



MEMORANDUM

TO: Board of Police Commissioners

FROM: Victoria Shah, Secretary to the Board
Rev. Jerome Warfield Sr., Chief Investigator

DATE: December 19, 2023

RE: OCI Case Management System

Dear Honorable Commissioners,

At the direction of the Board, the Chief Investigator and the Board Secretary have been researching case management systems to improve the processes and reporting of citizen complain investigations. So far, we have seen end user demonstrations of WingSwept and Smartsheet. In addition, the Chief Investigator and Board Secretary solicited feedback and recommendations from other oversight entities during and after the 2023 NACOLE Conference.

WingSwept is preferred over Smartsheet because it is specifically a Case Tracking and Management System "CTMS", and is built by the manufacturer to the specifications of the client (BOPC/OCI). In addition, it comes with full IT support from the manufacturer, so technical skill requirements of the end users are minimal. WingSwept is currently in use by several investigative departments in the City of Detroit, and their contracts for procurement have been approved by City Council. It is a well established product with the City.

Procurement has reviewed OCI technical requirements for a CTMS and has advised that WingSwept will meet OCI's needs. All WingSwept users would need a license – Investigators, Senior Investigators, Supervising Investigators, Chief Investigator, Administrative Support, Analytical Support (reporting). With current staffing, 24 licenses are needed; but with the onboarding of an analyst and additional investigators, license needs will exceed 30. Procurement estimates that for BOPC to procure WingSwept for 31-50 licenses, initial costs would be approximately \$91,000. Annual costs would then be approximately \$65,000. Final estimates from WingSwept are still pending, but procurement is confident based on historical contracting that these estimates are reliable. Please see the attached documents for more details:

- RPF_Case Management System_v4
- WingSwept Information
- OCI Case Management System Estimate

Several factors make a decision on this matter time sensitive:

1. BOPC currently has a budget surplus for the 2023-24 fiscal year that well exceeds the estimates of procuring Wingswept. These funds can be leveraged in the current fiscal year to procure a CTMS without requesting a budget increase.
2. Procurement is finalizing contracting between WingSwept and Detroit Civil Right, Inclusion, and Opportunity (CRIO); and needs approval to add a contract for BOPC on the same timeline.
3. If BOPC instead starts the RFP process at the beginning, the timeline to contracting can be 6-12 months.
4. BOPC's next scheduled meeting is January 11, 2024.

The Chief Investigator and the Board Secretary recommend that BOPC select Wingswept as its new case management system. In addition, staff requests BOPC's approval to take the necessary steps with procurement to establish a contract with Wingswept and proceed with implementation, as long as initial costs do not exceed \$100,000.

Sincerely,

Victoria Shah
Secretary, Board of Police Commissioners

Rev. Jerome Warfield, Sr.
Chief Investigator, Office of the Chief Investigator