



TO THE HONORABLE MAYOR AND COUNCIL:

DATE: July 22, 2014

SUBJECT: AWARDING OF CONTRACT TO TRITECH SOFTWARE SYSTEMS IN THE AMOUNT OF \$1,303,054.00 TO LICENSE AND IMPLEMENT THE POLICE DEPARTMENT LAW ENFORCEMENT RECORDS MANAGEMENT SYSTEM FOR CAPITAL IMPROVEMENT PROJECT 2272 APPROVED IN THE FY14-15 BUDGET AND AUTHORIZING THE CITY MANAGER TO EXECUTE THIS AGREEMENT.

Report in Brief

The Concord Police Department currently uses a City developed police crime management system (CMS). The City also provides access to CMS to the City of Clayton's police department for support of their police records. This software program began development in the late 1990s and has served the PD over the last 15 years. The versions of the software products used to develop the current CMS are no longer under vendor support. Additionally, the current CMS does not support many required features such as permitting and crime analysis. Consequently, these functions are being performed manually requiring extra staff hours and prone to human error. Other functions are handled through separate non-integrated systems requiring Officers to look in different systems to find required information.

In an effort to modernize the Police System an internal project was initiated in 2012 to document existing process and procedures utilized at the PD. Both Concord and Clayton's Police Departments were part of the project. This effort was used to define what functionality was required to create a RFP for a new commercially available multi-agency PD records management system. RFP #2259 Police Department Law Enforcement Records Management System (RMS) was published on May 13, 2013. There were five responses to this RFP and after reviewing responses and vendor demonstrations the PD RMS core team selected the TriTech RMS system. The proposed contract is the result of this RFP, vendor selection and pricing negotiations.

Staff recommends Council approve awarding a contract to TriTech Software Systems in the amount of \$1,303,054.00 to license and implement the Police Department Law Enforcement Records Management System and authorize the City Manager to execute the agreement.

**AWARDING OF CONTRACT TO TRITECH SOFTWARE SYSTEMS IN THE
AMOUNT OF \$1,303,054.00 TO LICENSE AND IMPLEMENT THE POLICE
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Background

The Concord Police Department currently uses a City developed police records management system (RMS). This software program began to be developed in the late 1990s and has served the PD over the last 15 years. It is a client server graphical user interface (GUI) based system and called Crime Management System (CMS). The system also has a browser based search and reporting capability. The system was developed in Microsoft Visual Basic and uses Microsoft SQL server database. The versions of the software products CMS was developed under are no longer vendor supported. Additionally, our current CMS does not support many required features such as permitting and crime analysis. Consequently, these functions are being performed manually, requiring extra staff hours and prone to human error. Other necessary functions are handled through separate non-integrated systems requiring Officers to look in different systems to find required information.

In an effort to modernize the Police System an internal project was initiated in 2012 to replace the existing CMS system.

Discussion

The first step in the process of replacing the existing CMS system was to document existing process and procedures utilized at both Concord PD and Clayton PD and to define the desired functionality of the new system. The following requirements were defined:

New Records Management System Requirements

- a. Replace the functionality of the current Records Management System (CMS)
- b. Automate property to use bar codes for inventory and tracking
- c. Integrate Crime Analysis support functions to replace current manual search method
- d. Integrate Personnel, Equipment and Training into records management
- e. Integrate the tracking of traffic collisions and citations for enforcement purposes
- f. Interface to the existing Citizen on-line Police Reports
- g. Automate Police Permits (Alarm, False alarm billing, massage and gun permits)
- h. Interface to the following County, State and Federal Systems

The Police department relies upon a number of County, State and Federal systems for information support. The following describes the major systems:

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- 1) CLETS and related Federal/State systems – California Law Enforcement Telecommunications System (CLETS) network supports electronic message exchange with jurisdictions throughout the United States and the state of California. It also provides access to the Federal Bureau of Investigation’s National Criminal Information Center (NCIC). Some department members connect to CLETS through a web based application (Level II Web Workstation) on CPD computers connected to our intranet. The CPD relies on the County’s ACCJIN (All County Criminal Justice Information Network) which connects the CPD network to the County CLETS services through a Level II message switch.
- 2) AFIS – Automated Fingerprint Identification System (AFIS) is a database of fingerprints of arrested persons, persons applying for gun permits, and latent prints from crime scenes. The City utilizes an NEC computer for its AFIS system which is integrated through the Contra Costa County Sheriff’s Office. CSI analyzes latent prints through this system.
- 3) LiveScan – The City uses a system called LiveScan for capturing fingerprints of applicants and persons being booked. These fingerprints are sent to the AFIS system along with mug shots to obtain criminal history information. Currently this information is available through a designated terminal. When booking an individual, LiveScan data and mug shots are imported into CMS to reduce duplicate data entries.
- 4) Contra Costa County Sheriff’s Department - The Contra Costa County Sheriff’s Department (CCSO) runs a multi-county information sharing system called ARIES (Automated Regional Information Exchange System) which consolidates public safety CAD, RMS, Booking, Warrants, ALPR, Crime Lab and Probation data through Contra Costa, Alameda, and several other counties. This system has a web interface, and can also be queried through a SQL query. An interface to query this system through records check is desired.
- 5) Contra Costa County Jail - This database consists of jail records/photos/and fingerprints, and is a Tiburon JMS system. This information is only available through the ARIES system. We use our CMS to print photo lineups, though photos from Contra Costa County Jail are available for photo lineups through the ARIES system. An interface to the Contra Costa County Jail JMS is desired in order to push booking information directly to the county JMS system.
- 6) Contra Costa County Courthouse - The Courthouse operates a warrant system called JAWS. Warrant information is available through a terminal based application, through the Contra Costa County Level II Switch, and query only through ARIES.
- 7) Parking tickets – CPD currently uses DataTicket hosted service for parking citations.
- 8) Pawn Ticket Management – Currently CPD uses LEADS online hosted service for Pawn ticket management. An interface is desired to query this system if possible.
- 9) Parole LEADS – Hosted parole database provided as a web site by the state of California.
- 10) CalPhoto – CPD uses CalPhoto for access to State of California booking photos. An interface is desired
- 11) Veripic – CPD utilizes Veripic Digital Photo Lab for crime scene digital photo management.
- 12) Confidential copy of CMS – Currently, CPD runs a classified copy of CMS for Special Investigations.
- 13) BNE – Bureau of Narcotics Enforcement – Unit Asset Seizure log

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- 14) LPR – The city uses a PIPS Technology ALPR system. The server software version is Boss v 3.0.6-1v1
- 15) Mapping software – Currently CPD uses ESRI for its mapping software
- 16) Crime scene / traffic scene mapping – Vista FX and ARC 200 Pro

- i. Integrate Computer Aided Dispatch (CAD) data and create cases in the records management system.

