

AMENDMENT ONE
to
TracNet Software License Agreement

The following is a description of (1) the Licensed Program to be added under this License Amendment, (2) the cost of the TracNet Licensed Program License cost and installation, services, and training and (3) the number of authorized workstations utilizing the software. The rights and obligations of the parties regarding this addition to the License agreement are governed by the terms of the previously approved existing Software Product License Agreement dated 09-24-96.

<u>Additional Software Licensed Program Name</u>	<u>Cost</u>	<u># Authorized Workstations</u>
1. Upgrade Proposal including the following upgrades: Computer Aided Dispatch Upgrade Integrated Incident Case Mobile & Integrated Booking Interface CLETS/CJIS Interface Regional Data Sharing	\$ 363,000.00	Existing
2. Upgraded Maintenance Service Plan Covering Above upgrade Licenses product support Five days per year on-site training Consecutive days on a mutually agreed date	\$ 18,000.00 \$ 1,000.00/day	N/A N/A

By affixing signatures below, both parties acknowledge that they have read and understand and accept this attachment entitled "Amendment One" as an attachment to the existing TracNet Proposal previously approved and dated 09-24-96. Both parties agree that this Amendment, including Exhibit A and Exhibit B, only serves to add the above listed TracNet software products, number of authorized users and additional costs to the existing agreement. The previously approved TracNet Proposal, License Agreement, Maintenance Service Plan, Attachment "A" and other referenced Attachments and documents remain unaltered and in effect, other than TracNet agrees that all employees who work on TracNet products in El Dorado County will carry automobile insurance as required by law and will name El Dorado County as an "Other Insured" on that insurance. Those documents in conjunction with "Amendment One" continue to set forth the entire agreement and understanding of the parties relating to the subject matter herein. In addition, both parties agree to continue to be bound by the terms and conditions contained in these documents and agree that no modification of or amendment of this Agreement, nor any waiver of any rights under this Agreement, shall be effective unless in writing and signed by both parties to this Agreement.

TracNet agrees that all software provided as a result of this Amendment or the License Agreement will comply with ISO 9000 date format to correctly manipulate and present date-sensitive data before and after January 1, 2000. Upon delivery and thereafter, the date and date logic component shall effectively and efficiently operate without delay or other manner of hindrance from the current year into and beyond the year 2000. Upon

written notification by the County of any failure to comply with ISO 9000 date format, TracNet will correct the failing component with compliant software within a mutually agreed upon time period, but no later than November 1, 1999, at no cost to the County.

If any provision or provisions of this Attachment shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

IN WITNESS WHEREOF, LICENSOR and LICENSEE hereby execute this Attachment titled "Amendment One" in their respective names and by their duly authorized officers, effective as of the date of the latter acceptance below.

ACCEPTED BY:

LICENSEE: _____
By: _____
Title: _____
Date: _____

Address: _____

ACCEPTED BY:

LICENSOR: TracNet Corporation
By: [Signature]
Title: PRESIDENT
Date: 5/12/99

Address: 303 Potrero Street, Suite 58
Santa Cruz, CA 95060

El Dorado County Identified Issues

Computer Aided Dispatch

It is our understanding that the existing CAD system is operationally acceptable by the dispatchers, but has deficiencies in collecting and providing access to information by other Sheriff's Office divisions and management functions. We understand the existing system has the following technical and operational inadequacies:

Operational Issues

- Inability to integrate the existing CAD system into the RMS system.
- Inability of the existing CAD system to access RMS information.
- Inability of the existing CAD system to initiate the Case Number to begin the Case Tracking System
- Inability of the existing CAD system to generate an "T" Case in RMS system
- Inability of the existing CAD system to enable CFS integration into RMS for automatic "T" Case generation from Laptop into RMS system
- Inability of management to access and analyze CFS/OIA information/activity
- Inability to access CAD status or CFS history info. from RMS workstations
- Inability of existing CAD to provide any of the above services to Placerville PD

Technical Issues

- Y2K incompatibility with existing CAD hardware
- Y2K incompatibility with existing CAD software
- Lack of availability of enhancements for existing CAD system
- Difficulty in obtaining hardware enhancements and upgrades

