

Lee County Board Of County Commissioners
Agenda Item Summary

Blue Sheet No. 20041183

1. REQUESTED MOTION:

ACTION REQUESTED: Approve the automatic renewal of the Agreement for Support Services, Maintenance Agreement, Contract No. 1622 with Printrak International Inc. for the Public Safety Computer Aided Dispatch (CAD) Records Management System, in the amount of \$137,221.00 for a period of one (1) year, effective October 1, 2004 - September 30, 2005.

WHY ACTION IS NECESSARY: Board approval required.

WHAT ACTION ACCOMPLISHES: Provides the Public Safety Division continued maintenance services for the computer aided dispatch (CAD) Records Management System.

2. DEPARTMENTAL CATEGORY:

7 COMMISSION DISTRICT #: **C7B**

3. MEETING DATE:

09-28-2004

4. AGENDA:

- CONSENT
- ADMINISTRATIVE
- APPEALS
- PUBLIC
- WALK ON
- TIME REQUIRED:

5. REQUIREMENT/PURPOSE:

- (Specify)
- STATUTE
 - ORDINANCE
 - ADMIN. CODE **AC-4-4**
 - OTHER

6. REQUESTOR OF INFORMATION:

- A. COMMISSIONER
- B. DEPARTMENT
- C. DIVISION **Public Safety**
- BY: **John Wilson, Director**

7. BACKGROUND:

On March 24, 1998, the Board approved a request to waive the formal process and purchase a Computer Aided Dispatch/ Records Management System from Printrak International Inc. The Public Safety Division entered into a Terms and Conditions Agreement (Contract #276) with Printrak on August 4, 1998.

As part of this original agreement continued support services is required. Each year the Board approves the automatic renewal of the Agreement for Support Services, Maintenance Agreement with Printrak International.

Part of this agreement stipulates "This Maintenance Agreement shall automatically renew upon the anniversary date for successive one (1) year periods unless specifically agreed to otherwise." The agreement also stipulates "Printrak reserves the right to change its Maintenance service pricing with a minimum of 60 days notification of any pricing change." Lee County Public Safety received notification of a price increase well within the 60 days notification. We have reviewed this price increase and find it to be acceptable.

We are therefore requesting the Board approve the automatic renewal of the Agreement for Support Services, Maintenance Agreement, Contract No. 1622 with Printrak International Inc. for the Public Safety Computer Aided Dispatch (CAD) Records Management System, in the amount of 137,221.00 for a period of one (1) year, effective October 1, 2004 - September 30, 2005

Funds are available in account #KF5260300100.503490

Attachment: 1. 1 Originals - Maintenance and Support Agreement.

8. MANAGEMENT RECOMMENDATIONS:

9. RECOMMENDED APPROVAL:

A Department Director	B Purchasing or Contracts	C Human Resources	D Other	E County Attorney	F Budget Services <i>CLM 9/14</i>				G County Manager
					OA	OM	Risk	GC	
<i>[Signature]</i>	<i>[Signature]</i>	N/A		<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>
					<i>P.M.</i> 9/13/04	<i>[Signature]</i> 9/14/04	<i>[Signature]</i> 9/13/04	<i>[Signature]</i> 9/13/04	<i>[Signature]</i>

10. COMMISSION ACTION:

- _____ APPROVED
- _____ DENIED
- _____ DEFERRED
- _____ OTHER

Rec. by CoAtty
Date: 9/10/04
Time: 11:30
Forwarded To:
Adm 9/10

RECEIVED BY
COUNTY ADMIN
9/10/04
3:20pm SLT
COUNTY ADMIN
FORWARDED TO:
9-15-04
10:50

BK



PRINTRAK
A Motorola Company

June 3, 2004

Lee County EMS
Telecommunication Division
2665 Ortiz Avenue
Fort Meyers, FL 33916

**RE: Extension to Maintenance and Support Agreement SA 001560-000
CAD product**

Dear Mr. Dennington :

By means of this letter, Printrak, A Motorola Company hereby extends Lee County EMS - Telecommunication Division maintenance and support agreement as referenced above. Enclosed are two (2) copies of the updated Exhibit A Description of Covered Products, Exhibit B Support Plan, Exhibit C Support Plan Options and Pricing Worksheet and Exhibit D Billable Rates for the period October 1, 2004 through September 30, 2005 . Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

Please indicate acceptance of this extension by signing the acceptance block below and **return one copy to my attention at Printrak, A Motorola Company at 1250 North Tustin Avenue, Anaheim, California 92807 or fax it to my attention at 714-237-0050**. Failure to return this fully executed letter on or before September 30, 2004 will result in a lapse in maintenance, which will be subject to a 10% recertification and reimplementation fee.

