

Memorandum

To: Glen Cummins, Interim City Manager
From: Robert C. Merchant, Jr., Chief of Police
Via: Nathan Ingram, Chief Financial Officer *NAP*
Ref: **Mobile Ticket Writers**
Date: March 4, 2014

In January 2014, a Request for Proposal (RFP) was put out for companies to submit detailed proposals on the implementation of a mobile ticker writer program for the Canton Police Department (CPD). The RFP required all proposals to be submitted to the City Clerk on or before close of business on Friday, February 14, 2014. The following five (5) companies responded to our RFP:

Advanced Public Safety (APS)
Brazos Technology
Information Technologies, Inc. (ITI)
Pax Tech
Synergistics Software, Inc.

A selection committee was formed to develop criteria for evaluating each proposal along with a numeric system to score them. In addition, the committee members were responsible for developing a list of questions which would allow them to evaluate each submission's level of customer service, reliability, product delivery, etc. The selection committee was comprised of Assistant Chief Mark Mitchell (Chairperson), Lieutenant (Lt.) Michael Hales, Lt. German Rivas, Lt. Jeff Tucker and Technology Director, Ms. Camille Wehs.

On February 20, 2014, the five (5) proposals were disseminated to members of the selection committee for their individual review. On February 27, 2014, the selection committee met to discuss each of the proposals and exchange information gathered from their references. Afterwards, they were tasked with collectively scoring and ranking each of the RFPs. The following is a breakdown of the companies and their final numeric score:

Information Technologies, Inc.	79 points
Advanced Public Safety	63 points
Brazos Technology	58 points
Synergistics, Inc.	25 points
Pax Tech	Not scored

Note: The Committee did not score Pax Tech's proposal because they failed to provide references.

Of the submissions, ITI was the only submission that was within the \$37,000.00 budgeted for this project. In our RFP, we required companies to provide quotes on nineteen (19) mobile ticket writers systems. In ITI's proposal, we learned our existing RMS package already includes seventeen (17) licenses for mobile ticket writers at no additional cost. If we want two (2) additional mobile ticket writer licenses it will cost an extra \$5,970.00.

With regards to ITI's submission, we learned that none of the three (3) references were currently using ITI's driver's license scanner/readers. These agencies have opted to have their officer enter the driver's license information manually into the ticket writer program. There is a potential cost savings by eliminating scanners/readers; however removing them creates an officer safety issue. Without scanners/readers an officer's attention is diverted from the violator while entering driver's license information. As a result, the CPD has decided to utilize scanners/readers as part of our mobile ticket writer project.

Since ITI received the highest numerical score and they were the only submission below budget, I am recommending that the City Council approve ITI as our sole provider for mobile ticket writers. At our request, ITI has submitted a revised bid of \$24,694.00 for seventeen (17) mobile ticket writers (see attachment). Your attention in this matter is greatly appreciated.



Robert C. Merchant, Jr.
Chief of Police

attachment: ITI quote for mobile ticker writers dated 03/03/2014

rcm/km



INFORMATION TECHNOLOGIES, INC.

Public Safety Software

Quotation

Quotation Number: Q20149367

Date: 03/03/2014

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To: CANTON POLICE DEPARTMENT
221 EAST MARIETTA STREET
CANTON, GA 30114

This quotation is based on the following agency profile:

Project Description: BROTHER PRINTERS AND DRIVERS
LICENSE / ID CARD READERS

For Information, Contact: Tim Goodpasture

Item	Notes	License / Qty	Price
Drivers License / ID Card Reader	(1)	17	10,880.00
Brother Printer and Accessories			
Brother Printer with Bluetooth (without Battery)	(1)	15	9,885.00
Brother Printer with Bluetooth (with Battery)	(1)	2	1,498.00
Brother Car Mount	(1)	15	1,785.00
Brother Standard Paper Rolls, 123.4 ft per roll, 36 rolls		2	218.00
Brother AC Adapter (with AC Cable)	(1)	2	98.00
Brother Car Power Adapter - 14 ft (Direct Wire)		15	330.00
This quotation is valid through 03/31/2014 and is subject to the terms, conditions, and requirements below.			
Subtotal			24,694.00
Sales Tax			0.00
Shipping & Handling			0.00
Total			24,694.00

Notes:

(1) Warranty is the responsibility of the manufacturer.

TERMS AND CONDITIONS:

ITI'S PAYMENT TERMS ARE NET 30 DAYS UPON SHIPMENT OF PRODUCT.

Agency acknowledges and agrees that any purchase order issued by Agency, in accordance with this quotation, is intended only to establish payment authority for Agency's internal accounting purposes. No purchase order shall be considered to be a counteroffer, amendment, modification, or other revision to these Terms and Conditions.

