

TAB 15



City of Palmetto Agenda Item

Meeting Date

5/3/10

Presenter: **Jim Freeman/Rick Wells**

Department: **City Hall/PD**

Title:

Computer Aided Dispatch (CAD) upgrade for PD

In FY 2010, the City was awarded a Byrne Justice Assistance Grant (JAG) in the amount of \$116,255 for technology upgrades within our police department. To date the City has utilized \$10,842 for the purchase of 18 stingers and accessories. A total of \$105,413 is available for future purchases. Over the last few months the PD and IT staff has looked at different options associated with upgrading our computer aided dispatch (CAD) system. Staff reviewed three different vendors including our existing vendor, USA software. Staff received product demos and pricing information from all three vendors.

The new software will provide many benefits and increased functionality including the following:

- 3 new modules (Canine Tracking, Internal Affairs, Personnel Firearms Qualification Tracking)
- Eforms and mobile data- This will provide additional capabilities to run National Crime checks (NCIC/FCIC) in the patrol cars(safety issue), and more efficient reporting capabilities on the laptops.
- This purchase includes upgrading the internal dispatch system to version 7 (new version)

The total cost of this software upgrade is \$100,003.45 and includes 1 yr of maintenance. The City will need to budget for maintenance in subsequent years at a cost of approximately \$20k per year. The other two systems that the City looked at were more expensive. This is due to the fact that the City has already invested in other components of the USA CAD system that would have to be purchased new if we went with another vendor. In addition, there would be additional training costs associated with officers learning a new system.

Pursuant to section 2-58 staff recommends utilizing sole source to purchase this software. Staff has conducted a good faith review and determined that USA is the only vendor capable of meeting the requirements of our request due to technical qualifications (i.e., we are supplementing an existing software application). See attached sole source letter from USA. The remaining \$5,409.55 will be used to purchase additional equipment (hardware) in accordance with the grant application to support the installation.

Budgeted Amount:	<input type="text" value="NA"/>	Budget Page No(s):	<input type="text" value="NA"/>	Available Amount:	<input type="text" value="\$0.00"/>	Expenditure Amount:	<input type="text" value="\$0.00"/>
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Additional Budgetary Information:

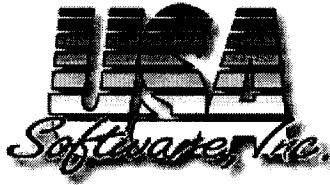
Funding Source(s):	<input type="text" value="JAG grant"/>	Sufficient Funds Available:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Budget Amendment Required:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Source:	<input type="text"/>
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City Attorney Reviewed:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Advisory Board Recommendation:	<input type="checkbox"/> For <input type="checkbox"/> Against <input type="checkbox"/> N/A	Consistent With:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	<input type="text"/>
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Potential Motion/ Direction Requested:

Staff Contact:

Attachments:



Sole Source Statement

USA Software, Inc. is the developer, manufacturer and distributor of, and owns the exclusive and proprietary rights to, the **CrimeFile IMS** ® family of products designed specifically for the public safety/law enforcement market. **USA Software, Inc.** is the sole provider of Software Support and Maintenance for the **CrimeFile IMS** ® family of products. Our product line includes:

CadFile IMS ® Computer Aided Dispatch System

CrimeFile IMS ® Records Management System

MobileFile MDS ® Mobile Data System

MobileFile IMS eForms ® Field Reporting System

MobileFile IMS eTicket ® Ticket Writing System

EvidenceFile IMS ® Property/Evidence Tracking System

IAFile IMS ® Internal Affairs Tracking System

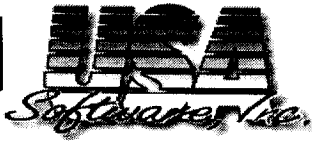
PhotoFile IMS ® Photo/Mugshot Tracking System

JailFile IMS ® Jail Management System

USA Software, Inc. can provide a complete, end to end solution to your agency or you can purchase any of the above systems individually for standalone operation. We provide installation, training and support for all of our software products.

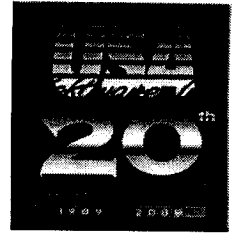
Please feel free to contact us at our Corporate Offices listed below.