Incident Case

Currently, the only two options for calls for service and officer initiated activity are to generate a crime case or give an "Air Dispo". Dispatchers are unable to document the call in the Records Management System and having the Deputy document the call for Service or Officer Initiated Activity in the Records Management System requires completing a regular crime case, which is frequently more extensive documentation than the call requires. Therefore, 38% of the calls result in the call being given an "Air Dispo" which does not document the call, people, and vehicles involved or incident information in the records management system. In addition, the 38% of the calls receiving an "Air Dispo's" are inaccessible in the CAD system when the CAD information is purged. Therefore, management review, analysis, forecasting and officer activity tracking for strategic deployment and scheduling cannot be effectively achieved due to the large void of information. In general, the following operational and technical inadequacies relate to

incident cases:

Operational

- Inability to create an Incident case by dispatcher to document call in RMS
- Inability for Deputy's to utilize CAD CFS as basis for Incident Case
- Too many "Air Dispo's" being utilized on calls deserving minor documentation
- Full Crime Case documentation is more extensive then required in many calls requiring less then full case documentation
- Inability for supervisors and management to review and approve "Air Dispo" activities

Technical

- Inability of existing CAD to interface into RMS to generate "T" Case
- Inability of existing CAD to export compatible CFS into RMS for Deputy generated "T" Case

Mobile and Integrated Booking Interface

The jail utilizes the Jlan booking system for inmate management. Upon delivering a new booking to the jail, a booking entry must be made which duplicates much of the information contained in the case related to the booking. The RMS system booking system is not used, since inmate management utilizes the Jlan system. Therefore, the booking is not tracked in the RMS system, and there is no integration between a case and related booking.

Operational Issues

- Inability to conduct booking in the field prior to arrival at jail
- Inability to share booking information between RMS and JAIL systems
- Requirement for manual documentation by Deputy for booking
- No booking or case correlation information in RMS

Technical Issues

None, other than new programs required.

CLETS/CJIS Integration

The current CLETS interface is supplied by the County of Sacramento due to the sharing of warrant information. This interface currently operates on the CAD computer equipment, which is now unsupported and not Y2K compliant. El Dorado County will obviously need to integrate CLETS/CJIS with the new hardware obtained for the CAD system and integrate the CLETS/CJIS functions into the CAD system. It is not known if the CLETS 2000 / TCP/IP protocol requirement will have an impact on El Dorado County

since CLETS services are provided from the Sacramento switch. The following operational technical issues:

Operational

CLETS/CJIS integration into CAD
CLETS/CJIS integration into RMS workstations

Technical

Existing CLETS/CJIS application software not Y2K compliant
Existing CLETS/CJIS hardware/operating system not Y2K compliant
New CLETS protocol requirements passed to EDSO from Sacramento

Regional Information

The agencies effectiveness is directly related to accessibility of information. There has been a tremendous increase in the ability to access information from the new RMS and Laptop system. Accessing regional information will further increase the agency effectiveness and there is now a mechanism and need to share and access information across jurisdictional boundaries.

Operational Issues:

Maintain security and privacy of in-agency confidential information
Access to neighboring agency information in the office
Access to neighboring agency information in the field
 Placerville PD information
 South Lake Tahoe PD information
 DA's office information
 Neighboring agencies outside El Dorado County and California

Technical Issues:

None, other then new programs required

Proposed Solution

TracNet is proposing a fully integrated solution, which addresses all of these issues. The proposed design utilizes a global system approach. This approach integrates fully compatible components designed to maximize many currently underutilized capabilities of the existing system. Utilizing this fully integrated global approach results with a single new feature solving many of the issues being experienced in differing divisions.

Computer Aided Dispatch

The implementation of the TracNet Computer Aided Dispatch system seamlessly integrates the cross-over functions of CAD with the other system functions. The equivalent dispatch functions will continue to be executed by the dispatchers, but the integration of the new CAD system into the RMS system will enable dispatchers to easily access RMS information for the Sheriff's Office and regionally for participating agencies. Should El Dorado County continue dispatching for the Placerville Police Department and/or dispatch for the South Lake Tahoe Police Department, the dispatcher would have integrated access to all of the regional information.

