



CITY OF NEW HAVEN
DEPARTMENT OF POLICE SERVICE
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March 9, 2023

The Honorable Tyisha Walker-Myers
President, Board of Alders
City of New Haven
165 Church Street
New Haven, CT 06510

Dear Alder President Walker-Myers,

This note is to advise the Honorable Board of Alders that the Departments of Public Safety seek to execute a six-year contract between the City of New Haven and ProPhoenix Corporation to develop a platform which covers hardware, software, installation, training, and maintenance for our Computer-Aided Dispatch/Record Management System/Jail Management System (CAD/RMS/JMS). ProPhoenix Corporation was selected after the City conducted an RFP to replace the City's current CAD/RMS/JMS system, which has transitioned over the years to a legacy system with limited support options, with one that would fit the City's current and anticipated future needs.

ProPhoenix Corporation will provide the Phoenix Public Safety Solution Suite. This program will increase efficiencies in all aspects of record management, improve geographic information systems on patterns and trends of criminal activity, and provide tools for a safe and secure detention center for staff and inmates.

This six-year contract cost with ProPhoenix is estimated at \$4,802,652.82 and includes the following:

- Year 1 Initiation to the Go Live Phase \$2,037,820.00
- Year 2 Annual Software and Maintenance \$339,116.51
- Year 3 Annual Software and Maintenance \$356,072.34
- Year 4 Annual Software and Maintenance \$373,875.96
- Year 5 Annual Software and Maintenance \$392,569.76
- Year 6 Annual Software and Maintenance \$412,198.25
- Years 1 through 6 Amazon Web Services (AWS) Hosting Fee \$36,000.00
(Subject to annual adjustments based on the fee charged to ProPhoenix by AWS)
- Hardware allowance to be billed as incurred \$500,000.00
- Software Integration allowance to be billed as incurred \$175,000.00

When reviewing the annual software and maintenance fees, please note that the City's general fund budget includes funding for its CAD/RMS/JMS system at approximately \$250,000 for the current system.

As you review the Fiscal Impact Statement you will see that I have tried to account for all known and anticipated related costs for the six-year contract period. To properly customize and support this public safety system to be used to its intended and full potential there will be personnel, equipment and software costs outside of this requested contract with ProPhoenix. The initial and implementation phases of this project are critical to its success and the City would be looking to hire consultants to assist City Public Safety and IT staff with these phases. This system offers many new features, applications, interfaces, etc. which will require upgrades to the departments' computers, many of which have already reached or exceed recommended life and are due for replacement. This system supports e-ticketing, which would be a new technology for the police department and require the purchase

of printers and receipt paper. There will also be costs incurred as the City's other software systems are integrated with ProPhoenix. The City is anticipating a cost between \$6,000 to \$10,000 per software program that needs to be integrated with CAD/RMS/JMS.

On behalf of the Departments of Public Safety, I look forward to upgrading and enhancing our records, geographic, and facility management technologies with ProPhoenix Corporation. Please contact me with any questions.

Sincerely,

Karl Jacobson
Chief of Police