Corporate Headquarters
9900 Stirling Road - Suite 302 – Cooper City, Florida 33024
Phone: (954) 436-3911 -- Fax: (954) 431-2641
email: sales@usa-software.com Web: <http://www.usa-software.com>



Proposal

USA Software, Inc. 9900 Stirling Road Suite 302, Cooper City, Florida 33024
 Phone 954.436.3911 Fax 954.431.2641 WEB www.usa-software.com



3 **Agency** **Palmetto Police Department**
Address 1115 Tenth Street West
City Palmetto, Florida 34221
eMail styler@palmettopolice.com

Attention: Lt. Scott Tyler
Phone: 941-723-4570
Date: 09/16/2010
Proposal #: PPD-40

**CrimeFile Information Management System
 SQL VERSION**

#	Product #	QTY	Description	Sub Total	
Application Software Licenses					
1	97	1	Canine Tracking		
2	1	1	Internal Affairs File IMS		
3	64	1	Personnel Firearms Qualification Tracking		
				Sub Total	N/C
MobileFile IMS eForms Field Reporting System					
4	98	37	eForms Incident and F.I. Card Reporting		
5	99	37	eForms Accident Reporting		
6	100	37	eForms Arrest Reporting		
				Sub Total	\$ 30,432.50
MDS IMS (Mobile Data System)					
Interface and Licenses					
7	87	1	Mobile Data System-CAD Interface		
8	88	22	Mobile Data System Interface per Car License		
				Sub Total	\$ 12,900.00
MDS Client Software					
9	MDC1	22	MDS Client		
				Sub Total	\$ 20,350.00
MDS Server Software Includes State Interface License					
10	MDS5	10	MDS Server		
				Sub Total	\$ 17,995.00
Professional Services					
11	217	1	System Integration Management Services (SIMS)		
12	Setup	1	Server Setup Installation and Configuration		
13	218	22	Client/Laptop Configuration		
14	43	4	Training Days on Customer Site		
15	41	1	System Configuration		
16	47	1	Travel and Lodging Expenses		
17	85	1	USA Software Project Management including System and Acceptance Plan (ATP)		
				Sub Total	\$ 30,959.50
Annual Software Support and Maintenance					
18	40	1	Annual Software Support Agreement		
				Sub Total	\$ 14,991.12
				Total	\$ 127,628.12
				Less Existing Field Reporting System	\$ 6,000.00
				Less Discounts	\$ 21,624.67
				Project Total	\$ 100,003.45

NON-DISCLOSURE

This proposal has been prepared by the sales divisions of USA Software, Inc. and is a confidential document that contains ideas, concepts, methods and other proprietary information. Readers are to treat the information contained herein as confidential and may not copy or reproduce any of these materials for distribution outside of their organization without the written permission of USA Software, Inc.

Payment Terms and Conditions

- 1) 50% down with order, 45% on installation and net on completion

Annual Software Support Information

- 1) Your current Annual Software Support Agreement will increase by the amount listed below. This has been included in this proposal for future budgetary considerations **\$ 14,991.12**

NOTES

Current Annual Software Support Agreement is **\$6,493.50** which expires February 13, 2011 and will need to be paid upon renewal date.

First year support for the above proposal is included in the purchase price. The additional years of support

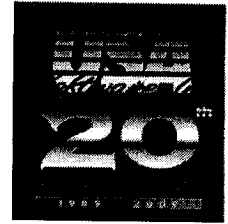
For additional years of Annual Software Support the following amounts are available	
For 2 additional years of support the total amount will be discounted to	\$ 40,820.78
For 3 additional years of support the total amount will be discounted to	\$ 59,942.09
For 4 additional years of support the total amount will be discounted to	\$ 77,344.63

If the additional years of Annual Software Support and Maintenance are desired, include the indicated amount with the order, as these discounted prices can only be made available during the initial order process.