Inquiries into the CAD database for previous calls to an address or other CAD related information would be available from CAD workstations as well as from RMS workstations.

Crime case numbers are generated from the dispatcher at the time requested and utilize the full case tracking from time of issuance through disposition. This enables automatic tracking of case numbers assigned but not submitted unapproved cases, etc. through final case disposition. Although this function is already incorporated in the Records Management System, it is not utilized due to the incompatibility of the CAD system being able to initiate the initial Case Number at the time of the call for service or officer initiated activity.

The CAD functions including Inquiry, "T" Cases, Case Number Generation, and regional inquiry will work for any agency within the County being dispatched by the EDSO Communications center, assuming they have the TracNet RMS system. Placerville Police Department currently utilizes the TracNet system and South Lake Tahoe Police Department is actively investigating obtaining the system.

The CAD for the Dispatch Center Operations automation will be achieved through the use of the TracNet Computer Aided Dispatch System with modifications being made for specific operational requests from the Communication Center. This component is designed to enhance the communications center service both to the community at large and to internal department personnel by providing dispatchers with a tool which aids the dispatchers ability to perform their job more efficiently and effectively. This is achieved by quickly and efficiently capturing call for service and officer initiated activity

information, tracking field officer and investigator activity and status, and providing immediate access to departmental records information.

The TracNet Computer Aided Dispatch system is designed to assist dispatchers in the receipt, tracking and dispatching of calls for service/officer initiated activities and to provide immediate access for the dispatchers to the Record Management System information. The system utilizes a windows graphical environment and color keys to assist the dispatcher in the tracking and maintenance of field units and officer personnel.

Calls for Service are tracked utilizing a Call For Service screen, which captures the information provided by the reporting person. Units may be immediately assigned to the call, at which time each unit assigned is placed into an "Assigned" status displaying the basic call information. If no units are immediately available, the call is placed in a "Pending" status and units may be assigned, as they are available. Each unit status is constantly displayed to aid the dispatcher in the assignment of units to calls.

Officer Initiated Activity is tracked similarly to a call for service, however the entry of information may be placed in activity specific screens (i.e. Traffic Stop/Suspicious Vehicle/etc.) and the call is immediately placed into the "Assigned" status. Unit Status Changes (Meals/Reports/Transport/Jail/etc.) are tracked and the display reflects the current status.

Access to the Records Management System is provided through automated inquiries based on the Suspect Name, Vehicle License Number or activity location logged in the "Call For Service" screen. The inquiries provide a listing of all previous contacts of the person, vehicle or location, with the "automated file cabinet" selection feature providing immediate access to the source document.

Case Number Assignment is provided through the CAD system and initiates the automated case tracking record which tracks the case from the time of number assignment through agency disposition. This provides ongoing tracking of the case providing electronic monitoring of case completion, investigative assignment, final case status and submission and tracking through the D.A. filing process.

A variety of management reports are available to provide specific minute by minute information on calls for service and officer activities, and summary reports indicating time utilization for specific activities.

Incident Cases

Integrated into the CAD and RMS systems is the "I Case" function which will document the 38% of the calls currently receiving an Air Dispo. Either dispatchers or deputy's can easily document a CFS or OIA utilizing the "I Case" which will document the activity, people involved, vehicles involved, property involved and location involved with a short narrative. Since the "I Case" utilizes the information captured from the dispatcher during the regular dispatch activity related to receiving and dispatching the

CFS or OIA information, minimal keystrokes are required for completing the Incident Case. The Incident Case is electronically reviewed and approved by the appropriate supervisor, so the accuracy and validity of the information is maintained. Additionally, the "I Case" can be utilized for minor crimes (i.e. County Ordinance Violations, Petty Thefts, etc.) since the property, vehicle and person information is automatically integrated into the RMS system. In addition, this will enable supervisor and management decisions to include all of the agencies activities (including the 38% of calls currently inaccessible) for allocation of resources, analysis, staffing levels, forecasting and other related management functions.

Incident Cases would be completed in place of "Air Dispo's", by either the dispatcher from their workstation or the Deputy from their laptop in the field or a RMS workstation. The overall impact will result in documentation in the RMS for minor calls without the necessity of writing a crime case, thus eliminating a large portion of the crime cases currently being taken by Deputies.