These requirements were used to define what functionality was required to publish an RFP for a new commercially available multi-agency PD records management system. RFP #2259 Police Department Law Enforcement Records Management System (RMS) was published in May of 2013. There were five responses to this RFP from the following vendors:

- 1. Archonix Public Safety Software
- 2. Bayou Media Network
- 3. Executive Information Services (EIS)
- 4. New World Systems
- 5. TriTech Software Systems

After reviewing responses and vendor demonstrations the RMS core team selected the TriTech RMS system. The RMS core team was made up of representatives from PD users, PD managers, and IT staff. The team selected the TriTech records management system as the best vendor to meet the City's requirements. The proposed contract is the result of this RFP, vendor selection and pricing negotiations.

Fiscal Impact

Funding for Capital Improvement Project #2272 has been identified utilizing Technology Replacement Funds of \$774,975.00, Asset Forfeiture Funds of \$107,000.00 and General Funds of \$525,000. Funding for additional project needs related to the new CMS system in FY15-16 of \$107,000 is unfunded and will need to be addressed as part of preparing next year's budget. FY14-15 funds are included in the Capital Improvement Project #2272 budget and 10-Year Plan Council approved in June for fiscal year 14-15. Subsequent years' funding remains subject to Council approval in the annual budget process.

Public Contact

Posting of the Council Agenda.

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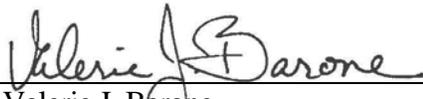
Recommendation for Action

Approve the awarding of contract to TriTech Software Systems in the amount of \$1,303,054.00 to license and implement the Police Department Law Enforcement Records management system for capital improvement project 2272 approved in the FY 14-15 budget and authorize the City Manager to execute this agreement.

Prepared by: Robert Zywicki
Police Lieutenant
Robert.Zywicki@cityofconcord.org

Reviewed by: Tom Kuhlman
Interim Director of Information Technology
Tom.Kuhlman@cityofconcord.org

Reviewed by: Guy Swanger
Chief of Police
Guy.Swanger@cityofconcord.org



Valerie J. Barone
City Manager

Valerie.Barone@cityofconcord.org

- Attachment 1: AMENDMENT NO. 1 TO SYSTEM PURCHASE AGREEMENT BETWEEN THE CITY OF CONCORD AND TRITECH SOFTWARE SYSTEMS
- Attachment 2: AMENDMENT NO. 1 TO SOFTWARE SUPPORT AGREEMENT BETWEEN THE CITY OF CONCORD AND TRITECH SOFTWARE SYSTEMS
- Attachment 3: CONCORD RMS BASELINE CONTRACT SCHEDULE
- Attachment 4: SOW – CONCORD CA PD RMS V1.5 FINAL APPROVED

**AMENDMENT NO. 1 TO SYSTEM PURCHASE AGREEMENT
BETWEEN THE CITY OF CONCORD AND
TRITECH SOFTWARE SYSTEMS**

This Amendment No. 1 (this "Amendment") to the System Purchase Agreement entered into by and between the City of Concord, CA ("Client") and TriTech Software Systems ("TriTech") dated March 20, 2007 (the "Agreement") is effective as of the last date of signature below. In the event of a conflict between the terms of this Amendment and the terms of the Agreement, the terms of this Amendment shall control.

WHEREAS, Client issued Request for Proposals (RFP) #2259 for Police Department Law Enforcement Records Management System (RMS) dated May 13, 2013 (the "Project"); and

WHEREAS, TriTech submitted a proposal response (Proposal) dated July 9, 2013 in response to the RFP; and

WHEREAS, Client has selected TriTech as the awarded vendor; and

WHEREAS, Client and TriTech desire to amend the existing Agreement to add the deliverables and services for the Project.

NOW, THEREFORE, in consideration of the promises and mutual agreements contained herein, the parties agree as follows:

1. The Project is for the purchase of TriTech Software licenses and services for Inform RMS, Inform FBR, Inform IQ, and Inform Analytics, as more fully defined by the following Exhibits attached hereto:

Exhibit A	Statement of Work
Exhibit B	Initial Project Schedule
Exhibit C	Cost Detail and Payment Milestones

2. References in the Agreement to Addendum A-1 shall mean the Statement of Work attached hereto as Exhibit A.
3. References in the Agreement to Addenda A-2 through A-9 shall mean the Cost Detail and Payment Milestones attached hereto as Exhibit B.
4. Acceptance will be defined in the Statement of Work.
5. Except as modified herein, the following terms and conditions of the Agreement shall remain in full force and effect:

Section 3.0 Definitions

Modify 3.37 Telephone Support – "Telephone Support" means the service provided by TriTech during Normal Customer Services Hours, or on a 24x7 basis as further defined in the Software Support Agreement.

Delete 3.44 Year 2000 Compliant

- Section 4.0 Prices and Payment
- Section 5.0 Software Licenses
- Section 6.0 Delivery and Installation
 - Subsection 6.3 – Equipment will be delivered to Client’s location.
 - Subsection 6.5 – Training will be provided in accordance with the Statement of Work and Project Schedule.
- Section 7.0 Site Preparation
 - Replace references to Site Preparation and Support Connectivity Guide with TriTech’s System Planning Document.
- Section 10.0 Confidentiality and Proprietary Rights
- Section 11.0 Limited Warranties
- Section 12.0 Maintenance and Software Support
 - Section 12.1 Support for the TriTech Software provided under this Amendment shall begin upon Go Live.
- Section 13.0 Source Code Escrow
- Section 14.0 Default and Termination
- Section 15.0 Liability
- Section 16.0 Insurance
- Section 17.0 Copyright & Patent Infringement
- Section 18.0 Dispute Resolution
- Section 19.0 Sales, Use and Property Tax
- Section 20.0 Severability
- Section 21.0 Force Majeure/Excusable Delay
- Section 22.0 Construction and headings
- Section 23.0 Waiver
- Section 24.0 Entire Agreement
- Section 25.0 Applicable Law
- Section 26.0 Assignment
- Section 27.0 Notices
- Section 28.0 Order of Precedence
 - The Order of Precedence set forth in section 6 of this Amendment shall apply to this Project.
- Section 29.0 General Terms

- 6. The following Order of Precedence shall apply to this Amendment:
 - (1) This Amendment
 - (2) Cost Detail and Payment Milestones
 - (3) Statement of Work and Initial Project Schedule
 - (4) Client approved Specifications
 - (5) Client’s RFP dated May 13, 2013, as modified by TriTech’s Proposal Response dated July 9, 2013

SIGNATURE PAGE FOLLOWS

EACH PARTY'S ACCEPTANCE HEREOF IS EXPRESSLY LIMITED TO THE TERMS OF THIS AMENDMENT AND NO DIFFERENT OR ADDITIONAL TERMS CONTAINED IN ANY PURCHASE ORDER, CONFIRMATION OR OTHER WRITING SHALL HAVE ANY FORCE OR EFFECT UNLESS EXPRESSLY AGREED TO IN WRITING BY THE PARTIES.

