

MEMORANDUM

TO: Members of the County Council
Steve Ehlmann, County Executive

CC: Joann Leykam, Director of Administration
Bob Schnur, Director of Finance
David Todd, Chief of Police
Scott Lewis, Sheriff
Simon Huang, Director of Information Systems
Keith Hazelwood, County Counselor

FROM: Jeff Smith, Director of Emergency Communications

RE: **Maintenance for TriTech Software Support Agreement and
Subscription Services Agreement**

DATE: November 14, 2018

In addition to the update of the CAD system and purchase of the Trittech records management system, as with any computer-based system there is annual maintenance and software update costs. I am requesting five (5) years of CAD support and four (4) years of Records Management system support for Police and Sheriff records management system, as well as authority for three (3) years of support for the Jail Management system. The four years of support for the Police and Sheriff consists of one year of warranty (October 2019-September 2020) for this new system and four years of additional support. Similarly, the Jail Records Management System is expected to be complete by the Fall of 2020 and this would mean one year of warranty work and three (3) years of software support.

The Emergency Communications software support for the current TriTech CAD project is budgeted in the 2019 proposed budget before the Council, as it has been the last 18 years. This would normally come back before Council in September for annual approval. This is a request for five years of annual maintenance costs to lock in the price.

The contract for TriTech CrimeView and FireView is a subscription service to allow the department the opportunity to compare data, identify patterns and visualize activity through interactive maps, charts and reports.

The cost for the five years of support contracts and the subscription services are outlined below.

Annual Support and Subscription Services Cost					
Payment	2019	2020	2021	2022	2023
TriTech CAD (current) - Support	\$ 176,357.08	\$ 185,174.93	\$ 194,433.68	\$ 204,155.36	\$ 214,363.13
TriTech CAD (additional) - Support		\$ 84,896.70	\$ 89,141.54	\$ 93,598.61	\$ 98,278.54
TriTech RMS - Support	Warranty	\$ 38,804.16	\$ 40,744.37	\$ 42,781.59	\$ 44,920.67
TriTech Subscription - Support		\$ 36,776.25	\$ 38,615.06	\$ 40,545.82	\$ 42,573.11
TriTech JMS - Support		Warranty	\$ 37,318.68	\$ 39,184.61	\$ 41,143.84
Totals	\$ 176,357.08	\$ 345,652.04	\$ 400,253.33	\$ 420,265.99	\$ 441,279.29

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FROM: Jeff Smith, Director Emergency Communications

RE: TriTech Software Refresh and Expansion Project

DATE: November 14th, 2018

Attached for your review and consideration is the purchase and support package for our TriTech CAD (computer aided dispatch), RMS (reports management system), mobile access to RMS by police and sheriff through FBR (field-based reporting), Mobile for police and sheriff CAD data access and Jail software and hardware refresh and expansion project. Emergency Communications has been utilizing the TriTech CAD since September of 1999 as our sole CAD provider for Fire and EMS. The County now desires to consolidate all CAD, RMS and Jail related software to a unified platform by refreshing and expanding on our existing TriTech System.

TriTech is the developer, owner and distributor of the copyrighted software applications that make up our CAD system and does not authorize 3rd party companies or individuals to provide sales or support for these applications. Emergency Communications can only obtain licenses, products, service and support for this software from TriTech.

Please accept this memo as conformation that TriTech is the sole source provider for these essential products, services and support.