to be evaluated by the Police Software Project Team. Both proposals were evaluated in Round 2 and then proceeded to Round 3 evaluation. Early in the Round 3 evaluation and after the software demonstrations, the Police Software Project Team recommended that MobileTec be removed from consideration citing the inability to meet all requirements.

Evaluation Process

The evaluation methodology utilized a system to assess and score each vendor solution on a number of criteria. Based on the evaluation results, successful vendors progressed through each of the rounds of evaluation.

Round 1

As part of the vendor's RFP response, the following minimal criteria were used for a proposal to be considered for further evaluation. Failure to meet all of these criteria would automatically disqualify the vendor's response from further consideration:

- Response Timeliness
- Response Authorization
- Response Completeness
- Specification Response Format
- Relevance of Solution

Round 2

For those vendors whose proposals passed the minimal criteria, the following categories of criteria were used to further evaluate the proposals.

- Functional Requirements
- Implementation Requirements
- Cost (including both initial and on-going Technical Requirements)
- General Vendor Requirements (to include number and size of comparable municipal installations, financial stability, prior performance with the City, completeness of response and quality of proposal response)

Round 3

The top vendors in the Round 2 evaluation then proceeded to an additional level of due diligence that may have included some or all of the following activities:

- Follow-up questions and answers with the vendors
- On-site vendor demonstrations to include module/functionality demonstrations, technical demonstrations, service presentation, software labs, and other due diligence
- Reference checking with comparable entities using the vendor's product
- Site visits to comparable entities using the vendor's product
- Best and Final Offer (BAFO) / Revised proposal process with finalist vendors

Scoring Summary and Comments

MobileTec – InMotion CAD, MOBILE, and RMS

The following key items were noted during the assessment of the MobileTec InMotion CAD, MOBILE and RMS product:

- Did not have any NC clients to reference
- Many if not all interfaces would need to be created
- Cost increased significantly (200%) on second year maintenance
- Did not have a training module that met requirements; existing module is not used by current clients
- No separate internal affairs application; lack of security

Superion – ONESolution CAD, MCT, and RMS

The following key items were noted during the assessment of the Superion ONESolution CAD, MCT and RMS product:

- Local agencies such as Pitt 911, PCSO and ECU that utilize the same solution
- Is a local (NC) vendor, close support offices, familiar with NC specific applications such as DCI, CJ Leads; already have interfaces built
- Costs for implementation had no extra interface costs; maintenance was consistent for years quoted
- Has a well-developed training module that exceeds requirements
- Has built in Internal Affairs management module for investigations with security features
- Has Inventory Management module with control features
- Has experience transitioning customers from New World to their product

Scoring Summary

The Police Software Project Team Round 3 scoring results were summarized and presented back to the Police Software Project Team on January 8, 2018 for assisting in the final vendor selection.

		Average Scores	
Round 3 Evaluation Criteria	**Weight**	**MobileTec**	**Superion**
Functionality	300	137.50	268.75
Implementation	300	125.00	263.13
Service and Support	300	137.50	273.13
City Investment and Costs	300	134.38	262.50
Ability to Deliver "out-of-the-box" Functionality	300	143.75	278.75
Technical Requirements	200	106.25	175.00
Other Value Added	100	39.38	93.75
Vendor Viability	100	43.75	95.00
Vision	100	41.25	96.75
Weighted Score:	**2,000**	**908.75**	**1,806.75**
Rank:		**2**	**1**

Business/Technology Risk Assessment

Superion – ONESolution CAD, MCT and RMS

Implementation Risk

Issue: Expectations of information sharing will not be met.

Threat		Probability		
Local law enforcement agencies are not capable of sharing data or will not allow data to be shared with Greenville Police Department or other agencies.	Impact	High	Med	Low
	High			
	Med			
	Low	X		

Issue: Expectations of interfacing with existing products will not be met.

Threat		Probability		
Superion will not be able to integrate the US Cellular Mifleet software with their product.	Impact	High	Med	Low
	High			
	Med			
	Low	X		

Issue: There are not enough qualified staff to dedicate to the project in order to maintain quality standards for the duration of the implementation.

