O-21- 50

ORDINANCE NO. _____

AN ORDINANCE WAIVING FORMAL BIDDING REQUIREMENTS AND AUTHORIZING PAYMENT TO BENCHMARK ANALYTICS FOR THE PURCHASE OF EARLY INTERVENTION AND CAPITAL MANAGEMENT SOFTWARE SUBSCRIPTION FOR THE NORTH LITTLE ROCK POLICE DEPARTMENT; DECLARING AN EMERGENCY; AND FOR OTHER PURPOSES.

WHEREAS, Ark. Code Ann. § 14-58-303 requires City purchases exceeding the amount of $20,000 to follow statutory procedures of local advertisement and opening of sealed bids which may only be waived in exceptional situations where bidding is deemed not feasible or practical; and

WHEREAS, the North Little Rock Police Department ("NLRPD") wishes to improve its tracking and management of law enforcement incidents and interactions with the public by purchasing an early intervention and capital management software subscription; and

WHEREAS, Benchmark Analytics, 4619 North Ravenswood Avenue, Suite 203, Chicago, Illinois 60640, is the sole-source distributor of First Sign Early Intervention and Case Action Response Engine (C.A.R.E), which work together to provide a holistic case management platform with automated workflow and communications functionality (see Proposal from Benchmark Analytics attached hereto as Exhibit A); and

WHEREAS, the software will track and report internal issues, training and wellness, as well as inventory, including issued equipment and STEP grant information, with improved accuracy, accessibility, and more detailed information than the current softwares; and

WHEREAS, the cost of the subscription to the software is Thirty Thousand Dollars and 00/100 Cents ($30,000.00) per year.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF NORTH LITTLE ROCK, ARKANSAS:

SECTION 1: That formal bidding is hereby waived in connection with the subscription to the early intervention and management software for the North Little Rock Police Department.

SECTION 2: That payment to Benchmark Analytics is hereby authorized in the amount of $30,000.00, and the cost shall be paid from the Information Technology 2021 Budget.

SECTION 3: That all ordinances or parts of ordinances in conflict herewith are hereby repealed to the extent of the conflict.

SECTION 4: That the provisions of this Ordinance are hereby declared to be severable, and if any section, phrase or provision shall be declared or held invalid, such invalidity shall not affect the remainder of the sections, phrases or provisions.

SECTION 5: It is hereby found and determined that the subscription for the North Little Rock Police Department is in the best interest of the City of North Little Rock, and is necessary for the immediate preservation of the public health, safety and welfare; THEREFORE, an emergency is hereby declared to exist, and this Ordinance shall be in full force and effect from and after its passage and approval.

PASSED:

APPROVED:

Mayor Terry C. Hartwick

SPONSOR:

Terry C Hartwick

Mayor Terry C Hartwick By AF

ATTEST:

Diane Whitbey, City Clerk

APPROVED AS TO FORM:

Amy Beckman Fields, City Attorney

PREPARED BY THE OFFICE OF THE CITY ATTORNEY/kt

FILED 11:05 A.M. _____ P.M.

By Amy Fields

DATE 12.7.21

Diane Whitbey, City Clerk and Collector
North Little Rock, Arkansas

RECEIVED BY S. Ussery

EXHIBIT

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BENCHMARK ANALYTICS

Proposal to North Little Rock Police Department

05/27/21

Introduction

Benchmark Analytics® was founded by a group of dedicated professionals who have years of experience in policing and because we've worn the badge, we know how important it is to uphold its honor. We also understand the power of data and analytics in advancing talent management and administration — we have a proven track record developing groundbreaking data-driven platforms that are founded in research and fueled by high-level, evidence-based analytics.

Our software-enabled platform closes the current knowledge gaps in the marketplace by providing a single source to track and manage all data associated with a police department's human capital, and provides a holistic management system with early indicators designed to:

- Recognize, reward and retain officers exhibiting standout police work
- Identify officers exhibiting problematic behavior and flag areas in need of improvement — and provide them with a corrective action plan to get them back on track.

Additionally, our innovative platform includes security protected software that is instantly accessible, simple to use and easy to navigate.

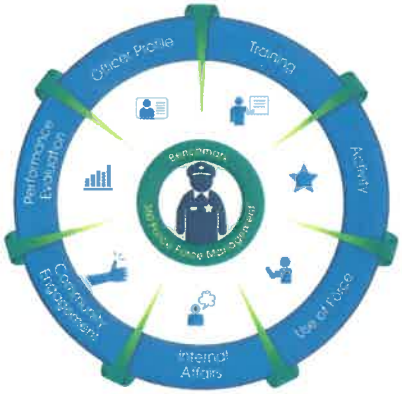
Along with our consortium of esteemed research partners including the University of Chicago Center, highly regarded policing thought leaders and world-class technology developers, we are proud to present this Benchmark Analytics proposal for your consideration.

