



## Suspension of Competition Acquisition Request

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1. Fully describe the product(s) and/or service(s) being requested.  
Versaterm IA Pro and Blue Team are professional standards software tools which will enable our agency to have more streamlined case management, better supervision and oversight of employee investigations, and better tracking of employee performance.
2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.  
Versaterm Public Safety US, Inc.  
Kim Caplan  
1 N. MacDonald, Suite 500  
Mesa, AZ 85201  
858-442-3879  
kim.caplan@versaterm.com
3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.  
Year 1 Total Cost: \$53,600 (One year IAPro NextGen License Subscription - On-Prem @ \$24,000, One year Blue Team NextGen License Subscription - On-Prem @ \$24,000, IA Pro On-site Training \$4,100, BlueTeam front-line users training \$1,500  
Renewal Costs Year 2 through Year 5: \$48,000 per year (One year IAPro NexGen License Subscription \$24,000 and One year BlueTeam NextGen License Subscription \$24,000)
4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.  
Versaterm offers two solutions which are needed by the department to better manage employee investigations and files.  
IAPro is software that includes comprehensive case management features which assist in monitoring and reporting on complaints and other incidents that may indicate patterns of employee misconduct, behavioral or performance shortfalls. The program tracks all aspects of a professional standards investigation, from initial report to final disposition. It includes an advanced reporting option which will allow statistical reports and charts to enable us to generate reports on a variety of metrics including caseload, clearance rate, and disciplinary actions. The program also includes comprehensive search functions that will allow us to quickly and easily find information related to employee complaints and investigations, helping to improve transparency and accountability.  
BlueTeam is software which would allow the Internal Affairs Unit to send and receive information to supervisors throughout the agency while maintaining confidentiality on cases. BlueTeam is integrated with IAPro to streamline workflows throughout the agency, enabling supervisors, command staff, and internal investigators to quickly gather all relevant performance information for review. BlueTeam also has a console for supervisors and command staff which will enable "real-time" monitoring of employee performance.  
Both products would allow us to have pre-configured templates which will make producing standard forms and letters quick and easy. This will allow us to save time which can be used to focus on investigations and handle employee investigations at a more efficient pace. Both products have access and security controls in place to control and audit user access. Multi-level access screening and background usage logging ensures only authorized users can view and use the data.  
IAPro and BlueTeam offer the ability to integrate with Mark43, our computer-aided dispatch system, and Axon, our body-worn camera system.
5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.  
☐ In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.  
☐ When the contract is with a federal, state, or local governmental agency.  
☐ When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$5,000 whichever is more.  
☐ When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.  
☐ When obtaining the services of expert witnesses for litigation or special counsel to assist the County.  
☒ When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.

6. Explain why the unique qualities and/or capabilities described above are essential to your department.

Sheriff's Office employee investigations are typically documented in either a formal Internal Affairs case or with a Supervisor Incident Report (SIR).

When a complaint is investigated through a formal Internal Affairs case, the Internal Affairs detective will compile all evidence and reports into a physical binder. This binder contains the printed Investigative Summary, Routing Forms listing the alleged policy violations, notifications to the employee, and other relevant documents and evidence. Audio, video, and photographic evidence will be stored on a USB drive and attached to the binder. At the conclusion of the investigation, the binder is typically routed to the employee's Lieutenant, the Captains and civilian Director of the Professional Standards Review Board, the Assistant Sheriffs of the Executive Review Board, the Undersheriff, and then the Sheriff.

Supervisors can use a Supervisor Incident Report (SIR) to document violations of policy, rules, and laws, vehicle accidents, citizen complaints, exceptional work performance, or other notable events. When a report is made, it is printed. If additional evidence is available, such as photographs or video, these items are typically placed on a USB drive and attached in an envelope to the paper copy of the SIR. The entire package is forwarded through the employee's chain of command in the same fashion as an Internal Affairs case. In some occasions, an SIR can be referred to the Internal Affairs Unit for further investigation, where it will become a formal case.

When a review of an SIR is completed, it will be sent to one of several places, depending on the recommendation. If there is no recommendation for discipline, an Administrative Secretary will scan the file and upload it into an electronic depository (Laserfiche). If discipline is recommended, the file will be forwarded to the Internal Affairs Lieutenant for the creation and service of a discipline order. After the discipline process is concluded, the Administrative Secretary will scan the file to Laserfiche, and a paper copy will be placed in the employee's personnel file.