Threat		Probability		
More Subject Matter Experts must be dedicated to the project during the full term of the implementation. Too few resources will cause the quality of the implementation to degrade and possibly miss the go-live target date. Superion recommends four to six SMEs per key module for an estimated 160 to 180 hours plus training and testing.	Impact	High	Med	Low
	High	X		
	Med			
	Low			

Issue: Resources will not be available to provide the level of expertise needed for general system administration.

Threat		Probability		
More than one qualified System Subject Matter Expert (SME) is needed for managing the system. Multiple persons are required to administer the system.	Impact	High	Med	Low
	High	X		
	Med			
	Low			

Issue: Implementation details are too vague.

Threat		Probability		
The specifics of data conversion are not defined well and as a whole GPD is not sure of what and how much they want/need to convert.	Impact	High	Med	Low
	High			
	Med			X
	Low			

Issue: Expectations of required interfacing will not be available.

Threat		Probability		
Not all required interfaces are available with the proposed product.	Impact	High	Med	Low
	High	X		
	Med			
	Low			

Issue: Expectations of the quality of the data conversion will not be met.

Threat		Probability		
CAD calls for service numbers and subsequent case numbers may change during data conversion.	Impact	High	Med	Low
	High			X
	Med			
	Low			

Issue: Expectations of crime reporting will be negatively impacted from the citizen's point of view.

Threat		Probability		
If GPD switches to NIBRS crime reporting, certain types of crimes will show an "artificial" increase.	Impact	High	Med	Low
	High			
	Med			
	Low	X		

Issue: There is no dedicated budget for overtime expenses.

Threat		Probability		
There is no identified external funding for overtime expenses. The use of contingency funds for overtime expenses will place the project at risk by not being able to respond to project cost increases.	Impact	High	Med	Low
	High			
	Med		X	
	Low			

Vendor Risk

There were no vendor risks identified. A financial assessment was conducted by Jacob Joyner (Financial Services Manager) and Superion was recommended based on Moody's and S&P ratings reports provided in the proposal response.

Financial Assessment

The Financial Services Department was asked to review the financial statements of Superion to provide an assessment of the financial condition of the companies; to assist in the decision-making process for the purchase of the new Police Software.

The Department recommends that the City of Greenville invest in Superion. The vendors' financial information presents a stable and promising financial condition.

Pricing (Provided from Superion BAFO and external City sources)

Superion – ONESolution CAD, MCT and RMS

Software Cost

License Fees & Maintenance	
Software License Fees	$464,660
Annual Recurring Cost (ARC) Year 1 (Fee Waived)	$0
Less License/Subscription Fee Discounts	- $129,000
Total for License Fees & Maintenance including ARC Year 1	$335,660

Services Cost

Professional Services	
Installation & Configuration	$142,800
Training	$191,680
Data Conversion	$141,400
Development*	$45,000
Project Management	$84,800
Total for Professional Services	$605,680

* Cost includes estimates for modifications to meet requirements.

Hardware Cost

Hardware	
Third-Party Hardware (Vendor Supplied)	$25,565
Infrastructure* (City Supplied)	$132,577
Annual Recurring Cost (ARC) Year 1	$21,850
Total for Hardware including ARC Year 1	$179,992

* Cost includes operating system, database, and fault tolerant software licensing.

Third-Party License Fees	$15,843
Travel & Living Expense (Estimate)	$40,000
One-Time Cost and 1st Year ARC	$1,177,175
Less Hardware Contingency	- $12,052
Total	$1,165,123
Contingency (10%)	$116,512
Grand Total	$1,281,635

Note: The Grand Total does include a contingency which is customarily between 10% and 15% of the total cost.

Due Diligence

The project team undertook the following due diligence activities as part of the Round 3 evaluation unless otherwise noted:

- Follow-up questions and answers with the finalist vendors
- On-site vendor demonstrations to include module/functionality demonstrations, technical demonstrations, service presentation, software labs, and other due diligence
- Reference checking with comparable entities using the finalist vendor's product
- Potential site visits to comparable entities using the vendor's product
- Best and Final Offer (BAFO) / Revised proposal process with finalist vendors

On-site Demonstrations

The method of evaluating the functionality of each vendor solution is based on scoring the vendor against our specifications grouped by functional module. It was not feasible to evaluate each vendor on each individual requirement as time would not allow it. Therefore, the method allowed the subject matter experts to evaluate each module overall by the specifications directly associated with it.