CITY OF CONCORD

TRITECH SOFTWARE SYSTEMS

Accepted By (Signature)

Accepted By (Signature)

Printed Name

Blake Clark
Printed Name

Title

Chief Financial Officer
Title

Date

Date

Exhibit A
Statement of Work
(Attached)

**Exhibit B
Initial Project Schedule**

(Attached)

Exhibit C
Cost Detail and Payment Milestones

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TriTech Software License Fee(s)	Unit Price	#	Total Price
Inform RMS Server Software (E - 101-250 Users)		1	
Inform RMS User		100	
Inform RMS Accident		1	
Inform RMS Intelligence, Internal Affairs and Narcotics		1	
Inform RMS Barcode Handheld Reader Software		1	
Inform RMS Evidence and Barcoding		1	
Inform RMS Equipment Maintenance		1	
NCIC/State Message Switch Server Software Upgrade for Inform RMS		1	
NCIC/State Software Position Inform RMS		170	
Inform FBR Server Software (B - 41-100 Users)		1	
Inform FBR User		60	
Inform IQ (A - 1-40 Users)		1	
Inform IQ Analytics Developer		1	
Inform Analytics Designer		1	
Inform Analytics (A - 1-40 Users)		1	
Inform RMS Test/Training System		1	
Total TriTech Software License Fee(s)			\$504,710.00

TriTech Interface License(s)	Unit Price	#	Total Price
AFIS Interface		1	
LiveScan Interface		1	
Contra Costa County Jail Interface		1	
Contra Costa County Court (JAWS) Interface		1	
DataTicket Interface		1	
LEADS Interface		1	
PIPS License Plate Reader Interface		1	
Public Safety Corp CryWolf/Medallion Interface		1	
CrossRoads Interface		1	
ePolice Reports On-Line Interface		1	
Standard RMS to Inform CAD Premise Data Transfer Interface for Public Safety Corp Medallion		1	
Total TriTech Interface License Fee(s)			\$186,050.00

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TriTech Services	Unit Price	#	Total Price
RMS Server Installation and Configuration		1	
RMS Position Installation (up to 5 workstations)		1	
RMS Traffic Accidents Training (1 day)		1	
RMS Core End User Training (3 days)		1	
RMS DOLF (E - 101-250 Users)		1	
RMS Warrants End User Training (1 day)		1	
RMS Towing/Impound End User Training (1 day)		1	
RMS Pawn End User Training (1 day)		1	
RMS Parking Tickets End User Training (1 day)		1	
RMS Imaging End User Training (0.5 days)		1	
RMS Gun Permit End User Training (1 day)		1	
RMS Civil End User Training (1 day)		1	
RMS Citation End User Training (1 day)		1	
RMS Case Management End User Training (1 day)		1	
RMS Budget End User Training (1 day)		1	
RMS Base Evidence (no barcode) End User Training (1 day)		1	
RMS Admin & Personnel End User Training (2 day)		1	
Intelligence Training		1	
RMS Barcode & Evidence Training (2 days)		1	
RMS Equipment Maintenance Training (2 day)		1	
RMS 3-Day Workshop and Consultation		1	
RMS System Orientation and Analysis		1	
Onsite Go Live Support Services for RMS (1 person, 2 days, single shift)		2	
RMS Business Analysis Services & Consultation		1	
FBR Server Installation and Configuration		1	
FBR Position Software Installation (up to 5 workstations)		1	
FBR Administration Training		1	
FBR Core End User Train-The-Trainer Training (2 days)		1	
FBR Business Analysis Services & Consultation		1	
Onsite Go Live Support Services for FBR (1 person, 2 days, single shift)		2	
FBR System Orientation and Analysis (B - 41-100 concurrent users)		1	
Analytics Server Installation and Configuration		1	

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TriTech Services	Unit Price	#	Total Price
IQ Server Installation and Configuration		1	
IQ API Consulting Services		1	
IQ Analytics End User Training (Remote)		1	
IQ Analytics Developer Training (Remote)		1	
IQ End User Training (Remote)		1	
IQ Administration Training (Remote)		1	
IQ API Training		1	
IQ Analytics Administration Training (Remote)		1	
Report Writing Training (3 days)		1	
RMS GIS Analysis, Setup & Remote Installation/Training Services		1	
RMS Data Conversion Services		1	
Project Management		1	
Estimated Travel Expenses (To be billed as incurred)		1	
Total TriTech Services			\$534,068.00

Third Party Hardware	Unit Price	#	Total Price
Barcode Industrial Portable Data Terminal w/shipping each		3	
Barcode Printer Resin Ribbon (12)		1	
Barcode PolyPro Labels 3.00"x1.00" (8)		1	
Barcode TB Zebra, GK420T, Printers, 4" Print Width		1	
Total Third Party Hardware			\$4,879.00

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Third Party Software & Services	Unit Price	#	Total Price
Omega Group CrimeView Dashboard Hosted Deployment <ul style="list-style-type: none"> • Data connection configuration for two (2) data connections • Application configuration and deployment • Briefing Book configuration • Login configuration • Training <ul style="list-style-type: none"> o Web-based training for Administrators and Designers o On-site training for Standard Users 		1	
Omega Group Annual Subscription <ul style="list-style-type: none"> • Briefing Books: <ul style="list-style-type: none"> o Executive Briefing Book o Roll Call Briefing Book • Logins: <ul style="list-style-type: none"> o One (1) Administrator User login o Unlimited Designer User logins o Unlimited Standard User logins • Data Connection/Storage <ul style="list-style-type: none"> o Two (2) data connections § Calls for Service (CAD) § Incident (Crime) Reports (RMS) o Three (3) years of data 		1	
Omega Group Travel		1	
Omega Group Professional Service Package <ul style="list-style-type: none"> • Three (3) additional data connection configuration services 		1	
Omega Group Annual Subscription - Data Connection/Storage <ul style="list-style-type: none"> • Three (3) data connections * Accidents * LPR * Fire Incidents 		1	
Total Omega Group Software & Services			\$41,711.00

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Third Party Software & Services	Unit Price	#	Total Price
PSC Medallion Project Kickoff, Requirements and Installation Plan		1	
PSC Medallion Configure workflow steps, business rules and documents		1	
PSC Medallion Import Current Permit/License Data (up to 10,000 permits/licenses)		1	
PSC Medallion System Reliability Testing Assistance		1	
PSC Medallion Website Configuration Training		1	
Configure, install, test Tritech RMS Query Function into Medallion and Crywolf Databases		1	
PSC Medallion Modify notifications functionality to only notify appropriate people similar to the work flow module		1	
PSC Medallion General Ledger Payment File import/export Interface configuration and testing		1	
PSC Medallion Installation, Training and Go-Live Assistance		1	
PSC Medallion Software Licenses (2 Workstation Licenses)		2	
PSC Medallion Website Template License		1	
PSC Medallion Mobile View Only Application		1	
PSC Medallion Travel Expenses (Not to exceed)		1	
PSC Medallion 2nd Year Support \$4,760.00			
Total Public Safety Corp Medallion Software & Services			\$86,125.00
PSC CryWolf Ordinance and Business Rule Configuration		1	
Tritech CAD Bi-directional Interface Configuration, installation and testing		1	
PSC CryWolf Premise Data Import - Conversion of up to 6,200 non-financial alarm permit data records, 1 year Alarms and ending A/R Balances by account (Balance Forward)		1	
PSC CryWolf Alarm School Payment Development		1	
PSC CryWolf General Ledger Payment File import/export Interface configuration and testing		1	
PSC CryWolf Annual Software license renewal, maintenance and support cost. (1 year after live operation begins)		1	
PSC CryWolf Software Installation, Training and Go-Live Assistance		1	
PSC CryWolf Software Licenses (2 Workstation Licenses)		2	
PSC CryWolf Web Component for Permitting, Updates, Payments		1	
PSC CryWolf View only mobile application		1	
PSC CryWolf Travel Expenses (Not to Exceed)		1	
PSC CryWolf 2nd Year Support \$6,240.00			
Total Public Safety Corp CryWolf Software & Services			\$78,221.00
Third Party Products and/or Services Total:			\$206,057.00