ITI will have the right to deactivate any software not paid for in accordance with the payment terms of this quotation. In the event of such deactivation, client shall have no recourse against Information Technologies, Inc. for their inability to use said software.

SOFTWARE TELEPHONE TECHNICAL SUPPORT (ANNUAL CONTRACT SUPPORT):

Customer agrees to pay Annual Support for a period of twelve (12) months on a pre-paid basis. Year one begins on the purchase date of the software. ITI will not be responsible for providing support in the event that client does not purchase annual support contracts from ITI in years subsequent to year one. Year two and subsequent years are invoiced prior to the purchase anniversary date at ITI's prevailing support prices.

SOFTWARE UPDATES:

ITI periodically produces software updates, which are made available to all registered agencies who are currently on annual support.

Sales: 800.814.4843
Local: 314.997.5336

10430 Baur Boulevard
St. Louis, Missouri 63132

Fax: 314.997.5342
www.itiusa.com

Software updates do not include upgrades, which are considered new products. Upgrades may include changes in back-end database, supported operating system(s) or related major features.

SOFTWARE SUPPORT:

In order to provide support and software updates, ITI requires a high-speed (broadband) internet connection at the client agency. In the event the agency does not provide the required high-speed internet connection, software support and updates will not be available.

System Administrators who have completed ITI System Administration training are eligible to receive telephone technical support. Support is available Monday through Friday (excluding holidays), 8:00 AM - 5:00 PM central time.

After hours telephone technical support is available on a per-incident basis. At the time of this quotation the fees are \$75.00 per-incident (Agencies within the United States) and \$100.00 per-incident (Agencies outside the United States), regardless of the time required. Clients have the opportunity to identify personnel who are authorized to request after hours telephone technical support.

For support purposes, ITI utilizes software web connectivity tools to connect to the client agency server(s) or workstation(s). Client agency is responsible for ensuring that ITI has the proper connectivity and authentication to utilize these tools. A successful connectivity test will be required prior to scheduling software installation or other services. Client agency is responsible for all appropriate security measures including, but not limited to, an internet firewall.

Software telephone technical support does not include software re-installation and/or server migration associated with infrastructure changes. These services are outside of ITI's standard software telephone technical support. ITI can provide dedicated help for these needs at additional cost.

ITI reserves the right to refuse support to an agency that is more than two releases behind and refuses to apply updates. In the event of such action, no refund of un-used portions of service will be made. ITI will work with the agency on a mutually-agreeable update schedule to be performed during ITI's normal business hours.

SOFTWARE LICENSING:

The standard ITI shrink-wrap software license agreement shall apply from the date of software shipment.

With the exception of Computer Aided Dispatch (CAD), Mapping and ITI's Mobile License, all ITI products are provided with a site license for use at a single site, on a single Local Area Network (LAN).

Use of ITI's software on any mobile device requires a mobile license. ITI provides up to two (2) Remote Desktop licenses for use by System Administrators in supporting their system.

Note: All Enterprise edition modules require a concurrent user license of Microsoft SQL, sold separately. This involves a server license and a client access license for each workstation.

COMMUNICATION VIA SECURE WEB SERVICES:

The ITI software located at the Agency's site will communicate with ITI via secure web services. During this communication, information of the following nature will be passed:

Information Passed from Agency Server to ITI

- * Configuration information for use in providing support.
- * Use information regarding user and activity counts associated with ITI's pricing model and for use by ITI to enhance the user experience.
- * Hardware and operating system information about the computers on which ITI's software runs.
- * Emails or other communications from users to ITI.

Note: ITI WILL NOT COLLECT ANY CRIMINAL JUSTICE INFORMATION from Agency's system.

Information Passed from ITI to Agency Server

- * Software and database updates, including stored procedures, assemblies, components or related modules associated with software revisions, including HELP files.
- * Licensing updates, associated with ensuring that Agency has uninterrupted use of the software and to protect ITI's intellectual property.
- * Emails or other communications from ITI to users.

PRODUCTS NOT INCLUDED:

ITI's product offering is limited to those ITI software modules and third-party products specifically listed in this proposal. Additional products or interfaces not specifically listed in this proposal are not included.

SERVICES NOT INCLUDED:

With the exception of those specified herein, this proposal does not include services such as data conversion, software installation, training, configuration, configuration review, or startup assistance, including on-site services.

In the event that any Federal, State, County or Municipal agency or body requires on-site activities to certify software for use by your Agency, your Agency will be responsible for paying actual travel, lodging, meals and related expenses for ITI personnel involved in said certification.