1. BMS | Benchmark Management System®

With BMS, Benchmark works with you to develop a comprehensive, top-to-bottom police force management system that:

- Serves as your single-source solution with full workflow management capabilities, or can be integrated with your existing systems — there's no need to buy separate Use-of-Force, Internal Affairs, Performance Evaluation and other systems . . . BMS does it all
- Identifies what data is important to ensure the integrity and safety of all police officers, units and supervisors
- Configures to comply with DOJ guidelines on officer conduct and CALEA body of standards — as well as your collective bargaining agreement
- Delivers an efficient, effective platform created to provide a 360° holistic view of every officer in your department

BMS is a proactive management tool that features seven information categories designed to identify a wide range of activities and practices — not simply a system to focus on problematic behavior.



2. First Sign® Early Intervention

By leveraging the work completed in BMS, we activated the power of advanced analytics to develop a first-of-its-kind management tool that:

- Captures the data most important to officer performance and behavior — as well as the relationships between critical data variables

- Takes into account total productivity relative to signs that an officer may be engaging in problematic behavior
- Proactively notifies you at the "first signs" of a real need to intervene and help get an off-track officer back on track
- Transforms risk management in policing by significantly reducing your exposure to rising liability costs

First Sign is preventative by design: we know that intervention based upon simple, threshold-based triggers alone is not the right strategy — context, patterns of problematic behavior and officer history are what matter most . . . and what make our system better. First Sign is the only research based early warning/intervention product available in the market.

3. C.A.R.E. | Case Action Response Engine®

Once off-track behavior has been identified in First Sign, Benchmark expedites thoughtful and effective early intervention with C.A.R.E. — a proactive, targeted support program that:

- Features research-based, analytics-driven case management modules for officer-specific interventions
- Provides "benchmarks" of best practices that have proven to be most effective for different levels of intervention
- Facilitates the planning process with a template of actionable steps, guidelines, goals and follow-up

C.A.R.E. allows supervisors to develop a well thought out, meaningful plan of action for individual officers to help ensure that no one in your charge is falling through the cracks.

Ultimately, our goal is to get officers who are off track back on track — and out of C.A.R.E.

BMS Features Set

System Performance

- Configurable workflow engine allowing:
  - Unlimited roles and permissions
  - Unlimited command channel reviews configurable by event type
  - Matching of existing processes and nomenclature
- Provides reporting via interactive dashboards and custom/ad hoc reports
- Capability to integrate with all required agency systems including CAD and RMS
- Application can be delivered on-premise or SaaS hosted
- SaaS hosting is on a CJIS-compliant cloud
- Data encrypted at rest and in transit
- Secured with HTTPS
- Fully mobile responsive for tablets and other devices

Officer Profile

- Employee photo
- Emergency contact information
- Employee demographic information
- Employee Unit of Assignment (current and historical)
- Employee appointment date
- Employee disciplinary history
- Employee line of duty injuries
- Employee external employment
- Employee issued equipment of all types (firearm, radio, etc)
- Employee issued equipment qualification/certification

Training

- Full Learning Management System inclusive of academy, FTO and in-service modules
- Ability to create and configure training programs to different groups of officers
- Firearms tracking and qualification module
- Certification management including historical and future courses
- Approval and tracking process for additional officer training requests

- Creates pre-assessments and evaluations for each course
- Calendaring (integrated with Outlook)
- Alerts and announcements for upcoming trainings and re-certifications
- Ability to deliver, track and manage SCORM, external link, upload document, video course, program course, live event and exams
- The ability to track, manage, edit and publish department policies, procedures, and general orders
- Training specific reporting including dashboards and ad hoc reporting
- Ability to track and manage daily observation reports (DOR's) across fully customizable skills, abilities and competencies
- Ability to sign-off on completed training tasks including daily observation reports
- Ability to attach documents, pictures, and videos to support trainer observations
- Pro-active alerts to trainers when a trainee is under-performing
- FTO specific reports and visuals comparing recruit performance among class

Activity

- Ability to integrate and pull data from CAD/RMS/JMS systems to provide employee, unit and supervisory productivity reports and overview
- Ability to apply our advanced reporting system to other data sources for a holistic overview of employee performance

Use of Force/Event type tracking

- Smart-system that adjusts realtime based on data collected
- Ability to track and manage multiple event types including:
    - Use of Force (configurable to in custody vs patrol settings)
    - Vehicle pursuit
    - Traffic crash involving officer
    - Traffic stop data (compliant with legal requirements of AB953)
- Ability to track various types of Use of Force (including firearm, taser, OC spray, impact weapon, canine deployment, etc.)
- Configurable layout including modifications to field labels, verbiage, and dropdown values
- Configurable and customizable Use of Force specific workflows and reporting (including both dashboard and ad hoc reporting)