Dispatchers, Deputy's or any other agency personnel can utilize "Information Cases". The "Call For Service" information can be electronically copied into the Incident Case to eliminate the need to re-enter the Call For Service information needed for an Incident Case. A short narrative and inclusion of involved parties, property, vehicles and the Incident Location may be included in the "I Case" and are maintained in the Records Management System similar to a regular Crime Case.

Booking System Integration in Jan and Field Laptop

The TracNet booking system would become the first entry point for a booking. Upon notifying the communication dispatcher of the arrest, the dispatcher would provide the Deputy with the case number, which is now generated from the TracNet CAD system. This will begin the case tracking process and be utilized on the booking for case reference.

In addition to the existing Booking Entry system in the RMS, Booking entry would be incorporated into the laptop "On The Road" system enables the entry of booking information in the office or in the field. Utilizing the TracNet Booking component as the first entry point provides the ability to copy information from previous bookings, cases, CDL mag-stripe, DUI arrests or other previous contacts into the booking form eliminating typing keystrokes and redundancy. Upon completion of the entry, the information will be electronically transferred into the El Dorado County Booking System. This can be done utilizing a network connection, diskette submitted with the arrestee at time of booking or wireless transmission.

Since the RMS and Jail Management system both reside on the same server and utilize the same database system, the information will be transferred from the TracNet Booking Entry System into the Jail Management system.

CLETS/CJIS Interface

The CLETS/CJIS interface would be interfaced at the server level of the CAD system enabling CLETS/CJIS access by any authorized workstation on the network. The actual workstation access to CLETS/CJIS would be integrated into the CAD system enabling easy access for running people, vehicles and property.

Regional Information System

Regional information sharing will be implemented providing a single inquiry solution for all participating agencies approved by El Dorado County Sheriff's Office. The initial implementation of the system will enable the sharing and single inquiry for El Dorado County and Placerville Police Department information. If the South Lake Tahoe Police Department implements the TracNet System, the three agencies would initially share information. Exploration of further reaching neighboring agencies and other divisions within the County (i.e. DA's office) either acquiring the TracNet RMS system or able to export their data to the TracNet specifications could be included in the regional information sharing.

This will enable the El Dorado County Communications Center as well as the El Dorado County Sheriff's Office Records Management system and the other participating agencies access to the regional information both in the office and in the "On The Road" laptop computers.

Support Services

Application Software Maintenance Support Projection

The existing Maintenance Service Plan references all licensed programs stipulated in the License Agreement. The addendum adding the new programs to the License Agreement will thereby include the new enhancements and features under the existing Maintenance Service Plan with the same terms and conditions. There will be an increase in the annual maintenance charge to cover the "CAD", Booking, "T" Case, CLETS and enhancement products. The additional charge for the annual maintenance service plan will be \$1500 per month. The existing Maintenance Service Plan is further modified to provide for up to five (5) days of on-site training per year at \$1000 per day at the request of the County. The County in consultation with TracNet will determine the timing and content of the training.

Time Table

<u>Task</u>	<u>Description</u>	<u>Time Line</u>
Signing	Contract Addendum	April 30, 1999
Phase One	Final CAD Detailed Modifications Design Specs	May 31, 1999
Phase Two	Final CLETS/CJIS Comm. Specifications	June 28, 1999
Phase Three	Incident Case - RMS & Laptop	July 19, 1999
Phase Four	CLETS/CJIS cutover to new Server	August 30, 1999
Phase Five	C.A.D. Installation	October 15, 1999
Phase Six	Live C.A.D. cutover	November 30, 1999
Phase Seven	Regional Information Sharing	December 15, 1999
Phase Eight	Laptop Booking and Jail Mgt. System Interface	December 30, 1999

Payment Schedule

1. Signing of Contract	\$ 36,300.00
2. Completion of Phase One	\$ 18,150.00
3. Completion of Phase Two	\$ 18,150.00
4. Completion of Phase Three	\$ 18,150.00
5. Completion of Phase Four	\$ 90,750.00
6. Completion of Phase Five	\$ 108,900.00
7. Completion of Phase Six	\$ 18,150.00
8. Completion of Phase Seven	\$ 36,300.00
9. Completion of Phase Eight	\$ 18,150.00

