

Niche Records Management System - Support and Maintenance Agreement for Edmonton Police Service

Recommendation

That a sole source agreement between the City of Edmonton and Niche Technology at a value of \$3,750,000 over ten years, as set out in the October 17, 2018, Edmonton Police Commission report CR_6464, be approved, and that the agreement be in form and content acceptable to the City Manager.

Executive Summary

The Niche RMS provides a central location for all information and reports associated with police investigations. Niche Technology is the sole provider of support and maintenance due to the proprietary nature of the software.

Since its implementation, EPS has developed several police applications that directly integrate with the Niche RMS and are vital to police operational effectiveness.

The EPS Information Technology Branch is mandated to provide twenty-four hour, seven-days-a-week (7x24x365) support for Niche RMS. This mission-critical system is vital to EPS daily operations, and enables sworn members to perform police information queries and meet mandatory reporting requirements.

Report

The Niche RMS support and maintenance agreement is required so that Niche Technology can provide EPS with the level of system availability and performance that is required of both the mission-critical core application and the applications and systems that directly integrate with it.

On December 31 2018, the current support and maintenance agreement will expire. A new sole-source agreement with Niche Technology is required to maintain service continuity of the mission-critical Niche RMS. A sole-source agreement is justified as Niche Technology is the sole provider of support and maintenance services.

The sole-source agreement will secure the support and maintenance required for the Niche RMS, while allowing EPS to develop a technology roadmap for its future Records Management System needs. The sole-source agreement with Niche Technology is for up to 10 years at a cost not to exceed \$3,750,000 CAD.

Policy

The content of this report relates to the City of Edmonton Bylaw 14040, and the Edmonton Police Commission (EPC) Contracting Policy. As per the approved City Administration Bylaw 16620, sole source agreements over \$500,000 in value must be approved by the appropriate Committee or Council.

Corporate Outcomes and Performance Management

The Niche RMS support and maintenance agreement will provide the following corporate outcomes:

- Ensure that mandated 24x7x365 support and maintenance is provided for the Niche RMS over the next 10 years
- Allow EPS to develop a technology roadmap for its future Records Management System needs
- Provide mission-critical system service that is vital to EPS daily operations
- Enable sworn members to perform police information queries and meet mandatory reporting requirements
- Ensure the functionality of police applications that directly integrate with the Niche RMS and that are vital to police operational effectiveness.

Risk Assessment

Risk Element	Risk Description	Likelihood	Impact	Risk Score (with current mitigations)	Current Mitigations	Potential Future Mitigations
Risk of not proceeding: Support, maintenance for the EPS mission-critical RMS would not be available.	The mission-critical Niche RMS software would no longer be supported, which is mandated. There is a severe risk to the organization in its ability to achieve its primary function of providing community policing and public safety.	5 – Almost Certain	5 – Worst Case	25 - Extreme	There is no current mitigation that would manage this risk.	There are no future mitigations that would manage this risk.