



**Date:** October 13, 2017  
**To:** Patrick H. West, City Manager  
**From:** Robert G. Luna, Chief of Police  
**Subject:** **EXCEPTION TO POLICY REQUEST- VIGILANT SOLUTIONS LLC.**

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It is the policy of the City of Long Beach to utilize the competitive bid process, so that the item can be procured based on current Department of Financial Management purchasing policies and procedures.

In this case, this purchase is unable to be competitively bid. The following information provides the justification for this purchase funded by a grant relating to Homeland Security, as referenced in ORD-12-0020. The funding agency, California Governor's Office of Emergency Services, requires advanced approval of items not competitively procured. If you approve, please indicate by signing the attached Request for Non-Competitive Procurement Authorization form.

**DESCRIPTION OF EACH PRODUCT AND/OR SERVICE REQUESTED AS AN EXCEPTION-**

Purchase of up to 40 Automated License Plate Recognition (ALPR) systems with three (3) years of warranty and full access to the Vigilant Investigative Data Platform (IDP) and commercial data. Purchase will include data subscription, equipment and installation on existing Police Department vehicles.

The UASI Maintenance funding available for this replacement will need to be spread over (up to) two grant cycles (UASI 15 and 16) due to the cost of the project and availability of grant funding. The initial purchase will need to be completed no later than December 30, 2017 in order to meet the UASI 15 grant deadline. A second purchase (approx. \$124,000) will be completed during FY 18 with the final purchase (approx. \$124,000) being completed in FY19. Total expenditure for this project will be \$495,000.

Great effort has been expended to extend the service life of the existing mobile ALPR equipment, but the current vendor (3M) is no longer providing support for the product and repairs are no longer possible. Of the initial 40 mobile ALPR systems purchased with UASI 06/09 funds, there are none (0) still in service. The lack of ALPR system coverage significantly impedes the Department's ability to solve crime. Replacement is critical to the Police Department.

**AN EXCEPTION IS REQUESTED BECAUSE:**

Up until recently, the Long Beach Police Department utilizes a 3M mobile ALPR hardware solution that has served us well for the last 14 years. As the technology has developed over that time, the needs of the department to utilize this collected data in a different manner has changed as well.

Over three years ago, the police department moved to Vigilant Solutions software solution that was capable of ingesting their hardware's data, as well as 3M's data and provided enhanced data sharing and analytic capabilities. This solution is referred to as the Vigilant Solutions Inc., Law Enforcement Archival & Reporting Network (LEARN). The LBPD is currently utilizing LEARN as its primary interface with its ALPR data. We are currently in process of adding an additional six (6) Vigilant Solutions fixed



ALPR cameras in the City of Long Beach that were acquired from another funding source. The department would like to utilize Vigilant Solutions as our primary ALPR vendor in order to maintain consistency in operational protocol, training, familiarity of systems and demonstrated reliability. Additionally, utilizing Vigilant will allow for significant cost saving over our current systems as we are maintaining two separate databases.

As of May 2017, 3M (our previous ALPR vendor) announced that they are leaving the license plate recognition business and selling their tolling and ALPR systems to Neology, Inc. Leading up to this sale, the department had been unable to get 3M to service or repair our ailing ALPR systems. Currently, Neology is in the process of establishing its ALPR business model and we have been unable to get any information as to when/if they will be providing a ALPR product.

The police department has utilized this technology for almost 15 years and is aware of the offerings that exist in the ALPR marketplace. Copious amounts of research has been done and we have come to the conclusion that Vigilant Solutions, Inc. is best suited to provide the department with a fully tested and functional commercial Automated License Plate Recognition (ALPR) database, software platform, and equipment solution that can ingest and improve the performance and value of our existing ALPR equipment with the following necessities:

The following reputable manufacturers of ALPR have been considered and all but Vigilant, lacked in numerous provisions of what we require in our ALPR solution:

	<u>Vigilant</u>	<u>3M</u>	<u>Genetec</u>	<u>Elsag</u>
Access to commercial collected ALPR data	Yes	No	No	No
Mobile Phone Application	Yes	No	No	No
Ingestion of other ALPR vendor's data	Yes	No	No	No
Hosted Data Solution included (CJIS compliant)	Yes	No	No	No
Hosted sharing capability with other LE entities	Yes	No	No	No
Software managed updates to equipment	Yes	No	No	No
Current Analytical Tools (non-beta)	Yes	No	Limited	Limited
Current Statistical Tools (non-beta)	Yes	No	No	No
Full Auditing capability, unlimited retention	Yes	No	Limited	Limited