Payment Terms

Payable upon receipt of invoice - Net 15 days

**EL DORADO COUNTY
BOARD OF SUPERVISORS
AGENDA TRANSMITTAL
MEETING OF JUNE 29, 1999**

158-59711 **I**

AGENDA TITLE: REPLACEMENT OF COMPUTER AIDED DISPATCH SYSTEM

DEPARTMENT: SHERIFF B	DATE: 6/15/99	CAO USE ONLY
CONTACT: NANCY EGBERT	PHONE: 621-5479	

DEPARTMENT SUMMARY AND REQUESTED BOARD ACTION:
 Your Board is requested to: 1) authorize the Chair to sign Amendment One to the Software License Agreement with TracNet Corporation; 2) authorize the Chair to sign the attached Appropriation Transfer adding \$568,900 to the Sheriff's FY 1999-2000 budget to replace the computer aided dispatch (CAD) system; and, 3) authorize the acquisition of fixed assets needed for the replacement project prior to approval of the FY 1999-2000 budget.

CAO RECOMMENDATION:

C O P Y


Financial impact? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Funding Source <input type="checkbox"/> Gen Fund <input checked="" type="checkbox"/> Other																
<p>BUDGET SUMMARY:</p> <table style="width:100%;"> <tr> <td>Total Est. Cost</td> <td align="right">\$ <u>568,000.</u></td> </tr> <tr> <td>Funding</td> <td></td> </tr> <tr> <td> Budgeted</td> <td>\$ _____.</td> </tr> <tr> <td> New Funding</td> <td>\$ <u>568,000.</u></td> </tr> <tr> <td> Saving*</td> <td>\$ _____.</td> </tr> <tr> <td> Other</td> <td>\$ _____.</td> </tr> <tr> <td>Total Funding Available</td> <td align="right">\$ <u>568,000.</u></td> </tr> <tr> <td>Change in Net County Cost</td> <td align="right">\$ <u>-0-</u></td> </tr> </table> <p>* Explain</p>	Total Est. Cost	\$ <u>568,000.</u>	Funding		Budgeted	\$ _____.	New Funding	\$ <u>568,000.</u>	Saving*	\$ _____.	Other	\$ _____.	Total Funding Available	\$ <u>568,000.</u>	Change in Net County Cost	\$ <u>-0-</u>	<p>CAO OFFICE USE ONLY:</p> <p>415's Vote Req. () Yes () No</p> <p>Change in Policy () Yes () No</p> <p>New Personnel () Yes () No</p> <p>CONCURRENCES:</p> <p>Risk Management _____</p> <p>County Counsel _____</p> <p>Other _____</p>
Total Est. Cost	\$ <u>568,000.</u>																
Funding																	
Budgeted	\$ _____.																
New Funding	\$ <u>568,000.</u>																
Saving*	\$ _____.																
Other	\$ _____.																
Total Funding Available	\$ <u>568,000.</u>																
Change in Net County Cost	\$ <u>-0-</u>																

BOARD ACTIONS:

<p>Vote: Unanimous _____ Or</p> <p>Ayes:</p> <p>Noes:</p> <p>Abstentions:</p> <p>Absent:</p>	<p>I hereby certify that this is a true and correct copy of an action taken and entered into the minutes of the Board of Supervisors</p> <p>Date: _____</p> <p>Attest: DIXIE L. FOOTE, Board Of Supervisors Clerk</p> <p>By: _____</p>
---	---

**EL DORADO COUNTY SHERIFF'S DEPARTMENT
SHERIFF HAL BARKER**

MEMORANDUM

TO: Board of Supervisors
FROM: Hal Barker, Sheriff 
SUBJECT: Replacement of Computer Aided Dispatch System
DATE: 06/16/99

Recommendation:

Your Board is requested to:

1. Authorize the Chair to sign Amendment One to the Software License Agreement with TracNet Corporation
2. Authorize the Chair to sign the attached Appropriation Transfer adding \$568,900 to the Sheriff's FY 1999-2000 budget to replace the computer aided dispatch (CAD) system
3. Authorize the acquisition of fixed assets needed for the replacement project prior to approval of the FY 1999-2000 budget.