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Recurring Fee(s)	Unit Price	#	Total Price
RMS Address Validation & Pin Mapping Service Annual Subscription		1	
Recurring Fee(s) Total:			\$7,290.00
Summary			
Software License(s)			\$504,710.00
Services			\$534,068.00
Interface License(s)			\$186,050.00
Third Party Hardware			\$4,879.00
Third Party Software & Services			\$206,057.00
Recurring Fee(s)			\$7,290.00
System Total			\$1,443,054.00
System Discount			-\$140,000.00
System Total w/ Discount			\$1,303,054.00

Note: The TriTech Software licenses purchased under this Amendment will be add to Client's Software Support Agreement and invoiced with the terms therein.

PAYMENT MILESTONES

20%	Software and Services Due at Contract Signature	\$ 218,423.60
20%	Software and Services due at Delivery & Installation of the core Inform RMS Software	\$ 218,423.60
20%	Software and Services due at completion of RMS DOLF	\$ 218,423.60
10%	Software and Services due at completion of Pre-Go Live End User Training	\$ 109,211.80
20%	Software and Services due at RMS Go Live	\$ 218,423.60
10%	Software and Services due at RMS Acceptance	\$ 109,211.80
100%	Hardware and Third Party Software due at time of order (Note: There may be multiple ordering dates)	\$ 210,936.00
	Total	\$ 1,303,054.00

**AMENDMENT NO. 1 TO SOFTWARE SUPPORT AGREEMENT
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WHEREAS, Client issued Request for Proposals (RFP) #2259 for Police Department Law Enforcement Records Management System (RMS) dated May 13, 2013 (the "Project"); and

WHEREAS, TriTech submitted a proposal response (Proposal) dated July 9, 2013 in response to the RFP; and

WHEREAS, Client has selected TriTech as the awarded vendor; and

WHEREAS, Client and TriTech desire to amend the existing Agreement to update the support response times and resolutions to include all TriTech Software licensed to Client.

NOW, THEREFORE, in consideration of the promises and mutual agreements contained herein, the parties agree as follows:

1. Addendum A Support Fees is hereby replaced with Addendum A hereto.
2. Addendum B Software Error Guidelines and Procedures is hereby replaced with Addendum B attached hereto.

SIGNATURE PAGE FOLLOWS

EACH PARTY'S ACCEPTANCE HEREOF IS EXPRESSLY LIMITED TO THE TERMS OF THIS AMENDMENT AND NO DIFFERENT OR ADDITIONAL TERMS CONTAINED IN ANY PURCHASE ORDER, CONFIRMATION OR OTHER WRITING SHALL HAVE ANY FORCE OR EFFECT UNLESS EXPRESSLY AGREED TO IN WRITING BY THE PARTIES.

CITY OF CONCORD

TRITECH SOFTWARE SYSTEMS

Accepted By (Signature)

Accepted By (Signature)

Printed Name

Blake Clark

Printed Name

Title

Chief Financial Officer

Title

Date

Date

ADDENDUM A

Support fees for the initial term beginning at first Go Live for the TriTech Software licenses purchased under Amendment 1 to the System Purchase Agreement, and ending twelve (12) months thereafter, is included in the Contract Price in Amendment 1 to the System Purchase Agreement.

Support fees for the TriTech Software licenses purchased under Amendment 1 to the System Purchase Agreement for the first renewal period twelve (12) months following Go Live for such TriTech Software licenses will be prorated as applicable to be consistent with Client's annual support term of August 1st through July 3st to provide a single concurrent annual support term for the Client's licensed TriTech Software.

Annual support fees are subject to increase in accordance with section 3.2 of this Agreement. An increase in the TriTech Software licenses granted to Client will result in an increase in the Software Support fee.

Option:

As further defined in Addendum B hereto, standard Software Support for Inform RMS, Inform Jail, and Inform FBR applications is provided on an 8x5 basis. Support fees for 8x5 support is calculated at a lesser rate than 24x7 support. However, as an optional upgrade, Client may purchase Software Support for these TriTech Software applications on a 24x7 basis with the applicable adjustment in support fee. **Check the applicable boxes below:**

Optional Support Upgrade to 24x7 for

Inform RMS	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Inform Jail	Yes <input type="checkbox"/>	No <input type="checkbox"/> Not Applicable
Inform FBR	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

ADDENDUM B
Software Error Correction
Guidelines and Procedures

(1) All TriTech Software Errors reported by Client's personnel shall be resolved as set forth below. The response and resolution plan will be based upon the Service Level Agreement terms specified below by product. The Client may elect to downgrade the urgency of the issue if the operational impact is not severe. The Client may also request an upgraded response to a lower priority issue if the issue has a significant operation impact by requesting to speak to a supervisor/manager from TriTech's Customer Service Group.

(2) If Client determines a Software Error exists, Client shall immediately notify TriTech by telephone, followed by an error report in writing, setting forth the defects noted with specificity requested by TriTech.

Note (a): Critical Priority and Urgent Software Errors must be reported via telephone at the number listed in the Support Issues Priority and Response Matrix under section (9) below. If Critical Priority or Urgent Priority Software Errors are not reported via the telephone, the stated response and resolution times will not apply.

Note (b): High, Medium, and Lower Priority Software Errors may be reported via email to the address listed in the matrix below, or through TriTech's Support website via the Customer Service portal on TriTech's website.

(3) "Normal Customer Service Hours" (Business Hours) are 7:30a.m. through 7:30p.m. (Central), Monday through Friday, excluding TriTech holidays.

(4) The main support line will be answered by TriTech's Customer Service Department, or TriTech's answering service, depending on the time/day of the call. During Normal Customer Service Hours, a Customer Service Representative will directly answer the support telephone call. If a Customer Service Representative is not available to answer your call during Normal Customer Service Hours, the call will automatically be routed to the TriTech operator. If all Customer Service Representatives are busy, the operator will offer the option to leave a message, or in the case of a Critical Priority problem, as described below, locate a Customer Service Representative.

(5) Following Normal Customer Service Hours, the call will be automatically routed to TriTech's answering service. Any calls routed to the answering service will be escalated to an on-call Customer Service Representative on-call for prompt follow-up and resolution, if required.

(6) During Normal Customer Service Hours, each issue will be assigned a ticket number. This number should be used for all subsequent inquiries relating to the original reported issue. Problems reported after Normal Customer Service Hours will be logged and assigned an issue number the next business day. Enhancement requests should be emailed to support@tritech.com.

