CITY OF ARDMORE
Information Technology Department

Council Letter No. __4704__
Meeting Date: September 8ᵗʰ, 2020

Mayor and City Commission

City of Ardmore, Oklahoma

RE: New World CAD/RMS Purchase

Dear Commission Members:

The City of Ardmore in 2005 purchased, and has been using, Omnigo CAD/RMS formerly ITI to manage dispatch and police records. Federal and State mandates requires our CAD/RMS system be SIBRS and NIBRS compliant. For the past 18 months Omnigo has been given the opportunity with our encouragement to become compliant. As of this date they have failed to become so and we have been led to believe that they will not be able to meet the States requirements. We queried the State and got a short list of which CAD/RMS vendors have met the States requirements. We were given three names. We called each of the three and New World was the only one that presented their solution. One other went out of business last year and the other is pulling out of the State of Oklahoma due to the States requirements.

A cross section of PD users was presented with the New World Application and unanimously chose to switch to New World.

The implementation will take anywhere from 12-18 months. This will span two fiscal years for a total of $639,820.00. We are asked to pay the software portion of the bill the first year totaling $408,020.00 and then the remaining $231,800.00 the second year. This will be paid for out of the GAPS Tax. This is also purchased off the SourceWell contract which both the State and the City are members of.

It is staff's recommendation to approve the purchase of New World Enterprise Combined LE/Fire/EMS CAD from Tyler Software for a total of $639,820.00.
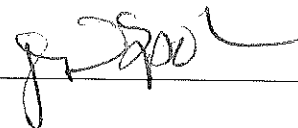
Respectfully submitted,

Robert Newell

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Director of Information Technology

Reviewed by:_____

Quoted By:	Eric Burrell	
Date:	9/2/2020	
Quote Expiration:	1/16/2021	
Quote Name:	Ardmore Police Department - New World PS	
Quote Number:	2020-31626-3	
Quote Description:	Full Suite	

Sales Quotation For
City of Ardmore Police Department
23 S Washington St
Ardmore , OK 73401-7036
Phone: +1 (580) 223-1212

Tyler Software

Description	License	Discount	License Total	Year One Maintenance
Computer Aided Dispatch				
New World Enterprise Combined LE/Fire/EMS CAD	$44,500	$4,450	$40,050	$8,411
BOLOs	$4,800	$480	$4,320	$907
CAD Auto Routing	$5,600	$560	$5,040	$1,058
CAD AVL	$5,600	$560	$5,040	$1,058
Service Vehicle Rotation (Wrecker, Ambulance)	$5,600	$560	$5,040	$1,058
Unit Management	$8,000	$800	$7,200	$1,512
Web CAD Monitor	$8,000	$800	$7,200	$1,512
CAD Paging Interface	$5,600	$560	$5,040	$1,058
E-911 Interface	$5,600	$560	$5,040	$1,058
CAD NCIC Interface	$9,600	$960	$8,640	$1,814
Pre-Arrival Questionnaire Interface	$5,600	$560	$5,040	$1,058
Fire Records Interface	$9,600	$960	$8,640	$1,814
Law Enforcement Records Management System				
New World Enterprise Law Enforcement Records	$72,000	$7,200	$64,800	$13,608
Case Management				
Dynamic Reporting				
Field Interviews				
Impounded Vehicles				
Investigations				
Orders of Protection				
Registered Offenders				

Training				
Wants and Warrants				
Equipment and Inventory	$6,000	$600	$5,400	$1,134
Gangs	$3,000	$300	$2,700	$567
Tyler Content Manager (TCM)	$6,700	$670	$6,030	$1,266
Ticket Writer Interface	$12,000	$1,200	$10,800	$2,268
Stop Data	$3,000	$300	$2,700	$567
Warrant Interface (supports Incode)	$0	$0	$0	$0
Ticket Interface (supports Incode)	$0	$0	$0	$0
Mobile				
New World Mobile Server	$52,000	$5,200	$46,800	$9,828
Law Enforcement Mobile Site License	$34,100	$0	$34,100	$7,161
ShieldForce LE Dispatch				
LE Dispatch/Messaging/State/NCIC				
Drivers License Mag Stripe Reader/Barcode Reader Interface				
Mugshot Image Download				
LE In-Car Mapping / AVL				
LE In-Car Routing				
Fire/EMS Mobile Site License	$17,050	$0	$17,050	$3,581
CrewForce - Fire Dispatch				
Fire Dispatch/Messaging				
Fire In-Car Mapping / AVL				
Fire In-Car Routing				
Field Based Reporting Site License	$34,100	$0	$34,100	$7,161
- LE Field Reporting (Federal Standard)	$0	$0	$0	$0
- Field Investigation Field Reporting (1 form)	$0	$0	$0	$0
- Stop Data	$0	$0	$0	$0
Other Software				
CAD Data Mart / Includes 2 users	$1,600	$160	$1,440	$302
CAD Dashboards	$6,400	$640	$5,760	$1,210
Law Enforcement Records Management Data Mart / Includes 2 users	$1,600	$160	$1,440	$302
LE Records Management Dashboards	$6,400	$640	$5,760	$1,210
Workstation License	$0	$0	$0	$0
Sub-Total:	$374,050	$28,880	$345,170	$72,483
Less Discount:	$28,880			$72,483
TOTAL:	$345,170		$345,170	$0