Proposal Notes

USA Software, Inc. 9900 Stirling Road Suite 302, Cooper City, Florida 33024
Phone 954.436.3911 Fax 954.431.2641 WEB www.usa-software.com



Notes

SQL data base Notes

- 1 **Palmetto Police Department has an established SQL Network.**

eForms and eTicket Notes

- 1 **USA Software eForms** requires Version 5 or higher CrimeFile Products.
- 2 All **USA Software eForms** products require the corresponding host program in CrimeFile to store the data collected in the generation of the eForms reports.
- 3 **USA Software eForms** reporting system requires either Windows Internet Explorer 5.0 or greater or Netscape Navigator 4.5 or greater to be installed on each computer running eForms
- 4 The **USA Software eForms** Printing requires an HP LaserJet 4 compatible printer to be attached to the network or individual computer for printing of forms specified by agency.
- 5 **USA Software eForms** Reporting System Licenses are required on each individual computer workstation and server that will utilize eForms Reporting in any capacity.
- 6 Digital Signature functionality is supported by USA Software eForm Reporting System. This functionality is an additional feature of eForms Reporting. This additional feature requires the purchase of a Digital Signature License for each workstation and laptop that will utilize this feature.
- 7 USA eForms Accident Diagramming Enterprise License enables Department to install Diagramming program onto the same number of computers as are licensed for USA eForm Accident Reporting.
- 8 If handheld devices, such as PDAs, are to be utilized for Mobile Data and/or eTicket applications, it is suggested that your wireless aircard provider be requested to provide at least one device for testing to ensure the application(s) will function on that handheld device.
- 9 Any Driver's License reader or scanner to be attached to the handheld device and utilized for Mobile Data System and/or eTicket applications must be tested and certified for use by USA Software, Inc. The agency is responsible for obtaining and providing such equipment to USA Software.
- 10 The handheld device or laptop computer must have Bluetooth connectivity for printing with the eTicket application.

USA MDS Notes

- 1 **USA MDS Mobile Data System** requires the use of Microsoft SQL Server. The Novell Network is NOT compatible with USA MDS Mobile Data System
- 2 **USA Mobile Data System (MDS) Interface** requires a separate Server running Windows 2000 Professional or greater, to operate the interface for running tag and DL checks, etc., through the State from Laptop Applications. This computer must be a Pentium 4 class computer. This interface may operate on the same server as the USA MDS SCIC Interface and CADSwitch (Message Switch) **Customer to provide.**
- 3 **USA MDS Mobile Data System** installation utilizing wireless technology requires the wireless provider to have the ability to use **UDP data transfer.**
- 4 All wireless solutions require a separate contract with local wireless provider.
- 5 Strength of wireless signal in your area must be discovered via a coverage test.

- 6 Requires purchase, installation and programming of router hub if no available port on the State router, GoToMyPC, PC Anywhere or LogMeIn is to be installed. Consult your carrier for suggested router and service provider.
- 7 Installation of USA MDS Server dependent on direct connectivity to NCIC and LAN.
- 8 Agency is responsible for obtaining approval of mnemonics from the State, user NCIC limited access certification and terminating the direct line to the State/NCIC and LAN at the location of the USA MDS Server.
- 9 Proposal subject to final engineering approval and coverage test as needed.
- 10 GoToMyPC, PC Anywhere or LogMeIn must be installed on the message switch server for support. **See Minimum System Requirements Document, Remote Connectivity Section, (attached to this proposal) for more information.**
- 11 Customer to supply message switch (server).
- 12 **USA MDS SCIC Interface** with CAD Switch requires a separate Windows NT server to operate the interface for running tag and DL checks through SCIC from CADFile IMS application.

GENERAL Notes

- 1 Customers who upgrade to, or purchase Version 6 or higher, USA Software products and who keep their Annual Software Support Agreement active and current, will receive future version releases of, as well as upgrades and bug fixes to, USA Software Products of the same database type at no cost for the software. Upgrades to other databases such as Microsoft SQL Server, Oracle, etc., will be chargeable upgrades.