(7) As more fully defined in the TriTech System Planning Document, TriTech has approved VPN (virtual private network) connectivity as the sole primary form of support connectivity for TriTech's Inform CAD, Inform Mobile, Inform Browser and related Interfaces Software. Client shall establish a dependable VPN form of access for TriTech's use in order to be supported to enable TriTech to access, diagnose, update, repair, and/or install a workaround to the system. Backup support connectivity is also required. The Client will ensure there is either reliable cellular coverage or a landline telephone in each physical area in which a Server or interface equipment is located to allow the Client's team to assist in troubleshooting. Citrix GotoAssist is utilized for remote connectivity for Inform RMS, Inform FBR, Inform Jail, and Inform IQ.

(8) Reported software errors will be responded to and resolved in accordance with the Priorities and Response Matrix in Section 9 below. If requested or specified in the response time criteria below, a TriTech representative will return the call in a manner consistent with the priority and order in which the call was received. Client will make every effort to respond to TriTech in a timely fashion when requests are made for follow-up calls or additional documentation on the reported problem.

- a. If a response is not received, or a resolution is not provided in accordance with the Priorities and Response Matrix, the Client may request escalation of the issue in accordance with the TriTech Documentation.

(9) **Priorities and Support Response Matrix**

The following priority matrix relates to software errors resulting from the TriTech Software as further defined in this Agreement. Causes related to non-covered causes - such as hardware, network, and third party products - are not included in this priority matrix and are outside the scope of this Agreement.

Inform CAD, Mobile, Browser, Interface, and GIS Link Response Matrix

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	<p>24x7 Support for live operations on the production system: A system down event which severely impacts the ability of Users to dispatch emergency units. This is defined as the following:</p> <ul style="list-style-type: none"> • Inform CAD, Inform Mobile, or Interfaces are down as further defined in the Special Note #1 below. • Critical servers inoperative, as listed in Special Note #1. • Complete interruption of call taking and/or dispatch operations • Loss of transactional data & data corruption <p>This means one or more critical server components are non-functional disabling Inform CAD or Inform Mobile workstations. These Software Errors are defined in <i>Special Note #1</i>, below.</p>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes.</p> <p>After Normal Customer Service Hours: Thirty (30) minute callback after client telephone contact to 800. 987.0911.</p> <p>Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.</p>
Priority 2 – Urgent Priority	<p>24x7 Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users to enter incoming calls for service and/or dispatch emergency units. Such errors will be consistent and reproducible.</p> <p>A significant number of the Inform CAD or Inform Mobile workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform CAD or Inform mobile workstations). These Software Errors are defined in more detail in Special Note #2, below.</p>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes.</p> <p>After Normal Customer Service Hours: One (1) hour callback after client telephone contact to 800. 987.0911.</p> <p>Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response.</p>
Priority 3 - High Priority	<p>Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from entering incoming calls for service and/or dispatching emergency units. Such errors will be consistent and reproducible.</p> <p>A significant number of Inform CAD or Inform Mobile workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).</p>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative but not longer than 5 minutes after the initial phone call.</p> <p>High Priority issues may also be reported via support@tritech.com.</p> <p>High Priority Issues are not managed after Normal Customer Service Hours.</p>
Priority 4 – Medium Priority	<p>Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User from entering incoming calls for service and/or dispatch emergency units. This includes system administrator functions.</p>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call.</p> <p>Medium Priority issues may also be reported via support@tritech.com.</p> <p>Medium Priority issues are not managed after Normal Customer Service Hours.</p>

Priority	Issue Definition	Response Time
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via support@tritech.com . Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform CAD:
 - a. The Inform CAD System is down and all workstations will not launch or function.
 - b. The Inform CAD System is inoperable due to transactional data corruption caused by TriTech Software.
 - c. The Inform CAD Reporting and Archiving Server is down and the system is configured to use the Reporting Server for dispatching functions (e. g., Premise History).
 - d. Law enforcement users are unable to send or receive justice queries (this priority applies if the functionality is available through no other available methods).

2. Inform Mobile:
 - a. The Inform Mobile System is down and all unit mobile devices are unable to log in or function.
 - b. The Inform Mobile System is inoperable due to transactional data corruption caused by TriTech Software.
 - c. Law enforcement users are unable to send or receive justice queries (this priority applies if the functionality is available through no other available methods).
3. Inform Browser, and GISLink:
 - a. There are no Critical Priority (Priority 1) issues for these products.

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform CAD:
 - a. Inform CAD users are severely impacted due to one of the following conditions:
 - i. Unable to enter new requests for service via the emergency or scheduled call-taking screen (using all available methods).
 - ii. A user is unable to verify an address from within the emergency or scheduled call-taking screen. The inability to view/edit premise or caution note information.
 - iii. The inability to send and receive text messaging (within CAD, CAD to Mobile, or Mobile to Mobile).
 - iv. The system does not perform unit recommendations.
 - v. Inability to assign a unit to an incident (using all available methods).
 - vi. Inability to change a unit's status (using all available methods).
 - vii. Inability to close an incident (using all available methods).
 - viii. Inability to view incident information needed to dispatch an incident (using all available methods).
 - ix. Disaster Recovery System, following a test failover is inoperable for more than one (1) business day
2. Inform Mobile:
 - a. Inform Mobile users are severely impacted due to one of the following conditions:
 - i. Inability to receive new requests for service from TriTech CAD (using all available methods).
 - ii. Inability to view incident information needed to dispatch an incident (using all available methods).
 - iii. The inability to send and receive text messaging (within CAD, CAD to Mobile, or Mobile to Mobile).
 - iv. Inability to enter a traffic stop or on-view incident.
 - v. The inability to view premise or caution note information.
 - vi. Disaster Recovery System, following a test failover is inoperable for more than one (1) business day.
3. Inform CAD/Mobile Interfaces:
 - a. An Inform CAD Station Alerting Interface is down or Inform CAD Station Alerting Interface repeatedly fails to process a station alert, as part of a unit assignment, or if there is a reoccurring significant delay in the interface processing a station alert as part of a unit assignment (once it is diagnosed that is not being caused by the station alerting system).
 - b. An Inform CAD Paging Interface is down.
 - c. An interface used for personnel rostering is down.
 - d. A CAD-to-CAD interface is down or repeatedly fails to process information into an incident.
 - e. An Inform CAD Paging Interface repeatedly fails to process a unit alert as part of a unit assignment.
 - f. An ANI/ALI interface repeatedly fails to process information into an incident.
 - g. An interface to an external rostering system used to logon units is down.
 - h. An AVL interface fails to process updates for over 50% of units.
 - i. A mobile interface (MDT or MDC) repeatedly fails to process incident or status change information.
 - j. A Standard CAD to External System Incident Data Transfer Interface License (RMS) is down.
4. Inform Browser and GISLink:
 - a. There are no Urgent Priority (Priority 2) issues for these products.

Additional Information:

- Disaster Recovery and Training CAD/Mobile Systems do not generally qualify for after Normal Customer Service Hours support. This would change if the Production System has failed over to the Disaster Recovery System or following a test failover it is inoperable for more than one (1) business day, TriTech will work to resolve the problem according to the Priority 2 response and resolution criteria included above.
 - A. Modifications to installed TriTech CAD/Mobile Licensed Software that operates with State and National Criminal Justice Information Systems (State CJIS/NCIC) systems to accommodate Government Mandated Changes dictated by State and Federal agencies having authority over these programs will provided in a subsequent release.