Reason for Recommendation:

On March 26, 1999 I sent your Board a memo detailing the need to replace the computer aided dispatch (CAD) system because it was not Y2K compliant. I indicated that I would be bringing an item to you on April 27, 1999 to do that. As that agenda item was being prepared, the vendor who provides the CAD software finally delivered a Y2K compliant upgrade. In order for that upgraded software to work, the hardware that it runs on must be replaced, a new interface with the phone system must be developed by the vendor and a new interface to the various criminal data bases must be written by the vendor. Those three items will cost approximately \$50,000. For that, we get no improvement to our eight year old system other than we would be able to retain more than the four months of data the current hardware can store. Improvements are urgently needed in order to provide deputies with better information as they respond to calls for service and provide me and my staff as well as your Board with more complete information to make decisions about adding and utilizing resources.

The current CAD and the new Records Management System (RMS) that includes the laptop computer report writing module used by deputies in the field do not "talk" to one another. As a result, when dispatchers send a deputy to a call, they can only tell them about previous calls for service at that address, they cannot tell them what happened once a deputy was on scene. With a CAD and RMS that "talk" to one another, dispatchers are able to tell a deputy not only what the previous calls were but also what actually happened when a deputy arrived. With the current system dispatchers can tell deputies there were four barking dog calls in the previous month. With a system where the

Replacement of Computer Aided Dispatch

CAD and RMS "talk" dispatchers can tell deputies there were four barking dog calls in the previous month and that each time deputies responded they found the dog barking because a family dispute was in progress.

There are two ways for CAD and RMS products to "talk". Both products can be purchased from the same vendor as a fully integrated system or products can be purchased from separate vendors and a "bridge" built between the two. Everyone – vendors of CAD and RMS products, your own IS staff, recognized technology experts such as the Gartner Group, etc. – says buying a fully-integrated system is the best way to go. Bridges can work, but they are expensive to maintain because every time one vendor changes their product the "bridge" has to be reconstructed. When bridges fail, vendors tend to point to one another as being responsible and that can delay fixing the problem.

We have a brand new RMS, purchased from TracNet Corporation in 1996. It is a state-of-the-art system using the latest computer technology. TracNet offers a CAD module that is fully integrated with the RMS and I propose that we purchase it. In addition to providing us with a fully integrated system, installation of the TracNet CAD will allow the Sheriff's Department to implement a major feature of the RMS – the Information Case. Currently about 38% of all calls for service do not require preparation of a crime report (i.e. a call about a noisy party and there is no party in progress when the deputy arrives) and the only information that is retained is a record of the call in the CAD. With a fully integrated system from TracNet, an information case will be completed on such calls. Then, when I run reports about work load activity so that I can talk to your Board about needed resources or my staff runs those reports to determine how best to allocate the resources your Board has provided, we have a complete picture of what staff is doing in the field, not two-thirds of a picture.

Please note that the original software license, approved by your Board on September 24, 1996, contained non-standard liability and insurance provisions. The amendment before you does not change that situation, as has been noted by both County Counsel and Risk Management in their review of the amendment.

Fiscal Impact:

The total cost of the project is estimated to be \$568,000. That includes the additional software module, new computers, new workstations, rewiring the Dispatch room, conversion of the radio consoles in Dispatch to a pc-based system, and payment to Communications and IS for staff time to assist with the project. \$20,000 in federal funds has been received for the software purchase and \$1500 in state 911 funds is anticipated for the new workstations.

The remainder of the project will be funded by a new \$30 million "pot" of technology money contained in the FY 1999-2000 State budget. This money will be distributed on a competitive basis and there is no guarantee that the full amount of this project will be funded. To the extent that state funding is not available and other funding sources are not found for this project, the General Fund might ultimately need to fund as much as \$546,500 of the project.

Action to be Taken Following Approval:

The Chair will sign Amendment One and the Appropriation Transfer. Sheriff's staff will begin the process of acquiring necessary equipment via competitive bid.