Having the vendor demonstrate from our specifications grouped by functional module worked well as it prevented the vendor from showing a "canned" sales demonstration and allowed us to address our requirements directly. The second goal of the demonstration was to insure that subject matter experts did not go away without addressing their questions. In order to facilitate this, we required the vendor to provide a question and answer session that focused on individual modules in more detail. This session allowed for more direct questions as well as hands-on evaluation by the subject matter experts.

During the vendor demonstrations, all participants were asked to score each function/sub-function of a module session. The scoring was based on a range from 1 to 5 corresponding to a specific category defined below. The value of 5 (or Not Applicable) represented the situation where the vendor did not (or could not) demonstrate the functionality, it wasn't relevant to the participant or it was not seen by the participant for some reason. The objective was to not assign a score to items that were not demonstrated. Participants could not score items that they did not see demonstrated. It was mandatory that any items scored as unacceptable had a comment supplied by the participant indicating the reason for the scoring. It was strongly encouraged for participants to supply comments on all functions/sub-functions regardless of scoring.

The scoring values are as follows:

- Unacceptable: Comments / validation requested.
- Questions Remain: Fulfills many of the critical areas, but questions of quality or coverage remain.
- Sufficient: Fulfills most of the critical areas, resulting in acceptable coverage and quality.
- High Quality: Fulfills essentially all of the critical areas required with a high quality product.

Customer Reference Calls

Each vendor provided a list of customer references. The IT Project Manager along with the Police Software Project Team, performed 9 customer reference checks. The reference checks represented customers that had implemented solutions from the two finalist vendors.
The project team members conducted these conference calls and asked a series of standard questions designed to provide insight on how the customer and vendor performed. Feedback from these calls were summarized and reviewed to identify strengths, weaknesses, and any risks that needed further investigation.

Customer	Contact	Date	Vendor

Pitt County Sheriff's Office	Sgt. John Guard, Lt. Chad Suggs	01/09/18	Superion
Pitt County 911	Amanda Hoffner, Lester Pope	01/05/18	Superion
Cary PD	Chris Hegele	01/04/18	Superion
Crime Analyst – PCSO	Laurie Stewart	01/16/18	Superion
Goldsboro PD	Det. Eric Goins	01/09/18	Superion
Goldsboro PD	Capt. Stien	01/16/18	Superion
Apex PD	Charles Sacco	01/09/18	Superion
ECU PD	Lt. Gregory	01/15/18	Superion
Wayne County Sheriff's Office	Det. Jamie Sturgill	01/15/18	Superion

Site Visits

Staff conducted a site visit for the Jacksonville NC Police Department on August 17, 2016. John Beardsley, Rhonda Conner and Logan Magnussen conducted the review. Jacksonville Police Department utilize multiple Superion software products.

John Beardsley conducted a site visit for Pitt County Sheriff's Office on February 26, 2016 to discuss their experiences with multiple Superion products.

Logan Magnussen conducted a site visit for Pitt County Sheriff's Office on January 16, 2018 to review Crime Analysis business processes utilized with the proposed Superion software.

Best and Final Offer (BAFO)

The Financial Services/Purchasing Department sent a request to acquire a best and final offer to one of the finalist vendors. The vendor was encouraged to supply more competitive prices as well as to clarify some of their responses to questions. The best and final offer process was used to secure final quotes based on adjustments to the original Request For Proposal for Police Software RFP # 17-18-09.

Appendices

Appendix A: 1063184 Police Software Round 2 Scoring Summary (PDF)
Appendix B: 1061631 Police Software Scoring Summary
Appendix C: 1061328 RFP Questions with Reponses
Appendix D: 1072364 Superion Response - BAFO - Greenville, NC RFP 17-18-09
Appendix E: 1071369 Superion Response – Greenville, NC RFP 17-18-09
Appendix F: 1071368 Superion Cost Proposal – Greenville, NC RFP 17-18-09
Appendix G: 1072750 Financial Assessment – Superion LLC
Appendix H: 1067860 Police Software Selection Cost Analysis

City of Greenville, North Carolina

Meeting Date: 4/9/2018
Time: 4:00 PM

Title of Item: Minority and Women Business Enterprise (MWBE) Program Update

Explanation:

Abstract: The City of Greenville Minority and Women Business Enterprise (MWBE) Program is providing an update to City Council on partnerships and programming initiatives designed to encourage the economic inclusion of MWBE firms.