Inform RMS, Inform Jail, Inform FBR, and Inform IQ Response Matrix

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	<p>Normal Customer Service Hours Support for live operations on the production system: A system down event which severely impacts the ability of Users to log on the system, or severely impacts the ability of Users to book or release inmates. This is defined as the following:</p> <ul style="list-style-type: none"> • TriTech Inform RMS, or Inform FBR server software inoperative • Loss of ability for all Inform RMS, or Inform FBR users to log on to system • Inform Jail, system down • Loss of transactional data & data corruption • Unable to book or release inmates. <p>This means one or more critical server components are non-functional disabling Inform RMS or FBR, workstations. These Software Errors are defined in <i>Special Note #1</i>, below.</p>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes.</p> <p><i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for TriTech RMS, Inform Jail or Inform FBR is not managed after Normal Customer Service Hours.</i></p> <p><i>If optional 24x7 support is contracted, after Normal Customer Service Hours: Thirty (30) minute call back after Client telephone contact to 800.987.0911.</i></p> <p>Support after Normal Customer Service Hours is not provided for Inform IQ.</p> <p>Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.</p>
Priority 2 – Urgent Priority	<p>Normal Customer Service Hours Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function, or severely impacts the ability of Users to book or release inmates. Such errors will be consistent and reproducible.</p> <ul style="list-style-type: none"> • Loss of ability for Inform RMS users to enter Case (Incident, Arrest and Custody) records into the system • Loss of ability to transfer Inform FBR Reports <p>A significant number of the Inform RMS or FBR workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform RMS or FBR workstations). These Software Errors are defined in more detail in Special Note #2, below.</p>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes.</p> <p><i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for TriTech RMS, Inform Jail or Inform FBR is not managed after Normal Customer Service Hours.</i></p> <p><i>If optional 24x7 support is contracted, after Normal Customer Service Hours: One (1) hour call back after Client telephone contact to 800.987.0911.</i></p> <p>Support after Normal Customer Service Hours is not provided for Inform IQ.</p> <p>Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response.</p>

Priority	Issue Definition	Response Time
Priority 3 - High Priority	<p>Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common Inform RMS, Inform Jail, or Inform FBR function. Such errors will be consistent and reproducible.</p> <ul style="list-style-type: none"> Loss of Non-Critical Data (with “Non-Critical” being defined as not causing an error classified as a P1 or P2 error (above)). NIBRS State reporting issues that cause agency reports to exceed State error submission limits UCR reporting multiple occurrence of inaccurate data <p>A significant number of Inform RMS, Jail, FBR, or IQ workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).</p>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative but not longer than 5 minutes after the initial phone call.</p> <p>High Priority issues may also be reported via CH_ClientServicesTriage@tritech.com.</p> <p>High Priority issues are not managed after Normal Customer Service Hours.</p>
Priority 4 – Medium Priority	<p>Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions.</p>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call.</p> <p>Medium Priority issues may also be reported via CH_ClientServicesTriage@tritech.com.</p> <p>Medium Priority issues are not managed after Normal Customer Service Hours.</p>
Priority 5 – Low Priority	<p>Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions</p>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call.</p> <p>Low Priority issues may also be reported via CH_ClientServicesTriage@tritech.com.</p> <p>Low Priority issues are not manager after Normal Customer Service Hours.</p>

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	<p>TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.</p>	<p>TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system.</p> <p>TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.</p>

Priority	Resolution Process	Resolution Time
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform RMS System:
 - a. The Inform RMS System Server is down and unavailable for queries.
 - b. The Inform RMS is inoperable due to transactional data corruption caused by TriTech Software.
2. Inform Jail:
 - a. The Inform Jail System is down and all workstations will not launch or function.
 - b. The Inform Jail System is inoperable due to data corruption caused by TriTech Software.
 - c. Inform Jail users are unable to book or release inmates.
3. Inform FBR System:
 - a. The Inform FBR Server is down and unavailable to process reports.
 - b. The Inform FBR Server is inoperable due to data corruption caused by TriTech Software.
4. Inform IQ:
 - a. There are no Critical Priority (Priority 1) issues for Inform IQ.

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform RMS, Inform FBR, and Inform Jail:
 - a. Inform RMS - Inability to create and save reports.
 - b. Inform FBR – Inability to enter and transfer reports into RMS.
 - c. Inability to create UCR/NIBRS State Reports.

2. Inform IQ:
 - a. There are no Urgent Priority (Priority 2) issues for Inform IQ.

Additional Information:

- A. State and Federal mandates relating to justice queries and reporting change from time to time. The following changes are considered covered support items.
 - Modifications to installed Uniform Crime Reporting (UCR) Program or National Incident Based Reporting System (NIBRS) facilities within the TriTech Inform RMS Licensed Software, as necessary, in order to accommodate Government Mandated Changes dictated by State and Federal agencies having authority over these programs.

Outline Number	WBS	Task Name	Duration	Current_Start	Current_Finish
0		CONCORD CA PD RMS	694 days	Fri 8/1/14	Mon 4/17/17
1	1	Key Tasks	694 days	Fri 8/1/14	Mon 4/17/17
1.1	1.001	Payment Milestones (Task Type: Finish to Finish)	0 days	Fri 8/1/14	Fri 8/1/14
1.2	1.002	Key Milestones Phase I (CAD Mobile Interfaces)	319 days	Mon 8/4/14	Thu 11/5/15
1.2.1	001.002.001	Key: Project Kick-off	1 day	Tue 9/2/14	Tue 9/2/14
1.2.2	001.002.003	Key: HDW - Procure Primary Site Hdw	42 days	Mon 8/4/14	Wed 10/1/14
1.2.3	001.002.004	Key: HDW - CIS Primary Site Installation (CAD, Mobile, IF, RMS, FBR)	5 days	Thu 9/18/14	Wed 9/24/14
1.2.4	001.002.023	Key: RMS - Inform RMS System Orientation	3 days	Thu 10/16/14	Mon 10/20/14
1.2.5	001.002.002	Key: RMS - DOLF	3 days	Thu 5/14/15	Mon 5/18/15
1.2.6	001.002.024	Key: RMS - RMS Workshop	3 days	Wed 7/8/15	Fri 7/10/15
1.2.7	001.002.025	Key: FBR - System Orientation	2 days	Wed 7/22/15	Thu 7/23/15
1.2.8	001.002.005	Key: RMS - FAT	3 days	Tue 11/3/15	Thu 11/5/15
1.2.9	001.002.006	Key: RMS - Train the Trainer	3 days	Fri 10/23/15	Tue 10/27/15
1.2.10	001.002.007	Key: FBR - Admin Training	2 days	Fri 7/24/15	Mon 7/27/15
1.2.11	001.002.011	Key: Standard Interface IRD/OSD Reviews Complete	0 days	Tue 10/14/14	Tue 10/14/14
1.2.12	001.002.012	Key: Standard Interface ICD Complete	0 days	Wed 4/8/15	Wed 4/8/15
1.2.13	001.002.013	Key: Standard Interface Installation Complete	0 days	Wed 5/6/15	Wed 5/6/15
1.2.14	001.002.014	Key: Standard Interface FAT Complete	0 days	Thu 6/18/15	Thu 6/18/15
1.2.15	001.002.008	Key: Phase I - Go-Live	0 days	Tue 11/3/15	Tue 11/3/15
1.3	1.005	Dependencies	251 days	Fri 8/1/14	Fri 7/31/15
3	2	Project Kick-off	1 day	Tue 9/2/14	Tue 9/2/14
4	3	Phase I Inform CAD Mobile Interfaces to External Systems	328 days	Tue 9/2/14	Mon 12/21/15
4.1	3.001	System Installation - Client Installation Services (Hardware OS)	42 days	Wed 9/3/14	Thu 10/30/14
4.1.1	003.001.001	HDW - Site Prep Document Client Review Period	5 days	Wed 9/3/14	Tue 9/9/14
4.1.2	003.001.002	HDW - Review: Site Prep/Network Diagram Review	1 day	Wed 9/10/14	Wed 9/10/14
4.1.3	003.001.004	HDW - Complete ISR Configuration Sheet	5 days	Thu 9/11/14	Wed 9/17/14
4.1.4	003.001.005	HDW - Procure Primary Site Hdw	10 days	Thu 9/18/14	Wed 10/1/14

