

City Council – Action Request Form

Date: December 14, 2020

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Tasha Logan Ford, Assistant City Manager
 Catrina Thompson, Chief of Police
 Jerry Bates, Purchasing Director

Council Action Requested:
 Resolution Awarding Purchase Order for LexisNexis Online Citizen Reporting System

Strategic Focus Area: Service Excellence
Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness
Strategic Plan Action Item: No
Key Work Item: No



Summary of Information:
 The City of Winston-Salem was awarded the Fiscal Year 2020 Coronavirus Emergency Supplemental Funding Program grant for the Winston-Salem Police Department (WSPD). As part of this grant, WSPD will use funds to purchase and utilize an online citizen reporting system known as the Desk Officer Reporting System (DORS). This reporting system allows non-emergency inbound calls to be routed to the DORS web application, providing individuals with instant access to the Police Department’s customized non-emergency incident reporting website, while freeing up staff to respond to emergency calls that require immediate attention. Community members have the ability to file reports, crime tips, and other incidents through the secure online reporting system. The system supports up to five languages while agency personnel can review the report in English, a tremendous benefit for the non-English speaking citizens of Winston-Salem. Minor motor vehicle accidents can be reported online when citizens file reports from their phone. The system includes a shoplifting portal where shoplifting reports are received from loss prevention specialists, as well as offering citizens the ability to add property lists online related to a burglary. Most importantly, all of these services can be provided without the need for face-to-face contact, thus reducing the risk of community spread of the virus for both citizens and employees.

WSPD has requested the purchase of the LexisNexis Desk Officer Reporting System, and LexisNexis Coplogic Solutions, Inc., located in Alpharetta, GA, and the only known vendor to offer an interface to WSPD’s One Solution Record Management System, has submitted Quotation #379216.1.Winston-SalemNCPD-HQ to provide this product at the complete cost of \$49,560 over a two-year period.

Committee Action:

Committee	Public Safety 12/14/2020	Action	Approval
For	Unanimous	Against	

Remarks:
 Finance forwarded this item to Public Safety for review.

This pricing is based on a monthly fee over a period of 24 months. Year One includes dedicated project manager and implementation assistance, operational/procedural directive templates, web-based training session with a live trainer, unlimited users, incident types, and report intake, unlimited customer support (phone and e-mail), unlimited maintenance including every update and, upgrade released, and hosting in the LexisNexis® Secure Hosting Environment,, for a total of \$24,780. Year Two is for the same services totaling \$24,780.

This purchase will be paid with grant funds under the 2020 Coronavirus Emergency Supplemental Funding Program; therefore, it is recommended that a purchase order for the LexisNexis Desk Officer Reporting System per Quotation #379216.1.Winston-SalemNCPD-HQ be awarded to LexisNexis Coplogic Solutions, Inc. in the total amount of \$49,560.

This recommendation is based upon provisions of N.C.G.S. 143-129(e) which provides that formal bid requirements do not apply to purchases of apparatus, supplies, materials, or equipment when performance or price competition are not available; when a needed product is available from only one source of supply; or when standardization or compatibility is the overriding consideration.”

M/WBE comment: LexisNexis is the sole source provider for this purchase. See Exhibit A for Workforce Demographic