Annual/SaaS

Description	Quanity	Fee	Discount	Annual
Socrata Law Enforcement Explorer (includes Geo-Analytics and Citizen Connect)	1	$6,000	$0	$6,000
Scene Collect (1-30 Users) (ea.)	25	$450	$0	$11,250
Mobility Hosting Annual Fee	1	$3,000	$0	$3,000
		TOTAL:		$20,250

Services

Description	Quantity	Unit Price	Discount	Total
Project Management	1	$53,440	$0	$53,440
Standard System Assurance and Software Installation	1	$9,280	$0	$9,280
Mobility Implementation	1	$2,320	$0	$2,320
GIS Implementation	1	$22,620	$0	$22,620
NCIC Installation	1	$14,500	$0	$14,500
Decision Support Software Implementation	2	$4,350	$0	$8,700
Web CAD Monitor Installation	1	$1,160	$0	$1,160
CAD Paging Interface Installation	1	$1,160	$0	$1,160
E-911 Interface Installation	1	$1,160	$0	$1,160
Pre-Arrival Questionnaire Interface Installation	1	$1,160	$0	$1,160
Fire Records Interface Installation	1	$2,320	$0	$2,320
Combined or Fire/EMS CAD Configuration (6 or more Fire Agencies)	1	$17,400	$0	$17,400
CAD Training (10 users ea.)	1	$4,350	$0	$4,350
CAD Go-Live	1	$8,700	$0	$8,700
Ticket Writer Interface Installation	1	$2,320	$0	$2,320
Ticket Interface (supports Incode) Installation Fee	1	$0	$0	$0
Warrant Interface (supports Incode) Installation Fee	1	$0	$0	$0
Law Enforcement Records Configuration (up to 10 agencies)	1	$4,350	$0	$4,350
Law Enforcement Records Train the Trainer Training (includes 10 trainers ea.)	1	$4,350	$0	$4,350
Law Enforcement Records Go-Live Support	1	$5,510	$0	$5,510
Law Enforcement Mobile Messaging and Field Based Reporting Configuration	1	$14,500	$0	$14,500
Law Enforcement Mobile Messaging and Field Based Reporting Training (includes 10 trainers ea.)	1	$4,350	$0	$4,350
Law Enforcement Mobile Messaging and Field Based Reporting Go-Live	1	$4,350	$0	$4,350
Stop Data Installation Fee	1	$1,160	$0	$1,160
Socrata Law Enforcement Explorer Implementation Services	1	$1,160	$0	$1,160
New World Digital Evidence Activation Services	1	$1,160	$0	$1,160
Conversions				$38,000
Enterprise Law Enforcement Records Additional Modules				$2,320

			TOTAL:			$231,800

Third Party Hardware, Software and Services

Description	Quantity	Unit Price	Total	Unit Maintenance	Year One Maintenance
Embedded Third Party Software	1	$14,000	$14,000	$2,940	$2,940
Geo-File Maintenance Software (ArcGIS for Desktop Standard) / per Workstation	1	$6,000	$6,000	$1,260	$1,260
Red Hat Enterprise Linux Server (3-year subscription)	1	$2,500	$2,500	$0	$0
Lantronix UDS-1100	2	$175	$350	$0	$0
3rd Party Hardware Sub-Total:			*$350*		*$0*
3rd Party Software Sub-Total:			*$22,500*		*$4,200*
Less Discount:					*$4,200*
TOTAL:			**$22,850**		**$0**