If you have any questions or need further clarification, please contact me directly at (714) 632-2137 or e-mail cortega@motorola.com.

Sincerely,

Cathy Ortega
Contracts Administration Representative
Printrak, A Motorola Company

Accepted by:

PRINTRAK, A MOTOROLA COMPANY

**Lee County EMS - Telecommunication Division
Board of County Commission**

Signed by:

Signed by: _____

Printed Name: John M. Hiatt

Printed Name: _____

Title: MCEI Vice President of Customer Support
Printrak, A Motorola Company

Title: _____

Date: June 3, 2004

Date: _____

Exhibit A
DESCRIPTION OF COVERED PRODUCTS

MAINTENANCE AND SUPPORT AGREEMENT NO. SA #001560-000

CUSTOMER: Lee County EMS - Telecommunication Division

The following table lists the Products under maintenance coverage:

Product	Description	Version	Qty
Printrak Software			
Premier CAD	Computer Aided Dispatch		1
Premier AWW	Advanced Workstation for Windows		11
Premier UDT 4.0			1
Premier CAD DSS			
Premier ATM Client (25-50)			11
Printrak Interfaces:			
MDT Interface			1
E911 Interface			1
TDD Interface			1
WWVB			1
Motorola Alpha Numeric			1
Third Party Software:			
DR Net			
Bi Query			
HP Hardware:			
1960-A	S7400 Processor w/512MB memory		4
3861	Servernet-Ethernet Controller Card		2
3880	Servernet-Wide Area Net Concentrator		1
4619	18GB 15K RPM Disk Drive for S-Series		12
5142	4MM DAT, DDS-3 Dsktp No ACL S-Series		1
6750M	Modular SEB Base Unit		4
6750M-C	Serial Copper PIC, Servernet II		4
7194	S-Series Double High Encl w/ base		1
7360	S-Series Power Shelf		2
S7X-IPAQ	S-Series Sys Console, Ipaq & Flat PNL		2
HP Software:			
9190	Netbatch		1
9640	ViewPoint		1
SA30	Performance Mgmt Bndl		1
SA31V3	Performance Management Bundle		1
SA57	Expand		1
SB81	COBOL85 Runtime - S Series		1
SD70	TCP/IP LAN Print Spooler		1
SE17	Enform Plus		1
SM58V1	RSC/MP Host		1
SM67V1	RSC/MP WIN32 Window Client		1
SN73	Standard S-Series OS Package		1

SR53	Pathway W/Ts/MP (Per CPU 1-4)		4
HP Software License:			
9190	Netbatch		1
9640	ViewPoint		1
SA30	Performance Mgmt Bndl		1
SA31V3	Performance Management Bundle		1
SA57	Expand		1
SB81	COBOL85 Runtime – S Series		1
SD70	TCP/IP LAN Print Spooler		1
SE17	Enform Plus		1
SM58V1	RSC/MP Host		1
SM67V1	RSC/MP WIN32 Window Client		1
SN73	Standard S-Series OS Package		1
SR53	Pathway W/Ts/MP (Per CPU 1-4)		4

Exhibit B SUPPORT PLAN

This Support Plan is a Statement of Work that provides a description of the support to be performed.

1. Services Provided. The Services provided are based on the Severity Levels as defined herein. Each Severity Level defines the actions that will be taken by Seller for Response Time, Target Resolution Time, and Resolution Procedure for reported errors. Because of the urgency involved, Response Times for Severity Levels 1 and 2 are based upon voice contact by Customer, as opposed to written contact by facsimile or letter. Resolution Procedures are based upon Seller's procedures for Service as described below.

SEVERITY LEVEL	DEFINITION	RESPONSE TIME	TARGET RESOLUTION TIME
1	Total System Failure - occurs when the System is not functioning and there is no workaround; such as a Central Server is down or when the workflow of an entire agency is not functioning.	Telephone conference within 1 hour of initial voice notification	Resolve within 24 hours of initial notification
2	Critical Failure - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable workaround. Note that this may not be applicable to intermittent problems.	Telephone conference within 3 Standard Business Hours of initial voice notification	Resolve within 7 Standard Business Days of initial notification
3	Non-Critical Failure - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround.	Telephone conference within 6 Standard Business Hours of initial notification	Resolve within 180 days in a Seller-determined Patch or Release.
4	Inconvenience - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow.	Telephone conference within 2 Standard Business Days of initial notification	At Seller's discretion, may be in a future Release.
5	Customer request for an enhancement to System functionality is the responsibility of Seller's Product Management.	Determined by Seller's Product Management.	If accepted by Seller's Product Management, a release date will be provided with a fee schedule, when appropriate.

