

Proposal to  
San Luis Police Department  
October 31, 2018

## 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.

## Center for Data Science and Public Policy



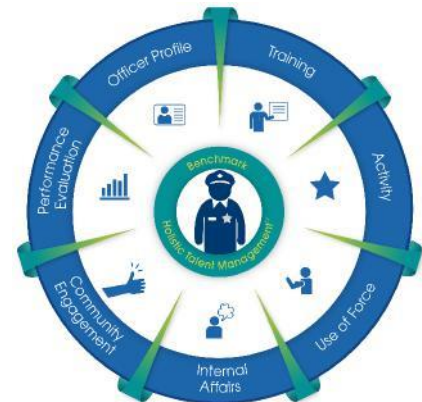
Along with our consortium of esteemed research partners including the University of Chicago Center for Data Science and Public Policy, highly regarded policing thought leaders and world-class technology developers, we are proud to present this Benchmark Analytics proposal for your consideration.

## 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.

## 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.

Our rolling standard twelve-month implementation process is outlined below and allows for a comprehensive business process review in order to fully capture the configuration options for the department, as well as to ensure proper time for training, policy review and/or employee buy-in.

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
<b>General setup</b>												
* People data integration												
* Policy review												
* Training plan												
* Release plan												
<b>Use of Force</b>												
* Data field configuration												
* Workflow configuration												
* Infrastructure testing												
* Execute training												
<b>Internal Affairs</b>												
* Data field configuration												
* Workflow configuration												
* Infrastructure testing												
* Execute training												
<b>Community Engagement</b>												
* Data field configuration												
* Workflow configuration												
* Infrastructure testing												
* Execute training												
<b>Activity</b>												
* Data field configuration												
* Workflow configuration												
* Infrastructure testing												
* Execute training												
<b>Training</b>												
* Data field configuration												
* Workflow configuration												
* Infrastructure testing												
* Execute training												
<b>Performance Evaluation</b>												
* Data field configuration												
* Workflow configuration												
* Infrastructure testing												
* Execute training												
<b>Officer Profile</b>												
<b>FirstSign</b>												

### **Integrations**

Benchmark Analytics will provide integrations into critical data capture/data storage systems required for seamless analysis at a cost of \$1,500 per integration, per year. 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](mailto:support@benchmarkanalytics.com)) and will be available Monday through Friday 6:00AM – 7:00PM (CST), excluding all federal holidays.

## Other Items

### 1. Escrow of Source Code

Benchmark Analytics will maintain a copy of the application source code with an Escrow Agent and shall make this Agent's information available upon execution of contract.

### 2. 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 WebServices GovCloud).

### 3. 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 December 31, 2018.

	<b>Pricing</b>
Annual Software License <sup>1</sup>	\$ 5,000.00 – Please note this annual software license represents pricing for the 1 <sup>st</sup> year of partnership.
Annual Software License <sup>2</sup>	\$ 7,500.00 – Please note this annual software license represents pricing after the 1 <sup>st</sup> year of partnership.
Integration Fees	\$1,500.00 per integration, per year. Please note that the annual software licenses above assume 1 integration.
Project Management	Included - no additional charge.
Training Plan	Included – no additional charge.
Support	Included – no additional charge.

1. Pricing assumes a single year contract for the 1<sup>st</sup> year of service at the discounted rate. After the 1<sup>st</sup> year pricing assumes a 3-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.