Explanation: The Minority and Women-owned Business Enterprise (MWBE) Program is a joint venture established by the City of Greenville and Greenville Utilities Commission and operates out of the City's Financial Services Department/Purchasing Division. The program provides minorities and women equal opportunity for participating in all aspects of the City's and Utilities' contracting and procurement programs, including but not limited to construction projects, supplies and materials purchases, and professional and personal service contracts. To encourage participation and ensure opportunity, the Program carries out several functions, implements strategies, and engages strategic partnerships. This update highlights those areas and provides a look towards future goals.

Fiscal Note: No fiscal impact.

Recommendation: This item is informational purposes only and requires no action by City Council.

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City of Greenville, North Carolina

Meeting Date: 4/9/2018
Time: 4:00 PM

Title of Item: Proposed donation of three properties from Amos "Ray" Evans to the City of Greenville

Explanation:

Abstract: A city resident recently offered to donate three (3) parcels of his land, totaling approximately 3.9 acres, to the City of Greenville. Two parcels are in proximity to Evans Park/Green Mill Run, and one parcel is in the Kristin Drive neighborhood. Staff would like to discuss acceptance of this offer with Council, once a survey of these properties has been completed.

Explanation: Recently, the Recreation and Parks Department was contacted by Greenville resident Amos "Ray" Evans regarding a potential donation of three (3) parcels of Mr. Evans' land. One parcel, #36270, is located on Stuart Circle in the Kristin Drive neighborhood and has a current market value of $6,000. The other parcels, #07101 and #07102, with a total market value of $8,250, are situated between Hooker Road and the western boundary of Evans Park. This land totals 3.75 acres and runs along the north bank of Green Mill Run.

The land in proximity to Evans Park has value to the City for two major reasons. It could make it possible to access the park and the River Birch Tennis Center from Hooker Road, initially on foot but possibly later by vehicle. In addition, it would result in the entire north bank of Green Mill Run from Evans Street to Hooker Road being within Evans Park.

This entire stretch is the proposed route for extension of the Green Mill Run Greenway, as the 2017 Active Transportation Plan continues to show the greenway extending westward across these properties. As such, it would be in the City's interest to accept the donated properties since this would eliminate the need to obtain, most likely at a cost, easements across these properties, whenever the City proceeds with extending the greenway westward.

Maintenance costs will be minor, as the land is in a natural state, and will predominately remain so.

The parcel within the Kristin Drive neighborhood will be useful to the Police Department's efforts to serve that community. Plans for the parcel include the development of a community garden.

At its March 14, 2018 meeting, members of the Recreation and Parks Commission unanimously recommended that City Council accept these properties.

Fiscal Note: Expenses associated with a conveyance of property will be incurred, such as legal and recording costs. In addition, there will be a reduction in the City's annual tax revenues totaling approximately $76.

Recommendation: Present and discuss Mr. Evans' offer to donate three parcels of land to the City.

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Attachments / click to download

- OPIS Maps, Ray Evans Properties
- Land Offer from Mr. Evans

February 22, 2018

Mr. Gary Fenton, Director
Greenville Parks and Recreation Department
P.O. Box 7207
Greenville, N.C. 27858-7207

Dear Mr. Fenton:

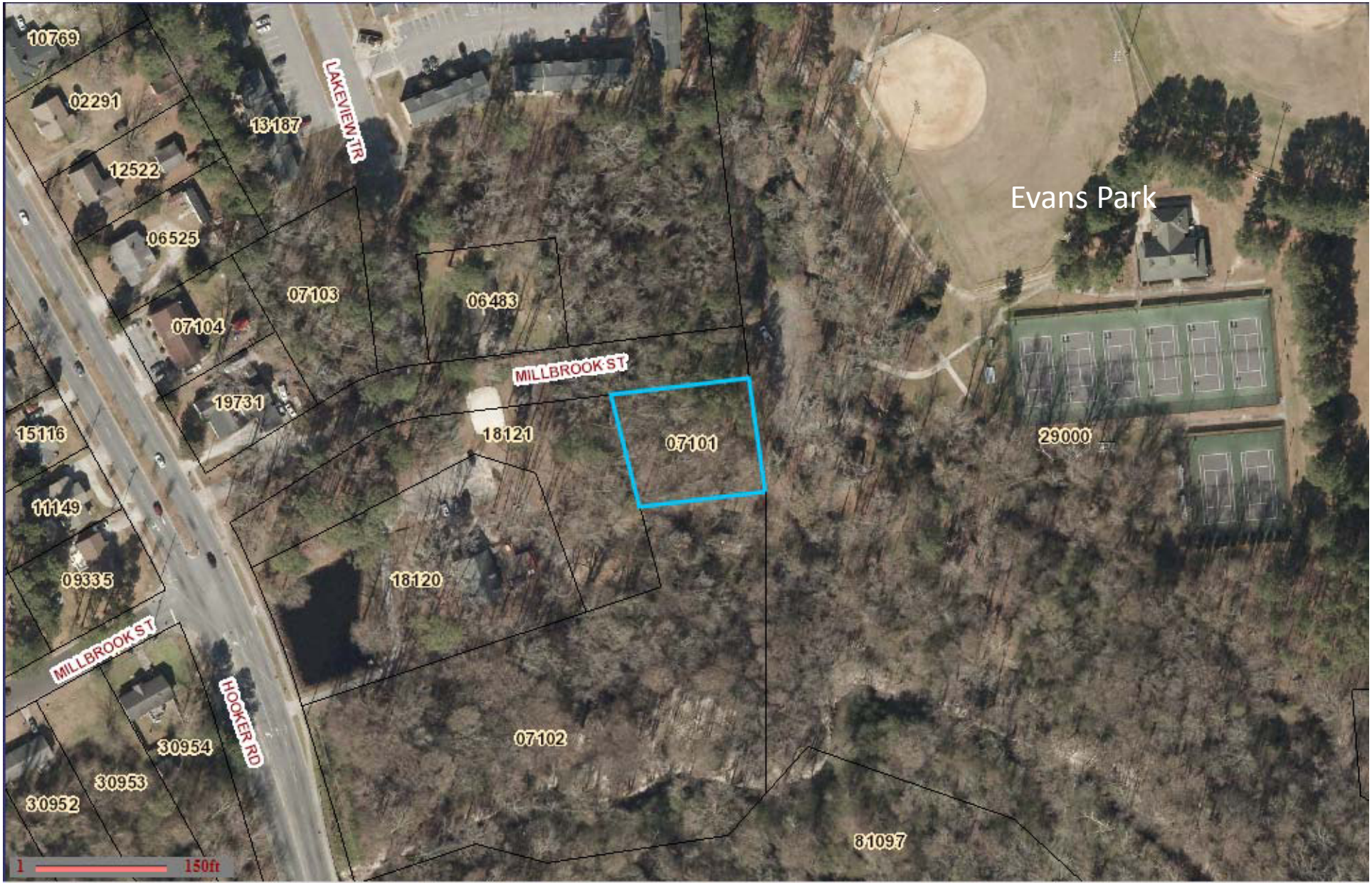
Through this letter I am offering to donate to the city of Greenville, parcels # 07101 and # 07102, which adjoin Evans Park. Also included in this offer is a third parcel # 36270 at 101 Stuart Circle in the Kristin Drive Neighborhood, which I understand can be of value to the Greenville Police Department.

These gifts of property are made without conditions.

Please let me know if any further documentation is needed.