There may, however, be some costs associated with these version releases, upgrades, etc., that are beyond USA Software, Inc., control such as third party user licensing fees, etc., passed on to the customer
- 2 USA Software, Inc. supports up to one revision back for Microsoft Word/Microsoft Office, thus we only currently support Microsoft Word 2000 or XP (Office 2000 or XP) word processing programs for the narrative section of the I-Base, Accident Reporting, Internal Affairs and Applicant Tracking applications. The programs **Visio for Windows** and **Easy Street Draw** are supported for the completion of diagrams in the Accident Reporting product.
THE CUSTOMER IS RESPONSIBLE FOR:
 - A. Acquiring and installing these products prior to installation of USA Software Products.
 - B. Maintaining a current version of these 3rd party software products. Office or Word 97, 95, Word6 or Word 2, need to be upgraded to one of the supported versions.
- 3 Versions of **Crystal Reports prior to version 8 are not supported** in USA's CrimeFile IMS version 7. However, CrimeFile 2000 version 6 applications running the embedded Dataflex backend database and using Crystal Reports 7 can be used (but are still not supported) and require the use of the Dataflex Connectivity Kit for Crystal Reports v2.0. Crystal Reports version 7 was delivered with v1.0 and thus, will not work with CrimeFile IMS v7. Customer is responsible for ordering either the connectivity kit v2.0 or a new, supported version of Crystal Reports.
- 4 Please refer to the **MINIMUM SYSTEM REQUIREMENTS** document, either attached or otherwise provided, for suggested minimum hardware specifications to most efficiently operate USA Software products.
- 5 Prior to installation of USA Software Products, Customer **MUST** have installed and operational, a current and valid Commercial Virus Protection software product. Verification of such installation will take place by USA Software, Inc. If a Commercial Virus Protection software is not installed, not operational, or not current, the installation of Software products will be delayed until after such time as the Commercial Virus Protection software is installed, operational and current.
- 6 The software package GoToMyPC, PC Anywhere or LogMeIn must be installed on a networked PC or the Server. A CD ROM drive needs to be available to the network.

USA Software, Inc., recommends the agency acquire GoToMyPC from GoToMyPC.com for a faster internet based support solution. The price for this is approximately \$150.00 per year. This application can also be used for remote access by agency personnel as well.

- 7 USA Software on-site training is conducted in a "train-the-trainer" concept enabling the agency to train current and future staff. However, other training arrangements can be made for training of groups of agency staff members. Each training session is limited by the physical training space available and the number of computer workstations available in the training area.
- 8 USA Webinar, Web Based Training is now available for re-training existing personnel or training new personnel. This training does not require the costs normally associated with On-Site Training. A high speed internet connection and "speaker phone" enabled telephonic communications is all that is required at the customer site for this training. Available in 2 hour blocks with scheduled dates and times through Sales or Tech Support.
- 9 USA Software, Inc., offers a Systems Administrator course held monthly at our corporate office. This class covers minimum system requirements, directory structure, workstation setup using CrimeFile Utilities, CADFile IMS settings and utilities, and installation of additional programs and features settings. This one day course is \$595 per student. Travel and per diem expenses are the responsibility of the employing agency.
- 10 Unless specifically indicated on the proposal, installations of additional modules or upgrades of modules will be completed remotely by USA Technical Support Staff.
- 11 Proposal replaces all previous proposals and configurations.
- 12 Prices are subject to change without notice 90 days after proposal date, unless in response to an RFP, in which case, Prices will then be effective for the time period specified in the RFP.
- 13 **NON-DISCLOSURE**
This proposal has been prepared by the sales divisions of USA Software, Inc. and is a confidential document that contains ideas, concepts, methods and other proprietary information. Readers are to treat the information contained herein as confidential and may not copy or reproduce any of these materials for distribution outside of their organization without the written permission of USA Software, Inc.

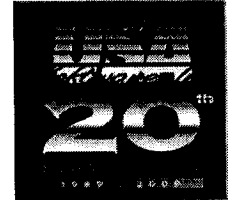


Financing Alternative Estimate

USA Software, Inc. 9900 Stirling Road Suite 302, Cooper City, Florida 33024
 Phone 954.436.3911 Fax 954.431.2641 WEB www.usa-software.com

Agency Palmetto Police Department
Address 1115 Tenth Street West
City Palmetto, Florida 34221
eMail styler@palmettopolice.com

Attention: Lt. Scott Tyler
Phone: 941-723-4570
Date: 09/16/2010
Proposal #: PPD-40



CrimeFile Information Management System Leasing Option - Highland Public Capital

Annual Payment Schedule

Option #	Description/Project Total	2 Year	3 Year
1	CrimeFile Information Management System	\$ 55,231.91	\$ 37,630.30
2	CrimeFile Information Management System Plus Support for Finance Period	\$ 63,511.50	\$ 48,912.32

LEASING BENEFITS

- Get everything up front now** - By making Annual finance payments, you can get the entire solution you need to meet your needs right away rather than settling for a partial solution in hope you'll be able to add to it next budget year.
- Multiple Payment Structures** - Monthly, Quarterly, Semi-Annual and Annual payments allow you to structure the payments to your budgetary allowances.
- Public Financing** is not considered a direct long term debt. Because of the Non-Appropriation of Funds Language (Annual Funding out Clause), Public Financing does not create debt for any longer than the current fiscal year.
- Public Financing** does not count against constitutional debt limit. Debt to fund balance ratios are very important in keeping a good rating as well as staying within statutory requirements.
- Eliminate Hidden Costs** - Financing can provide more than just the equipment cost. You can also include the cost of implementation and service plans - everything it takes to put your solution to work for you right away.
- No Balloon Payment** - Fixed Rate financing on purchase

