



---

---

# CITY OF POMONA

## COUNCIL REPORT

---

---

December 2, 2019

To: Honorable Mayor and Members of the City Council

From: Linda Lowry, City Manager

Submitted By: Michael Olivieri, Police Chief

**SUBJECT: AWARD A SOLE SOURCE CONTRACT TO SPIDR TECH FOR CUSTOMER ENGAGEMENT SOFTWARE FOR AN AMOUNT NOT TO EXCEED \$70,454**

---

### **RECOMMENDATION:**

It is recommended that the City Council take the following actions:

- 1) Award a Sole Source three (3) year Contract to SPIDR Tech for Customer engagement software in the amount not to exceed \$70,454 (Attachment No. 1);
- 2) Authorize the City Manager, or designee, to execute the contract award and other documentation on behalf of the City.

### **EXECUTIVE SUMMARY:**

Approval of this item will award a Sole Source contract to SPIDR Tech to provide software that sends automated updates via email and text notifications to persons who contact the Police Department for service. These notifications will include information on response times, report numbers, call disposition information and information on when an arrest is made.

### **FISCAL IMPACT:**

Funds for this action in the amount of \$70,454 will fund the entire three (3) year sole source contract and has been budgeted in the FY 2019-20 Asset Forfeiture Operating Budget (260-2090-66189-512017).

### **AUTHORITY:**

Pomona City Code 2-970 (1)(C), *Formal Bid Procedure*, under the Exceptions clause, states that “an award of purchase may be made without competitive bidding after conducting a good faith review of all available alternatives...” and that “additional products or services are required to complete a budgeted project, and compatibility or uniformity with existing product or serve is a requirement.”

## **DISCUSSION:**

The Pomona Police Department is continuously searching for methods to provide better service to the community and provide the best service experience. In an effort to improve efficiency and effectiveness of Police services to businesses and residents, staff is proposing to award a Sole Source contract to SPIDR Tech for Customer Engagement Software, consisting of two modules:

(1) **CAD Auto-Responder** - provides immediate party acknowledgment messages when a citizen calls the Police Dispatch Center and requests services. The Police Department will enable certain types of calls and events that trigger the messages to be sent, and all of the messages will be customized to provide information relevant to the specific incident. Information included in the text message is: confirmation of the request for service, case or incident number, contact information, how to follow-up, delayed response times (this type of message will notify the caller if an officer has not been assigned to the call, explaining the priority call volume), and links to other useful information.

(2) **Victim Notifications Module** sends the victim a tailored text and/or email message within hours of their report being filed. The emails and texts include key follow-up information to explain the next steps and contact information. The Notification Module also provides valuable victim related resources along with an “Arrest notification” that will automatically informs victims if an arrest was made pertaining to their report.

Police Department staff were able to review contracts for the proposed SPIDR Tech product from Redondo Beach Police and Chula Vista Police Departments. It was determined that the pricing rate for this proposed purchase is fair and within a comparable range as offered to other municipalities. The City of Chula Vista completed a formal Request for Proposal (RFP) process for the SPIDR Tech product. They received two responses, to which SPIDR Tech was determined to be the only confirming bidder and awarded the contract.

Staff is recommending to award a Sole Source contract to SPIDR Tech based upon the proprietary algorithm that generates automated messages that can be emailed and or/ text messaged to victims of crime and requestors of service.

## **COUNCIL PRIORITIES & GOALS:**

This item supports the 2019-20 City Council Priority 1: Fiscal and Operational Responsibility-Goal B: Improve efficiency and effectiveness of City services to businesses and residents.

Prepared by:

---

Paul Alexander  
Dispatch & Jail Manager

## **ATTACHMENT(S):**

Attachment No. 1 – SPIDR Tech Contract Proposal