Sincerely yours,

Amos Ray Evans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Evans Park
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MILLBROOK ST
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MILLBROOK ST
HOOKER RD
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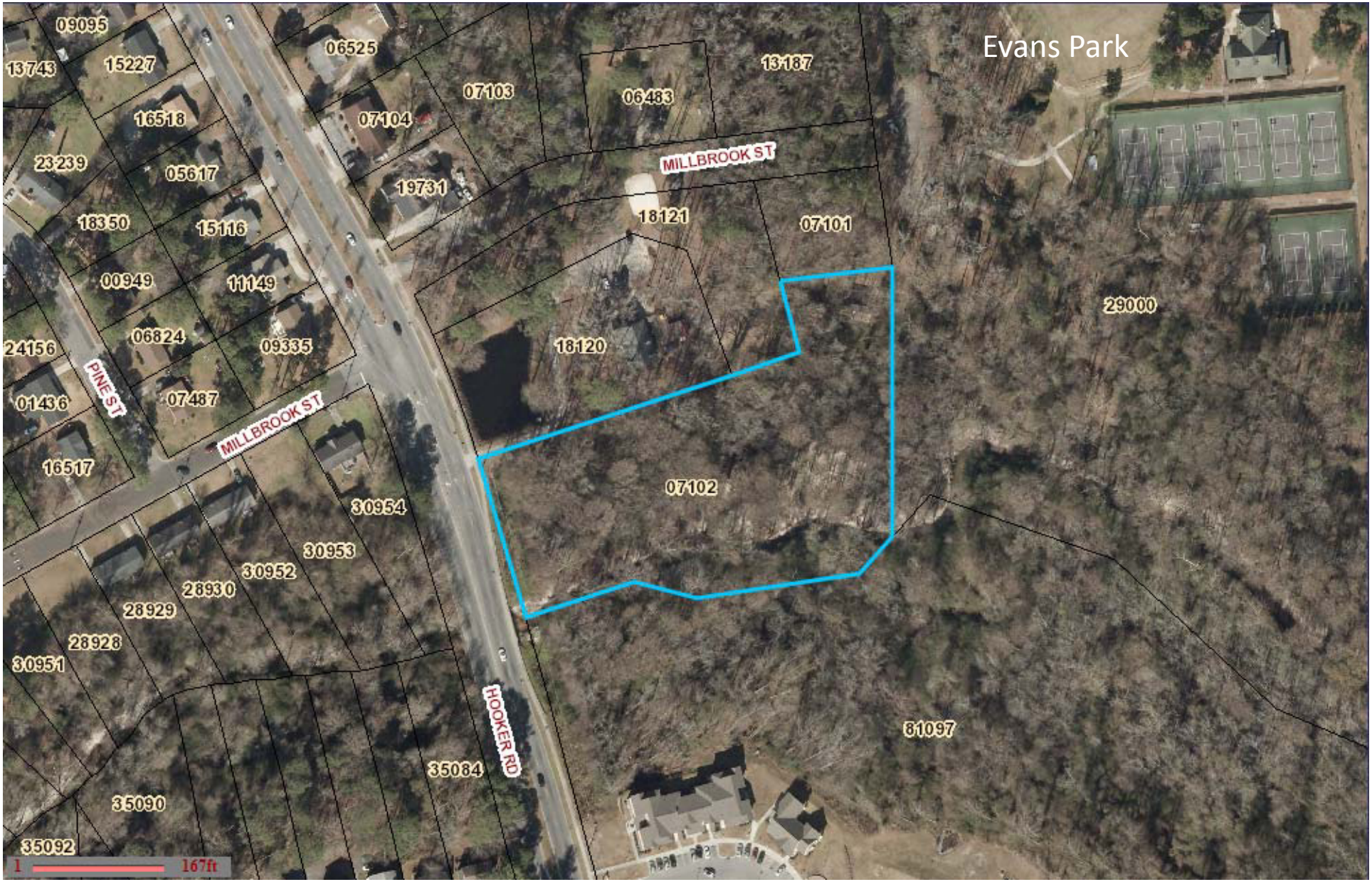
Item # 5


Evans Park
09095
13743
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06525
07103
06483
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16518
07104
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05617
19731
MILLBROOK ST
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15116
18121
07101
00949
11149
29000
06824
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PINE ST
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MILLBROOK ST
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Item # 5

36880
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ALICE DR
14195
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36876
36872
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36874
47846
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36871
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BOARDWALK LN
36274
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KRISTIN DR
STUART CI
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38978
COMMON AREA
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63341
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46460
36277
36276
SHILOH DR
MOSBY CI
CALDWELL CT
37483
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150ft

Item # 5