1.1 Reporting a Problem. Customer shall assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Seller's call intake center. Seller will notify the Customer if Seller makes any changes in Severity Level (up or down) of any Customer-reported problem.

1.2 Seller Response. Seller will use best efforts to provide Customer with a resolution within the appropriate Target Resolution Time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Seller diagnostics indicate that a Residual Error is present in the Software. Target Resolution Times may not apply if an error cannot be reproduced on a regular basis on either Seller's or Customer's Systems. Should Customer report an error that Seller cannot reproduce, Seller may enable a detail error capture/logging process to monitor the System. If Seller is unable to correct the reported Residual Error within the specified Target Resolution Time, Seller will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Seller, in its sole discretion, determine that such Residual Error is not present in its Release, Seller will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software. The Target Resolution Time shall not commence until such time as the verification procedures are completed.

1.3 Error Correction Status Report. Seller will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.

2. Customer Responsibility.

2.1 Customer is responsible for running any installed anti-virus software.

2.2 Operating System ("OS") Upgrades. Unless otherwise stated herein, Customer is responsible for any OS upgrades to its System. Before installing any OS upgrade, Customer should contact Seller to verify that a given OS upgrade is appropriate.

3. Seller Responsibility.

3.1 Anti-virus software. At Customer's request, Seller will make every reasonable effort to test and verify specific anti-virus, anti-worm, or anti-hacker patches against a replication of Customer's application. Seller will respond to any reported problem as an escalated support call.

3.2 Customer Notifications. Seller shall provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) hardware and firmware updates, as released and if applicable.

3.3 Account Reviews. Seller shall provide annual account reviews to include (a) service history of site; (b) downtime analysis; and (c) service trend analysis.

3.4 Remote Installation. At Customer's request, Seller will provide remote installation advice or assistance for Updates.

3.5 Software Release Compatibility. At Customer's request, Seller will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Seller's Software Supplemental or Standard Releases

3.6 On-Site Correction. Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Seller's facilities. Seller shall decide whether on-site correction of any Residual Error is required and will take appropriate action.

4. Decision Support System ("DSS") Products. (*Applies to Motorola's PremierCAD Software only*). The CAD DSS products are supported on a consultative basis only with annual consultation hours not to exceed eight (8) hours. Any additional consultation shall be invoiced on a time and material basis at Seller's then current rates for professional services.

5. Compliance to Local, County, State and/or Federal Mandated Changes. (*Applies to Software and interfaces to those Products*) Unless otherwise stated herein, compliance to local, county, state and/or federally mandated changes, including but not limited to IBR, UCR, ECARS, NCIC and state interfaces are not part of the covered Services.

6. Annual System Performance Review and Report. Seller will prepare the following reports to include:

6.1 (*Applies to PremierCAD Software only*)

- | | | |
|--------------------------|--------------|--|
| (a) System Analysis | MEASURE: | Evaluate disk and CPU load |
| | PEEK: | Evaluate memory availability and use |
| | VIEWSYS: | Evaluate use and availability of PCBs |
| | EMSA/TMDS: | Review logs for hardware reports |
| | File Sizing | Review file sizing on changeable files |
| (b) Pathway Analysis | | Evaluate effectiveness of system configuration for current load |
| | | Evaluate TCP/Server statistics |
| | | Evaluate efficiency of server class maximum and minimum settings |
| (c) Performance Analysis | TMX Timings: | Evaluate application response times |

6.2 (Applies to Motorola® Computer Aided Dispatch Software installed on Stratus ftServer only)

Update Equipment drivers
Upload Equipment patches, hot fixes and firmware

Evaluate effectiveness of System configuration for current load based upon overall CPU Utilization

6.3 Based on the Annual System Performance Review and Reports, Seller's Technical Support Analyst will review findings and recommend software or hardware changes to improve overall operations.

(The below listed terms are applicable only when the Maintenance and Support Agreement includes (a) Equipment which is shown on the Description of Covered Products, Exhibit A to the Maintenance and Support Agreement; or (b) CAD HP NonStop S-Series hardware in addition to the Seller CAD Software.)