Summary	One Time Fees	Recurring Fees
Total Tyler Software	$345,170	$72,483
Total Annual Fees		$20,250
Total Tyler Services	$231,800	
Total Other Costs	$0	
Total Third Party Hardware, Software and Services	$22,850	$4,200
Travel and Living Expenses	$40,000	
Summary Total	**$639,820**	**$96,933**

Detailed Breakdown of Conversions (Included in Summary Total)

Description	Quantity	Unit Price	Discount	Total
Law Enforcement Records Management System				
Property Conversion (One Source)	1	$5,000	$0	$5,000
Law Enforcement Records Management Conversion (One Source) Including: Cases; Incidents for Cases; Arrests; Tickets; and Warrants	1	$15,000	$0	$15,000
Law Enforcement External Documents	1	$3,000	$0	$3,000
Data File Conversion				
Data Conversion Analysis and Assessment	1	$3,000	$0	$3,000
Address Re-Verification	1	$5,000	$0	$5,000
Base Data File Conversion (Additional Source(s))	1	$7,000	$0	$7,000
TOTAL:				**$38,000**

Assumptions

Personal Computers must meet the minimum hardware requirements for New World products. Microsoft Windows 7/8.1/10 32/64 bit or later is required for all client machines. Windows Server 2012/2016 and SQL Server 2012/2014/2016 are required for the Application and Database Server(s).

New World product requires Microsoft Windows Server 2012/2016 and SQL Server 2012/2016, including required Client Access Licenses (CALs) for applicable Microsoft products. Servers must meet minimum hardware requirements provided by Tyler. The supported Microsoft operating system and SQL versions are specific to Tyler's release versions.

New World product requires Microsoft Excel or Windows Search 4.0 for document searching functionality; Microsoft Word is required on the application server for report formatting.

Tyler recommends a 100/1000MB (GB) Ethernet network for the local area network. Wide area network requirements vary based on system configuration, Tyler will provide further consultation for this environment.

Does not include servers, workstations, or any required third-party hardware or software unless specified in this Investment Summary. Client is responsible for any third-party support.

Licensed Software, and third-party software embedded therein, if any, will be delivered in a machine readable form to Client via an agreed upon network connection. Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.

Tyler's GIS implementation services are to assist the Client in preparing the required GIS data for use with the Licensed New World Software. Depending upon the Licensed Software the Client at a minimum will be required to provide an accurate street centerline layer and the appropriate polygon layers needed for Unit Recommendations and Run Cards in an industry standard Esri file format (Personal Geodatabase, File Geodatabase, Shape Files). Client is responsible for having clearly defined boundaries for Police Beats, EMS Districts and Fire Quadrants. If necessary Tyler will assist Client in creating the necessary polygon layers (Police Beats, EMS Districts and Fire Quadrants) for Unit Recommendations and Run Cards. Tyler is not responsible for the accuracy of or any ongoing maintenance of the GIS data used within the Licensed New World Software.

Client is responsible for any ongoing annual maintenance on third-party products, and is advised to contact the third-party vendor to ensure understanding of and compliance with all maintenance requirements

All Tyler Clients are required to use Esri's ArcGIS Suite to maintain GIS data. All maintenance, training and ongoing support of this product will be contracted with and conducted by Esri. Maintenance for Esri's ArcGIS suite of products that are used for maintaining Client's GIS data will be contracted by Client separately with Esri.

CAD Maintenance includes 24/7 Support.

When Custom interface is included, Custom interface will be operational with existing third-party software. Any subsequent changes to third-party applications may require additional services.

When State/NCIC is included, Client is responsible for obtaining the necessary State approval and any non-Tyler hardware and software. Includes state-specific standard forms developed by Tyler. Additional forms can be provided for an additional fee.

Unless a Workstation License is included, New World CAD includes 6 licenses.

Assumptions

Configuration and end user training for Decision Support Software to occur after Client has been live for 3 months or longer on an application. Classes are limited to 10 trainees maximum; service and travel costs will be incurred for additional classes.

New World Virtual Message Switch (VMS) requires Red Hat Enterprise Linux Operating System Ver. 7 with an active Red Hat Standard Subscription Support Agreement. Virtual machine specifications must meet minimum requirements provided by Tyler. Supported Tyler Public Safety releases include 10.2 SP13 (or higher), 2017.1, 2017.2 and 2018.1 (or higher).

A Workstation License for up to 75 workstations for the Licensed Standard Software and an unlimited Mobile Site License is included for the following agencies:
•   Ardmore Police Department

Additional Training, Services, Third Party Software and Hardware may be required depending on modules and units deployed.