The Vigilant platform seamlessly allows for data sharing with the surrounding law enforcement agencies including Los Angeles County Sheriff, San Bernardino County Sheriff, Riverside County Sheriff, San Diego County Sheriff, Orange County Sheriff and other municipal agencies via its cloud solution. Vigilant offers the platform that the majority of southern california law enforcement agencies are utilizing. In addition to the Sheriff's Departments, the Long Beach Police Department is currently sharing ALPR data with the following agencies via this platform:

Anaheim PD, Buena Park PD, CHP, Costa Mesa PD, Cypress PD, Fullerton PD, Garden Grove PD, Huntington Beach PD, Irvine PD, La Habra PD, La Palma PD, LA Port PD, Laverne PD, Laguna Beach PD, Los Alamitos PD, Manhattan Beach PD, Newport Beach PD, Ontario PD, Orange PD, Placentia PD, Riverside PD, San Bernardino SD, San Diego PD, Santa Ana PD, Seal Beach PD, South Gate PD, Tustin PD, West Covina PD and Westminster PD.

Vigilant will provide a (2) year minimum "Hosted Data" solution with unlimited data storage and provide the ability to replicate the ALPR data in a "Non-Hosted" solution on an independent server. Their



solution will provide a minimum of (2) years of ALPR data hosting of our existing and any new fixed 3M ALPR data (from existing 3M devices) into their “cloud hosted server” which must be maintained by Vigilant Solutions Inc. and is CJIS compliant and secure from public access.

Vigilant Solutions Inc. will provide the police department unlimited access to an independent collection of ALPR data (commercially collected license plate data) containing at least 3 billion captured ALPR records for searching and collation on the Vigilant LEARN software platform (currently the LBPD subscribes to this collection of data with 200+ licenses at an annual cost of approx. \$25,000). This independently captured data shall include ALPR records from the following counties in the State of California: Los Angeles, Ventura, Orange, Riverside, San Bernardino, San Diego and Imperial.

The Vigilant software has the ability to be used on mobile smart phone applications for searching, alerting and capturing of data.

The Vigilant software platform meets or exceeds current guidelines of the Criminal Justice Information Systems (CJIS) standards as to data security, and has documentation outlining how this security standard is met.

## **Product Benefits**

### Expansion / Integration

The LBPD requires an ALPR software platform that will allow for expansion and integration of our existing ALPR equipment, database and other vendor ALPR databases onto a single software platform that can be searched, managed, audited and shared with other law enforcement agencies. Currently, the Department has both 3M ALPR systems and Vigilant LEARN ALPR systems. The use of LEARN will give the department the capability to expand and be able to bring in multiple different types of ALPR data onto a single software platform to be searched and analyzed cohesively, saving the LBPD user substantial time and energy.

### ALPR Data Sharing with other law enforcement agencies

Data sharing on the Vigilant software platform is as simple as turning on sharing capability from the department manager’s admin access (within the software platform). Because other agencies are currently hosted in the LEARN cloud solution, additional networking configuration will not be required. Currently, data sharing of ALPR data is a complicated procedure. The department must contact the agencies IT department and set up a network connection, identify IP addresses, configure firewalls and configure server applications. This can take several weeks to months to set-up and if in the future any configurations are changed by either agency, the connection process must be started again.

### Hosted Solution

Vigilant affords us the ability to “host” our ALPR data in the vendor’s cloud solution which meets CJIS standards, as well as keeping a redundant copy internally within LBPD. This gives the Department flexibility in installations of ALPR equipment, as the data can be encrypted and transferred via the internet to the hosted cloud solution instead of having to find a way to get the ALPR equipment onto the City’s data network, which gives us a vast amount of flexibility and potential reliability.

### Hardware / Maintenance / Support

Our current ALPR vendor is unable to provide hardware support and maintenance for our remaining systems. Vigilant has the capability to service both 3M equipment and their own hardware. Additionally,



we are operating on a separate local ALPR server, which contains and performs our current 3M ALPR data collection and sharing. The migration to Vigilant will allow us to migrate off these servers. The current ALPR server is at or near end of life and will need to be replaced. Moving to this solution will significantly reduce the use of resources of City IT personnel and hardware.