7. On-site Product Technical Support Services. Seller shall furnish labor and parts required due to normal wear to restore the Equipment to good operating condition.

7.1 Seller Response. Seller will provide telephone and on-site response to Central Site, defined as the Customer's primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in Support Plan Options and Pricing Worksheet.

7.2 At Customer's request, Seller shall provide continuous effort to repair a reported problem beyond the PPM. Provided Customer gives Seller access to the Equipment before the end of the PPM, Seller shall extend a two (2) hour grace period beyond PPM at no charge. Following this grace period, any additional on-site labor support shall be invoiced on a time and material basis at Seller's then current rates for professional services.

7.3 CAD HP NonStop S-Series Service Plans

7.3.1 The following HP electronic support tools are available:

Express Notice	A proactive email notification of new software releases, announcements and updates
Scout for NonStop Servers	Once registered, users have the ability to perform interim product modification (IPM) analysis on NonStop Kernel systems and to download IPMs electronically.
Total Information Manager (TIM)	A CD collection of support documentation shipped with the initial system.
Knowledgebase for NonStop Support (KBNS)	Once registered, users have access to a powerful search tool offering quick and easy access to previously answered technical support questions.

7.3.2 HP NonStop K-Series Service Plan:

Premier24 The PPM is 24 hours a day, 7 days a week. On-site response time is within four (4) hours. Includes the following services:

- Holiday coverage – extends the PPM to include national holidays.
- No Fault – adds extra coverage for unexpected environmental changes such as extreme temperature changes that are not otherwise covered.

Base9 The PPM is 8 a.m. – 5 p.m. Monday-Friday, excluding national holidays. On-site response time is within eight (8) PPM hours.

7.3.3 HP NonStop S-Series Service Plan:

Continuous Availability	The PPM is 24 hours a day, 7 days a week. On-site response time is within two (2) hours. Includes on-site coverage for national holidays.
High Availability	The PPM is 24 hours a day, 7 days a week. On-site response time is within four (4) hours. Includes on-site coverage for national holidays.
Enhanced Availability	The PPM is 8 a.m. – 5 p.m. Monday-Friday, excluding national holidays. On-site response time is next business day.

7.4 Under all CAD HP NonStop Series hardware service plans, coverage will include:

- Perform corrective or scheduled preventive service during the PPM specified in the Plan.
- Log all service requests and furnish telephone and/or on-line diagnostic services from the Seller's call intake center or the HP Nonstop Support Center (CTNSC) 24 hours per day, 7 days per week.
- Furnish all labor, parts, materials, and on-site service during the PPM as necessary to ensure HP NonStop Series hardware is operating in accordance with applicable published specifications. Replacement parts will be new or equivalent of new in performance. Replaced parts will become the property of HP.
- Install any mandatory Field Change Order(s) required for the safety or proper operation of maintained HP NonStop Series hardware.
- Assign an HP Customer Engineer and an alternate who will be responsible for providing service.
- Provide on an annual basis (i) equipment inventory of maintained HP NonStop Series hardware; and (ii) planning meeting to discuss the current Service Plans and Customer's future requirements.

4.

**Exhibit C
SUPPORT PLAN OPTIONS AND PRICING WORKSHEET**

Maintenance and Support Agreement # 001560-000
 New Term Effective Start October 1, 2004

Date June 3, 2004
 End September 30, 2005

CUSTOMER: Lee County EMS Address (1): Telecommunication Division Address (2): 2665 Ortiz Avenue CITY, STATE, ZIP CODE: Fort Meyers, FL 33916 CONTACT NAME: Bruce Dennington CONTACT TITLE: TELEPHONE: 941.477.3618 FAX: 941.479.8036 Email: bruceD@leegov.com	BILLING AGENCY: Address (1): Address (2): CITY, STATE, ZIP CODE: CONTACT NAME: CONTACT TITLE: TELEPHONE: FAX: Email:
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For support on products below, please contact ISD Customer Support at (800) 734-6241 or email at cscenter@motorola.com.