Outline Number	WBS	Task Name	Duration	Current_Start	Current_Finish
4.1.5	003.001.006	HDW - Primary Site HDW/OS installation	5 days	Thu 10/2/14	Wed 10/8/14
4.1.6	003.001.007	HDW - Site ISR Review and Connectivity Test	1 day	Thu 9/25/14	Thu 9/25/14
4.1.7	003.001.008	HDW - CIS Primary Site Installation	5 days	Thu 10/9/14	Wed 10/15/14
4.1.8	003.001.016	HDW - Conduct Technical Handoff Meeting with Client	1 day	Thu 10/30/14	Thu 10/30/14
4.1.9	003.001.021	HDW - Complete	0 days	Thu 10/30/14	Thu 10/30/14
4.2	3.015	Inform RMS	297 days	Thu 10/16/14	Mon 12/21/15
4.2.1	003.015.027	RMS - Inform RMS System Orientation	3 days	Thu 10/16/14	Mon 10/20/14
4.2.2	003.015.028	RMS - System Orientation Report	5 days	Tue 10/21/14	Mon 10/27/14
4.2.3	003.015.029	RMS - DOLF Prep	0 days	Mon 5/11/15	Mon 5/11/15
4.2.4	003.015.030	RMS - DOLF	4 days	Thu 5/14/15	Tue 5/19/15
4.2.5	003.015.040	RMS - Inform RMS General File Building (Pre Workshop)	30 days	Wed 5/20/15	Wed 7/1/15
4.2.6	003.015.032	RMS - RMS Workshop	3 days	Thu 7/2/15	Tue 7/7/15
4.2.7	003.015.033	RMS - Inform RMS General File Building (Pre FAT)	60 days	Wed 7/8/15	Wed 9/30/15
4.2.8	003.015.034	RMS - FAT Test Group Training	3 days	Thu 10/1/15	Mon 10/5/15
4.2.9	003.015.035	RMS - FAT Prep	20 days	Tue 10/6/15	Mon 11/2/15
4.2.10	003.015.036	RMS - FAT	3 days	Tue 11/3/15	Thu 11/5/15
4.2.11	003.015.037	RMS - Inform RMS General File Building (Post FAT)	30 days	Fri 11/6/15	Mon 12/21/15
4.2.12	003.015.038	RMS - System Integration Ready	0 days	Mon 12/21/15	Mon 12/21/15
4.2.13	003.015.039	RMS - Complete	0 days	Mon 12/21/15	Mon 12/21/15
4.3	3.016	Inform FBR	38 days	Wed 7/22/15	Mon 9/14/15
4.4	3.017	Inform RMS Enhanced NCIC	239 days	Wed 10/1/14	Fri 9/11/15
4.5	3.018	Inform IQ & Analytics	77 days	Thu 10/16/14	Fri 2/6/15
4.6	3.15	Interfaces To External Systems	115 days	Mon 11/10/14	Tue 4/28/15
4.7	3.187	Interface Requirements	30 days	Wed 9/3/14	Tue 10/14/14
4.8	3.186	Interface Development	120 days	Wed 10/15/14	Wed 4/8/15
4.9	3.185	Interface Installation Delivery	20 days	Thu 4/9/15	Wed 5/6/15
4.1	3.188	Interface FAT	30 days	Thu 5/7/15	Thu 6/18/15
4.11	3.151	Interfaces System Integration Ready	0 days	Thu 6/18/15	Thu 6/18/15

Outline Number	WBS	Task Name	Duration	Current_Start	Current_Finish
4.12	3.019	Law RMS Legacy Data Conversion (LDC)	297 days	Tue 9/2/14	Wed 11/4/15
4.12.1	003.019.028	LDC RMS - Provide Legacy Data to TriTech	0 days	Tue 9/2/14	Tue 9/2/14
4.12.2	003.019.029	LDC RMS - Data Analysis and Review	20 days	Mon 10/6/14	Fri 10/31/14
4.12.3	003.019.030	LDC RMS - Define Data Mapping	130 days	Mon 11/3/14	Mon 5/11/15
4.12.4	003.019.031	LDC RMS - Develop Data Conversion Plan	0 days	Mon 5/11/15	Mon 5/11/15
4.12.5	003.019.032	LDC RMS - Review Data Conversion Plan and Sign Off	10 days	Tue 5/12/15	Tue 5/26/15
4.12.6	003.019.033	LDC RMS - Perform Conversion on a sample set	15 days	Wed 5/27/15	Tue 6/16/15
4.12.7	003.019.034	LDC RMS - Perform Data Validation	45 days	Wed 6/17/15	Wed 8/19/15
4.12.8	003.019.035	LDC RMS - Update Data Conversion Plan and test	20 days	Thu 8/20/15	Thu 9/17/15
4.12.9	003.019.036	LDC RMS - Final FSD Delivered to Sign Off	10 days	Fri 9/18/15	Thu 10/1/15
4.12.10	003.019.039	LDC RMS - Pre Production Conversion	5 days	Tue 10/27/15	Tue 11/3/15
4.12.11	003.019.037	LDC RMS - Post Production Conversion	0 days	Wed 11/4/15	Wed 11/4/15
4.12.12	003.019.038	LDC RMS - Data Conversion Complete	0 days	Wed 11/4/15	Wed 11/4/15
4.13	3.02	Phase I Readiness GATE	65 days	Mon 8/3/15	Mon 11/2/15
4.13.1	003.020.012	Phase I - System Integration Testing Scenario Building	30 days	Mon 8/3/15	Tue 9/15/15
4.13.2	003.020.013	Phase I - System Integration Testing	4 days	Tue 9/15/15	Fri 9/18/15
4.13.3	003.020.011	Phase I - Systems Ready	0 days	Fri 9/18/15	Fri 9/18/15
4.13.4	003.020.014	Phase I - Training and Production Assessment	1 day	Mon 9/21/15	Mon 9/21/15
4.13.5	003.020.015	Phase I - Go Live Issue Resolution (Adjust)	30 days	Tue 9/22/15	Mon 11/2/15
4.14	3.189	Phase I Core End User Training	88 days	Mon 7/13/15	Thu 11/12/15
4.14.1	003.189.077	RMS Core End User Training (3 days) (TTT)	3 days	Tue 10/20/15	Fri 10/23/15
4.14.2	003.189.078	RMS - Client Training Prep RMS	10 days	Mon 8/24/15	Tue 9/8/15
4.14.3	003.189.079	RMS - Client RMS Core Training	30 days	Tue 9/8/15	Tue 10/20/15
4.14.4	003.189.080	FBR Core End User Train-The-Trainer Training (2 days)	2 days	Wed 11/11/15	Thu 11/12/15
4.14.5	003.189.081	RMS - Client Training Prep FBR	15 days	Mon 7/13/15	Mon 8/3/15
4.14.6	003.189.082	FBR - Client Core End User Training	60 days	Mon 8/3/15	Tue 10/27/15
4.14.7	003.189.083	Phase I - End User Complete	0 days	Thu 11/12/15	Thu 11/12/15
4.15	3.179	Phase I Specific Module Training	3 days	Fri 11/6/15	Tue 11/10/15