- Alerts supervisors when an officer has too many Use of Force incidents within a specified timeframe

Internal Affairs

- Full Internal Affairs case management platform that facilitates allegation intake, investigation, evidence management, concurrence reporting
- Ability to view allegation history
- Minor discipline module
- Ability to trigger based on thresholds
- Ability to separately track:
    - Injuries to subjects in custody
    - Warrantless searches
    - Criminal investigation involving employee
    - Arrest of employee
    - Interview/Interrogation in violation of policy
    - Lost/Theft of agency property
    - Civil/Administrative complaints
    - Civil lawsuit activity from employee duties
    - Protective/Restraints Order(s) issued against an employee
- Configurable and customizable Internal Affairs specific workflows which route complaints to different locations based on specified criteria
- Ability to upload and manage evidence of all electronic types (including video)

Community Engagement

- Provides a portal for agency to communicate with community members
- Automation of all department awards
- Tracking of time spent on community concerns (via CAD and Community Engagement platform)
- Supervisory review and tracking of activities on each concern
- Supervisory acknowledgement of concerns
- Ability organize community concerns geographically
- Ability to import GIS layer into application to provide current mapping elements
- Dashboard map view of community concerns
- Ability to create and manage community events in the portal
- Community survey tools delivered via text and email

Performance Evaluation

- Automation of department form sets based on job type
- Ability to cadence, schedule and customize follow-up actions based on employee score
- Exception reporting and routing of evaluations that fall below a department-set threshold
- Command channel review processes for all performance evaluations
- Ability to assign evaluations to supervisors based on individual officers and/or groups of officers

Reporting

- For all Benchmark Modules, we have the ability to report all information captured via dashboards, ad hoc and canned reporting
- Interactive in-dashboard drilldowns available to visualize underlying data elements
- Role and permission-based control over report
- Ability to schedule any report type at any cadence desired via email
- Ability to save any report type in multiple formats
- Ability to edit reports
- Ability to export reports in all of the following formats: Word, Excel, PDF, CSV, XML, JSON, Query Execution, Definition

Early Warning System

- Developed with a research-based approach
- Works beyond simple thresholds and basic triggers
- Uses peer groups of officers in like assignments to inform analysis
- Proactively alerts without requiring manual queries
- Alerts for exceptional officer conduct and officers needing review
- Tied to a full case management system to track intervention progress
- Continued training and iteration of early warning model in conjunction with department input
- Externally reviewed by University of Chicago researchers with expertise in law enforcement early warning systems

Implementation

Benchmark Analytics is tenacious about implementation. Our team is comprised of former government practitioners who know all too well that a thoughtful, well-managed implementation plan and execution is just as important as the technology itself.
If we are fortunate to win your business, we will assign a project manager to your implementation.

Integrations

Benchmark Analytics will provide integrations into critical data capture/data storage systems. Integrating into people data systems and other key technologies provides tremendous ease of use while greatly reducing errors associated with manual re-capture of data. We have a dedicated team of software specialists who focus on integrations and are building up a catalog of insight into commonly used applications all the time.

Training

We will work with your department to develop the right training methodology for your end users. We rely on a train-the-trainer model which provides an on-site, multi-day training for key administrators and managers/users who will be utilizing the system day-to-day. Because we understand that there can be turnover at police departments within the administrative functions, we also provide training refresh to new staff at no additional cost to the department.

Support

Benchmark Analytics provides customer support through a toll-free telephone number (1-888-40-BENCH) or via e-mail (support@benchmarkanalytics.com) and will be available Monday through Friday 6:00AM – 7:00PM (CST), excluding all federal holidays.

Other Items

1. **Hosting Overview**
   Benchmark Analytics provides a software-as-a-service solution (SaaS) application, which is hosted in a CJIS-compliant, commercially-available cloud (currently Amazon Web Services GovCloud).

2. **Membership in Research Consortium**
   Benchmark Analytics clients are eligible for inclusion in the Benchmark research consortium at no additional charge and is part of the standard agreement. The Consortium is chaired by the University of Chicago and includes academics, researchers and practitioners who are national experts in early intervention and police best practice. This membership includes on-going iteration and enhancements to the research models as well as access to best practices and knowledge transfer from the country's leading researchers and practitioners.

Pricing

The below table provides details on pricing. Pricing provided in this proposal shall be valid through June 30, 2021.

	Pricing
Annual Software License[1]	$ 30,000
Integration Fees	The above annual software license includes 2 integrations.
Project Management	Included - no additional charge.
Training Plan	Included – no additional charge.
Support	Included – no additional charge.

1. Pricing assumes a three-year contract with 2 one-year renewal options.
2. Benchmark reserves the right to increase the annual subscription price no more than 4.0 percent per year, over the term of the agreement.