<input type="checkbox"/> AFIS System	<input type="checkbox"/> DeskScan™ Station	<input type="checkbox"/> LiveScan™ Station	<input type="checkbox"/> Omnitrak™ System	<input type="checkbox"/> Mugshot InstantImage™
<input checked="" type="checkbox"/> PremierCAD™	<input checked="" type="checkbox"/> CAD HP NonStop™ Series hardware	<input type="checkbox"/> RMS Infotrak™	<input type="checkbox"/> Imagetrak™	<input type="checkbox"/> Offendertrak™
<input type="checkbox"/> Motorola® Computer Aided Dispatch	<input type="checkbox"/> Case Management System	<input type="checkbox"/> License Permitting System	<input type="checkbox"/> Custom Software	
<input type="checkbox"/> Customer Service Request System	<input type="checkbox"/> LEEDS/CAS	<input type="checkbox"/> Cityworks		
<input type="checkbox"/> Enhancements to Products	<input type="checkbox"/> Integration Framework Express			
<input type="checkbox"/> Integration Framework	<input type="checkbox"/> Premier MDC™	<input type="checkbox"/> Premier MDC™ Select		
<input type="checkbox"/> Premier MDC™ Message Switch	<input type="checkbox"/> Premier MDC™ Reporting	<input type="checkbox"/> Premier Handheld		
<input type="checkbox"/> Premier MDC™ Select Message Switch	<input type="checkbox"/> Premier Handheld Citation	<input type="checkbox"/> TalkThru/RF Plus		
<input type="checkbox"/> TalkThru/RF Plus Message Switch	<input type="checkbox"/> AirMobile™	<input type="checkbox"/> TxMessenger™		
<input type="checkbox"/> Premier 2Way				

SOFTWARE SUPPORT	ANNUAL FEE
<input checked="" type="checkbox"/> GOLD / GOLDtrak	
◆ Printrak CAD	\$59,424.00
◆ 24 hours a day, 7 days a week PPM	
◆ Supplemental Releases	
◆ Standard Releases	
◆ Technical Support Services	
Note: Not available for CSR or Cityworks	
<input checked="" type="checkbox"/> DR Net	\$ 10,632.00
<input checked="" type="checkbox"/> Hummingbird – BI Query	\$ 1,141.00
SOFTWARE SUPPORT TOTAL	\$ 71,197.00

HARDWARE SUPPORT	ANNUAL FEE
<input type="checkbox"/> GOLDtrak	
◆ ATM/AVL Server	\$
◆ 24 hours a day, 7 days a week PPM	
◆ 8 Hour on-site response	
◆ Labor, parts, on-site service	
Note: Not available for CSR or Cityworks	
<input type="checkbox"/> SILVERtrak	\$
◆ 8 a.m.-5 p.m. Monday-Friday	
◆ Next-day on-site response	
◆ Labor, parts, on-site service	
Note: Not available for CSR or Cityworks	
<input checked="" type="checkbox"/> HP NonStop Series Premier 24 HIGH	\$ 66,024.00
◆ 24 hours a day, 7 days a week PPM	
◆ 4 Hour on-site response	
◆ HP NonStop Series Operating system and application	
<input type="checkbox"/> HP NonStop Series Base 9 ENHANCED	
◆ 8 a.m.-5 p.m. Monday-Friday PPM	
◆ 8 Hour on-site response	\$
◆ HP NonStop Series Operating system and application	
HARDWARE SUPPORT TOTAL	\$ 66,024.00

OTHER AVAILABLE OPTIONS	ANNUAL FEE
<input type="checkbox"/> Users Conference Attendance (\$2,650 per Attendee) Year Number Attendees Requested	\$ _____
<input type="checkbox"/> Consulting Services - 8 Hour Blocks (plus travel fees)	\$ _____
<input type="checkbox"/> Other:	\$ _____
OTHER OPTIONS TOTAL	\$ _____

Prepared by: Cathy Ortega, Contracts Admin Rep, Phone #(714) 632-2137, E-mail: cortega@motorola.com
FULL TERM FEE GRAND TOTAL* \$ 137,221.00
 *Exclusive of taxes if applicable

Exhibit D
CURRENT BILLABLE RATES

MAINTENANCE AND SUPPORT AGREEMENT NO. SA #001560-000

CUSTOMER: Lee County EMS – Telecommunication Division

The following are Printrak's current billable rates, subject to an annual change.

COVERAGE HOURS (PPM)	BILLABLE RATES (OUTSIDE THE SCOPE OF A CURRENT EXECUTED AGREEMENT)
8am-5pm, M-F (local time)	\$160 per hour, 2 hours minimum
After 5p, Saturday, Sunday, Printrak Holidays	\$240 per hour, 2 hours minimum

COVERAGE HOURS (PPM)	BILLABLE RATES (WITHOUT AN AGREEMENT)
8am-5pm, M-F (local time)	\$320 per hour, 2 hours minimum
After 5p, Saturday, Sunday, Printrak Holidays	\$480 per hour, 2 hours minimum