#### Access to Private Commercial ALPR data

Vigilant Solutions Inc. will provide us unlimited access to privately collected ALPR data (database of over three billion captured ALPR records), which we currently subscribe for 200+ user licenses at a cost of approx. \$25,000/annually. This will no longer need to be funded. This is a key crime fighting addition to the data collect by law enforcement.

#### Full Auditing

Vigilant software will provide us full auditing capability, as we currently only have limited auditing functionality with the 3M system. Auditing and management is mandated by the passing of Senate Bill 34 and our current litigation with the ACLU is due to be heard by the State Supreme Court this year. Vigilant provides far superior auditing, control, access and management of the ALPR system than any other vendor.

#### Statistical Tools

Vigilant will provide statistical reporting tools via a “Dashboard” to feature statistics in quick graphical overviews such as Pie Charts, Bar Graphs and Spread sheets. These tools are required to provide Freedom of Information Act requests in a timely manner.

#### Analytical Tools

Vigilant will provide analytical tools which can be used over all the different ALPR data, which currently cannot be done with the other ALPR systems. Vigilant provides comprehensive analytical tools to perform graphical searches of associated vehicles, common vehicle searches at multiple pre-defined locations, associated vehicles based on proximity to a suspect vehicle at multiple locations and other analytical tools which are constantly being upgraded and added. We currently search multiple ALPR databases and have to manually make these associations via a crime analyst or investigator, which is time consuming, expensive and ineffective.

#### Management Tools and Updates

The Vigilant software provides management tools and updates to vendor associated equipment. We currently do not have this capability. As we expand with the “Vigilant Solutions Inc. ALPR equipment, it allows us to “push out” updates to the mobile software. It additionally allows us to manage all the equipment by showing us status and if any ALPR cameras are functioning properly or not and additionally allow us to configure equipment and cameras from our work station, instead of having to go out to each piece of equipment to configure or update. This management tool alone can save the LBPD Information Technology Detail countless amounts of time, as we don’t have to “touch” every ALPR camera or system to update or configure them, as they are assigned throughout the City.

#### Mobile Applications

Vigilant Solutions Inc. provides a mobile application which can be used according to the user’s access rights. The mobile application is a vendor developed “app” which can be used on Android or iPhone devices and allows users the ability to capture license plate images in the field from their smart phone device to compare and add to the database, as well as search license plate information from the field



and set up alerts and hotlist notifications of wanted vehicles. As of this time, we have not seen any other vendor with this capability.

**What is unique about the product?**

Vigilant Solutions Inc. provides the best and only ALPR software and hardware solution to expand on our current ALPR equipment investment, while providing us the numerous analytical, management, and auditing tools which includes the largest privately held ALPR database. They are unique as they are the only vendor that we are aware of that can ingest our current ALPR data, as well as expand by ingesting multiple other ALPR vendor's data onto their proprietary software platform. They are also the only vendor that owns and manages the single largest ALPR license plate recognition data sharing initiative, formerly known as the National Vehicle Location Service (NVLS). NVLS consists of over three billion ALPR scans, and is growing at a rate of over 100 million monthly scans. This data consists largely of Commercial Data harvested by Vigilant and made available for law enforcement consumption on a subscription basis. This extensive ALPR data set provides intangible value from an investigative perspective inside of the Vigilant suite of applications.

Another aspect that makes this vendor unique is that they already have contracts with multiple other law enforcement agencies and are currently hosting their data, which can be shared in their hosted solution. No other vendor can provide us this level of sharing capability to the numerous other law enforcement agencies such as Orange County, San Bernardino County, Riverside County, and San Diego County Sheriff. The Vigilant platform also offers numerous other tools which are not available by any other ALPR vendor as described in the numerous sections titled and described in the product benefits section of this memo.

Our current ALPR vendor, 3M is no longer engaged in the ALPR business and is no longer supporting our equipment. We have had numerous support and equipment issues with the current vendor that have not been resolved. Support is so poor that the LBPD has resorted to removing the ALPR equipment from most of our patrol fleet in order to get the vehicles back into service with the department.

**Will purchase of this product avoid other costs, e.g. data conversion, etc. or will it incur additional costs, e.g. training, conversion, etc.?**

Yes, this solution avoids numerous additional costs.