NOTES

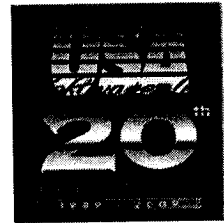
- Finance rates and annual payment prices quoted are for evaluation purposes only and are **subject to change**, depending on customer credit criteria and/or prevailing economic conditions. Final rate and payment schedule will be provided upon request.
- 5 Year Financing information is available upon request.
- All Public Financings include a full payout contract with no residual value. Includes Non-appropriation of funds clause. (annual appropriation/funding out language)
- This Financing Alternative estimate replaces all previous financing estimates.
- Finance plans with Annual or Semi-Annual payment structures will require up to (3) years of Annual Audits.
- On Financing plans under \$15,000 ONLY monthly and quarterly payment schedules are available.



Minimum System Requirements

USA Software, Inc. 9900 Stirling Road Suite 302, Cooper City, Florida 33024
Phone 954.436.3911 Fax 954.431.2641 WEB www.usa-software.com

Revised: June 2010



The following system parameters are required for any system that will be using any USA Software, Inc. Version 7 product. Please note that these are **minimum** system requirements. If your agency will be using other software in addition to ours, you will likely need to increase some parameters. **These Minimum System Requirements are subject to change at any time. Contact USA Software for current specifications when placing order.**

Supported Operating Systems and Requirements - Server

USA Software, Inc. requires Windows 2003 Server or higher

Windows 200x Server:

Supported versions:

Windows 200x Server (all types EXCEPT Web Server) - Current Service Pack and all current security updates

- * Pentium III, 500 MHz (Pentium 4, 2.0 GHz recommended)
- * 100 gigabyte hard drive (SCSI or SATA recommended) with at least 5 gigabytes of free space
If more than one drive installed, the C: drive must have a minimum of 2 gigabytes of free space available with 5 gigabytes of free space available on the installation drive.
- * Memory - Depends on database and Operating System: (the more memory, the better)

Windows 2003 Server or higher

Without Microsoft SQL Server: 2 GB RAM (4GB recommended)

With Microsoft SQL Server: 4GB

- * SVGA video card and monitor capable of displaying 800 x 600 resolution at 256 colors
- * Remote Connectivity (see Remote Connectivity Requirements)
- * CD-ROM drive
- * High volume data backup device (such as a tape drive) and appropriate backup software
- * If running Microsoft SQL, please see notes in the MICROSOFT SQL NOTES section

Additional recommendations

- * RAID 5 or RAID 10 Hard Disk System
Stronger RAID systems acceptable. Check with USA Software support before selecting a RAID system.
- * Uninterruptible Power Supply (UPS)

Network

General:

- * Category 5 or 6 cables
- * Network cards must appear on the supported hardware list for the operating system being used on the workstations and servers
10 users or less: 10 Base-T
10 users or more: 100 Base-T

Supported Operating Systems and Requirements - Workstations

USA Software, Inc., will only support Windows XP Professional or higher

NOTE: Windows XP Home Edition has limitations that make it unsuitable for use in work environments. USA Software, Inc., will not support software used on workstations running Windows XP Home Edition.

Windows XP Professional or higher:

- Pentium III 500 MHz or higher (Pentium 4, 2 GHz recommended)
- 40 Gigabyte hard drive with at least 500 megabytes of free space
- 1 GB of RAM (2 GB Recommended)
- SVGA video card with 4 megabytes RAM and 15 inch monitor capable of 800 x 600 resolution at 256 colors (see *CAD WORKSTATIONS, PHOTOFIELD WORKSTATIONS AND eFORMS WORKSTATIONS* sections below)
- Microsoft Word for the creation and viewing of narrative documents

Remote Connectivity Requirements

USA Software, Inc., must have a means of accessing your server(s) in order to provide remote technical support. We recommend that the agency acquire GoToMyPC from www.gotomypc.com for a fast, internet-based support solution. The price for this is approximately \$150.00 per year and this application may also be used for remote access by your personnel.