When a review of a formal Internal Affairs case is completed, it is routed back to the Internal Affairs Unit. If there is no recommendation for discipline, the binder is scanned, and an electronic copy is stored in a shared computer drive which can only be accessed by Internal Affairs personnel. Internal Affairs cases are never uploaded to Laserfiche.

Currently, all logs and tracking of SIR and IA cases are done on two separate Microsoft Excel spreadsheets. With three (3) divisions and seven (7) bureaus with over 1200 employees and over 125 supervisors, it is extremely difficult to track the physical location of SIRs or an Internal Affairs binder. We do not have live tracking available for any of the cases, and we are unable to audit access to employee investigations. In some instances, SIRs and IA binders have been misplaced, potentially compromising the confidentiality of an investigation and our ability to timely address employee personnel matters. Under California law, peace officer and custodial officer personnel records require strict levels of confidentiality. With our current paper system, we risk records becoming lost and possibly exposed. When an investigation is completed, our files are scattered in several different locations (such as Laserfiche, personnel files, and an Internal Affairs computer drive. This makes it difficult to track prior complaints, be reasonably aware of, and address patterns of employee misconduct, behavioral, or performance shortfalls.

Our current paper system is inadequate, leads to inefficiency, and exposes the County of Fresno to liability. The implementation of professional standards software, specifically IAPro and BlueTeam, would enable us to become more efficient, and reduce costs by saving staff time creating templates, notifications, and binders, scanning and shredding documents, and other tasks. Additional time would be saved with the ability to electronically send documents instead of physically transferring paper files across a 6000 square mile county, enabling us to respond more quickly to pressing employee concerns. This would also help us reduce costs by eliminating the need to purchase USB drives and other office supplies. It would also eliminate our need to print large volumes of documents. Furthermore, the system has built-in features which would allow us to explore the potential implementation of an early-warning system for employees, something which could lead to a reduction in risk management costs with the county's insurance provider.

7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.

Internal Affairs staff scheduled demos with 4 different companies from August 14, 2025, through September 3, 2025. These companies included Versaterm (IAPro and BlueTeam), Benchmark Analytics, Lexipol (LEFTA IA), and NeoGov (PowerDMS).

Versaterm - Internal Affairs met with Versaterm, which offers IAPro and BlueTeam. For the reasons described above, this program will best fit the needs and mission of the department.

Benchmark Analytics - Internal Affairs met with a representative from Benchmark Analytics, which offers a similar tool. According to the salesperson, they are focused more on analytics and statistical data to assist with employee intervention. During our meeting, the salesperson told us IAPro would be a cheaper option. Later, I confirmed with the salesperson that Benchmark Analytics would cost about \$74,000 to \$75,000 per year to do the same thing as Versaterm's products would do for only \$48,000 per year. In addition, we are aware that the Fresno Police Department used Benchmark Analytics for their Internal Affairs process, were unhappy with the product, and switched to Versaterm IAPro within the last several years.

Lexipol - Internal Affairs met with Lexipol, which offers LEFTA IA. The program lacks many needed features, such as the customized routing process our department requires, in addition to many other customizable features and benefits offered by Versaterm. The interface is not user-friendly, and does not integrate well with Human Resource platforms. This program would also reduce efficiency because it does not have the ability for supervisors to create a SIR without having to go through the Internal Affairs Unit to first start an IA case. Lexipol's software is also more expensive, with an annual cost of \$80,000.

NeoGov - Internal Affairs met with NeoGov, which offers PowerDMS. They offer PowerIA and PowerAction, which are similar to IAPro and BlueTeam. PowerDMS has many of the features we need, however, they are the most expensive option, with an annual cost of \$100,000 in addition to a \$20,000 one-time setup cost.

jon.alvarado 9/25/2025 1:48:33 PM

Requested By:

Title

[\[✕ Sign\]](#) Double click!

**I approve this request to suspend competition for the service(s) and/or product(s) identified herein.**

Stephen.McComas 9/30/2025 7:26:12 PM

Department Head Signature

[\[✕ Sign\]](#) Double click!

rblackburn 12/4/2025 1:15:05 PM

Purchasing Manager Signature

[\[✕ Sign\]](#) Double click!