The Department currently subscribes with Vigilant Solutions Inc for the commercial ALPR data for just 200+ users at a cost of \$25,000/annually. This cost would be eliminated.

This change to Vigilant Solutions Inc. saves us in hardware and software maintenance costs, as well as all the personnel costs involved with managing the servers and databases. This will also save us in data storage costs as we don't have to purchase additional storage arrays and will additionally save us in the software licensing costs, as we have to pay for all the software which runs on each server such as the numerous windows and SQL applications, security applications and other software requirements.

The Vigilant Solutions Inc. solution will also give us the capability to migrate our existing parking enforcement ALPR data onto this single software solution, which will seamlessly allow users to search



multiple vendor's ALPR data on a single platform. We have already briefed Public Works on this capability and they have expressed extreme interest.

This will save us in personnel and time constraints in updating vendor purchased ALPR hardware as we would be able to "push" out updates via the software platform instead of individually "touching" each piece of equipment to update the software.

This will save us in time usage of personnel that have to set-up and manage all the sharing networking connections to other law enforcement agencies. Since this a hosted and managed solution, the connections are available in the software to connect and disconnect without having to set-up network connections to individual IP addresses and deal with firewall rules for management.

### **Is the product proprietary or is it available from various vendors?**

Vigilant Solutions Inc. is proprietary in all software, hardware and data solutions. In addition to the three billion commercial ALPR scans, the vendor is offering the use of their proprietary software and various analytical tools that apply against the multiple combined databases.

Vigilant offers an exclusive application known as the Mapping Alert Service (MAS). MAS enables the Agency to leverage the data sharing initiative of NVLS to match ALL available LPR data against Agency hotlists and provide "hits" on a map interface with agency-customizable icons.

Vigilant offers an exclusive application known as Stakeout that allows for a user to enter an address to see all "visits" to this location and can identify multiple points of interest to be defined on a map, with corresponding geo-zones and times/dates, for the location of "common plates" that are seen in more than one of the locations of interest.

Vigilant offers an exclusive query utility known as Associate Analysis. A query on a known plate can be sent for Associate Analysis to identify other vehicles commonly seen in close proximity to the suspect vehicle.

Vigilant offers an unmatched query capability that includes the ability of a user to define a search geo-zone through simple drawing tools on a map interface. Available drawing tools include rectangles, circles, and custom polygons.

### **Reasonableness of price.**

The city is being offered pricing that is consistent with recent LASD term order (MA-IS-1640402-1) which is valid from 08/11/16 to 08/11/21. (Copy available upon request) Additionally, Vigilant will provide free commercial ALPR data, once the Department purchases equipment from the vendor. We additionally get volume purchasing discounts on equipment and have been offered (3) years of maintenance/warranty on equipment purchases as well as included (3) years camera licensing and hosting on any ALPR equipment purchases. The cost of ALPR equipment is below market or list price and we are being offered "no additional cost" discounts of the hosted data and cameras licensing fees normally charged to other entities.



**If this purchase is an upgrade of existing equipment, what is the dollar value of existing equipment?**

All hardware and software that was provided with the prior ALPR equipment that was purchased will be replaced as the equipment comes to end of life. This solution allows the Department the ability to migrate to another software platform using our existing equipment, while allowing us to expand to this cost effective hardware solution which additionally offers better and easier sharing capabilities and integration to different sources of ALPR data. Twenty of the non-functional 3M ALPR mobile systems will be taken in trade by Vigilant Solutions, LLC. For a purchase credit of \$25,000. This equipment will be disposed of by the vendor and the actual cash value is \$0.

**Are there UASI grant considerations?**

Yes, the UASI grant requires that sole source approval be procured from the State after it has been vetted through the City's purchasing process. Additionally, the initial UASI 15 purchase must be completed by December 2017. The vendor has no issues with delivering the product within this timeframe.

*The actual UASI guideline verbiage:*

*"To be eligible for reimbursement, sole source (or noncompetitive) procurements exceeding the simplified acquisition threshold (which is established by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 and is currently set at \$150,000) require Cal OES prior written approval.*

*Please note that this method of procurement must be approved by your local Purchasing Agent prior to submitting a request for Cal OES approval. A copy of the Purchasing Agent's approval must be included with submission. Cal OES may request additional documentation that supports the procurement effort."*

If you have any questions, please contact me, or my Chief of Staff, Commander Wally Hebeish, at extension 87301.

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Attachments