In the unlikely event high-speed internet access is not available, or if your internet provider blocks access to GoToMyPC, an alternate method of accessing your server must be available in order for USA Software, Inc., to provide remote support. Other possible means of access include LogMeIn (www.logmein.com) and PC Anywhere.

Where modem access is the only connectivity method available, your modem must meet the following minimum requirements:

- * 33.6K baud (56K baud recommended)
- * Winmodems NOT acceptable
- * 56K baud modems must be V.90
- * Must have a phone line that is not shared by other devices such as fax machines or paging devices. Phone line must be direct (may not be routed through a switchboard operator).

Regardless of the method of access, once connected, USA Software, Inc., personnel must be granted full administrative rights in order to perform testing and changes that may be required.

CAD Workstations

Same requirements as listed under Workstations but must have SVGA video card with 4 megabytes RAM and minimum 17 inch monitor (19 or higher recommended) capable of 1024 x 768 resolution at 256 colors.

Photofile Workstations

Same requirements as listed under Workstations but must have SVGA video card with 4 megabytes RAM and capable of 1024 x 768 resolution at 16 bit true-color.

eForms Workstations

Same requirements as listed under Workstations but must have SVGA video card with 8 megabytes RAM and capable of 1024 x 768 resolution at 256 colors.
Internet Explorer 5.5 or Netscape Navigator 4.5 or greater is required for eForms reporting.
512 MB RAM is recommended

In-Car Laptops

Supported operating systems for in-car laptops are Windows XP Professional or higher Professional

NOTE: Windows XP Home Edition has limitations that make it unsuitable for use in work environments. USA Software, Inc., will not support software used on workstations running Windows XP Home Edition.

Windows XP Professional or higher:

- Intel Pentium 4, 2.0 GHz or higher
- 80 Gigabyte hard drive with at least 1 GB of free space
- 1 GB of RAM
- SVGA video card with 4 megabytes RAM and 15 inch color monitor capable of 1024 x 768 resolution at 256 colors
- USB 2.0 Port
- Wireless AirCard for Connectivity or 100 MB network card for RF connectivity
- 802.11g Wireless Card if using Mesh Network for connectivity

Touch Screen recommended but not required

Mobile Data Server:

It is recommended that the Mobile Data Server software be run on a separate server from the server that hosts the CrimeFile IMS software applications and/or data. Refer to the minimum specifications for Windows 200x server under the "Supported Operating Systems and Requirements - Server" section. All Mobile Data Systems require that the primary back-end database of the CAD and RMS/IMS system be Microsoft SQL Server. See the Microsoft Server Section for additional recommendations.

Intel Pentium 4 2.0 GHz or higher , Dual processors recommended but not required
4 GB RAM
160 GB Hard Drive (RAID is recommended)
15 Inch monitor capable of 1024x768 resolution
Two (2) 100 MB network cards on TCP/IP network.
Static IP Addresses
Microsoft Windows Server 2003 or higher
Remote connectivity for support
Keyboard and Mouse (KVM switch can be used if agency provides)

Microsoft SQL Server Notes:

USA Software, Inc., recommends that the Microsoft SQL Server hardware NOT be running any other software, such as Microsoft Exchange, web hosting, etc. Microsoft SQL Server requires a great deal of memory and resources to operate efficiently and operates best when it is the only application running on the server. If you are using Microsoft Exchange, we strongly recommend separate servers for Microsoft SQL and Microsoft Exchange.

Mandatory Virus Protection:

Prior to installation of any USA Software product, a valid, commercial, anti-virus product MUST be installed on both the server(s) and all workstations. The installation of the anti-virus product will be confirmed by USA Software, Inc., personnel. If it is found that this software is not installed, not operational or not current, installation of USA Software products will be delayed until this has been addressed.

Unsupported Operating Systems:

USA Software, Inc. does not presently support any of the following OS platforms and no testing has been completed in any of these environments:

- * Windows 3.x
- * Windows 95
- * Windows 98 (Any Edition)
- * Windows XP Home Edition
- * Windows 2000
- * WindowsME
- * Windows .NET Server
- * Linux (any)
- * Windows Longhorn Edition
- * Windows NT (Server or Workstation)
- * Novell Server

USA Software, Inc. will not provide any support on a system that has an unsupported operating system installed.

**All of the above are suggested MINIMUM specifications.
System performance will increase as these specifications are exceeded.**