Outline Number	WBS	Task Name	Duration	Current_Start	Current_Finish
4.15.1	003.179.047	RMS Traffic Accidents Training (1 day)	1 day	Fri 11/6/15	Fri 11/6/15
4.15.2	003.179.048	RMS Equipment Maintenance Training (2 day)	2 days	Fri 11/6/15	Mon 11/9/15
4.15.3	003.179.049	RMS Barcode & Evidence Training (2 days)	2 days	Fri 11/6/15	Mon 11/9/15
4.15.4	003.179.050	Intelligence Training	1 day	Fri 11/6/15	Fri 11/6/15
4.15.5	003.179.051	RMS Admin & Personnel End User Training (2 day)	2 days	Fri 11/6/15	Mon 11/9/15
4.15.6	003.179.052	RMS Base Evidence (no barcode) End User Training (1 day)	1 day	Fri 11/6/15	Fri 11/6/15
4.15.7	003.179.053	RMS Budget End User Training (1 day)	1 day	Fri 11/6/15	Fri 11/6/15
4.15.8	003.179.054	RMS Case Management End User Training (1 day)	1 day	Fri 11/6/15	Fri 11/6/15
4.15.9	003.179.055	RMS Citation End User Training (1 day)	1 day	Fri 11/6/15	Fri 11/6/15
4.15.10	003.179.056	RMS Civil End User Training (1 day)	1 day	Fri 11/6/15	Fri 11/6/15
4.15.11	003.179.057	RMS Gun Permit End User Training (1 day)	1 day	Fri 11/6/15	Fri 11/6/15
4.15.12	003.179.058	RMS Imaging End User Training (0.5 days)	0.5 days	Fri 11/6/15	Fri 11/6/15
4.15.13	003.179.059	RMS Parking Tickets End User Training (1 day)	1 day	Fri 11/6/15	Fri 11/6/15
4.15.14	003.179.060	RMS Pawn End User Training (1 day)	1 day	Fri 11/6/15	Fri 11/6/15
4.15.15	003.179.061	RMS Towing/Impound End User Training (1 day)	1 day	Fri 11/6/15	Fri 11/6/15
4.15.16	003.179.062	RMS Warrants End User Training (1 day)	1 day	Fri 11/6/15	Fri 11/6/15
4.15.17	003.179.064	Report Writing Training (3 days)	3 days	Fri 11/6/15	Tue 11/10/15
4.15.18	003.179.066	RMS - Module Training Complete	0 days	Tue 11/10/15	Tue 11/10/15
4.16	3.022	Phase I Production Cut Over	32 days	Mon 11/2/15	Fri 12/18/15
4.16.1	003.022.015	Phase I - System Lock Down	0 days	Mon 11/2/15	Mon 11/2/15
4.16.2	003.022.016	Phase I - Pre Go-Live Activities	0 days	Mon 11/2/15	Mon 11/2/15
4.16.3	003.022.017	Phase I - Go-Live	2 days	Tue 11/3/15	Wed 11/4/15
4.16.4	003.022.018	Phase I - Post Go-Live After Action Assessment	2 days	Thu 11/5/15	Fri 11/6/15
4.16.5	003.022.019	Phase I - Post - Go-Live Activities Complete	0 days	Fri 11/6/15	Fri 11/6/15
4.16.6	003.022.020	Phase I - Performance Period	30 days	Thu 11/5/15	Fri 12/18/15
4.16.7	003.022.021	Phase I - Complete	0 days	Fri 12/18/15	Fri 12/18/15
4.15.14	003.179.060	RMS Pawn End User Training (1 day)	1 day	Tue 10/6/15	Tue 10/6/15
4.15.15	003.179.061	RMS Towing/Impound End User Training (1 day)	1 day	Tue 10/6/15	Tue 10/6/15

Outline Number	WBS	Task Name	Duration	Current_Start	Current_Finish
4.15.16	003.179.062	RMS Warrants End User Training (1 day)	1 day	Tue 10/6/15	Tue 10/6/15
4.15.17	003.179.064	Report Writing Training (3 days)	3 days	Tue 10/6/15	Thu 10/8/15
4.15.18	003.179.066	RMS - Module Training Complete	0 days	Thu 10/8/15	Thu 10/8/15
4.16	3.022	Phase I Production Cut Over	32 days	Wed 9/30/15	Fri 11/13/15
4.16.1	003.022.015	Phase I - System Lock Down	0 days	Wed 9/30/15	Wed 9/30/15
4.16.2	003.022.016	Phase I - Pre Go-Live Activities	0 days	Wed 9/30/15	Wed 9/30/15
4.16.3	003.022.017	Phase I - Go-Live	2 days	Thu 10/1/15	Fri 10/2/15
4.16.4	003.022.018	Phase I - Post Go-Live After Action Assessment	2 days	Mon 10/5/15	Tue 10/6/15
4.16.5	003.022.019	Phase I - Post - Go-Live Activities Complete	0 days	Tue 10/6/15	Tue 10/6/15
4.16.6	003.022.020	Phase I - Performance Period	30 days	Mon 10/5/15	Fri 11/13/15
4.16.7	003.022.021	Phase I - Complete	0 days	Fri 11/13/15	Fri 11/13/15
4.16.7	003.022.021	Phase I - Complete	0 days	Fri 11/13/15	Fri 11/13/15

Estimated Non-Billed

STATEMENT OF WORK

Concord CA Police

Version 1.5

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CONTACT TIM STUART AT 925-603-5955



TriTech Software Systems
9477 Waples Street, Suite 100
San Diego, CA 92121
Fax: 858.799.1010
Technical Services: 1.888.VISI.CAD (847.4223)