ASSIGNMENT

DATE: 4-19-99

ATTORNEY: Jmk

Contract #: _____

DEPT./INDEX NO: 240100

CONTRACT ROUTING SHEET

BY: _____

PROCESSING DEPARTMENT:

Department: Sheriff
Dept. Contact: Nancy Egbert
Phone #: 621-5479
Department Head
Signature: Abe Burke/ndc

CONTRACTOR:

Name: TracNet Corporation
Address: 3030 Potrero St, Suite 58
Santa Cruz, CA 95060
Phone: (650) 322-0167

CONTRACTING DEPARTMENT: Sheriff

Compliance with Human Resources requirements? Yes: No:

Compliance verified by: NA - Software License

COUNTY COUNSEL: (Must approve all contracts and MOU's)

Approved: _____ Disapproved: Date: 4/27/99 By: Shirley Kline
Approved: _____ Disapproved: _____ Date: 1/1 By: _____

1/21 TC, w. N. Egbert. She informs us that we do not have latest version. Also to discuss new version. Cover letter from contractor refers to CAD/RMS inquiry in test case (March 99 letter) that is not in scope. Dept will remain.

Please see attached memo dated 4/27/99

RISK MANAGEMENT: (All contracts and MOU's except boilerplate grant funding agreements)

Approved: _____ Disapproved: Date: 5/4/99 By: Dandy Green
Approved: _____ Disapproved: _____ Date: _____ By: _____

APR 27 1999

RECEIVED
APR 19 11 12 AM '99
COUNTY CLERK

See memo dated 5/4/99

OTHER APPROVAL (Specify department(s) participating or directly affected by this contract). Department(s): _____

Approved: _____ Disapproved: _____ Date: _____ By: _____
Approved: _____ Disapproved: _____ Date: _____ By: _____



EL DORADO COUNTY
Chief Administrative Office

Risk Management

Michael B. Hanford, Chief Administrative Officer
Sherril Jodar, Risk Program Manager

TO: Nancy Egbert, Sheriff's Department Administration
FROM: Sandy Green, Risk Management Analyst
DATE: May 4, 1999
SUBJECT: TracNet Corporation

Risk Management has reviewed the insurance requirements contained within the TracNet Corporation License Agreement and the proposed Amendment One and cannot approve it due to deficiencies as noted below. These concerns should be brought to the attention of the Board of Supervisors for review and direction.

- We concur with County Counsel that the vendor lacks appropriate liability, assurances, and product warranty. As Judith Kerr discussed in her September 16, 1996 memo, Sections 7 and 8 of the Agreement make it clear that TracNet accepts no responsibility or liability for any problems associated with their product or services that fall outside of the initial test period.
- Additionally, Amendment One of the contract contains non-standard automobile liability language. However, since the use of an automobile is only incidental to the licensing agreement, the insurance requirement specified in Amendment One is sufficient.

Please contact me at ext. 6625 if you have questions.

Thank you.

Cc: Sherril Jodar

OFFICE OF THE COUNTY COUNSEL
EL DORADO COUNTY
INTER-OFFICE MEMO



TO: Nancy Egbert, Administration
Sheriff's Department

FROM: Judith M. Kerr *JMK*
Deputy County Counsel

DATE: April 27, 1999

RE: TracNet Corporation

This office has had an opportunity to review the TracNet Inc. contract that amends the current TracNet Records Management and In Field Report Writing Software Product License Agreement signed by the Board on September 24, 1996. As you know, we are unable to approve the agreement since the agreement does not meet standard County requirements. We understand that the department will be forwarding this matter to the Board of Supervisors for review and action and as is the standard practice of this office, we recommend that the Board be apprised of any deviations from standard County contract language and any potential liability issues or problems that are reviewed in this memorandum.

This office previously disapproved the original 1996 Agreement with TracNet for the reasons outlined in the September 16, 1996, inter-office memorandum from Judith Kerr, Deputy County Counsel to Nancy Egbert, El Dorado County Sheriff's Department that is attached for your review. It appears that the 1996 agreement was subsequently approved by the Board with the modification of the identification of the contract administrator.

The new 1999 amendment is described as an upgrade to the 1996 agreement. The proposed amendment adds licensing, installation and training of the TracNet Computer Aided Dispatch (CAD) System, CLETS and CJIS interface into the server, integration of CAD-Record Management System (RMS) Incident Case, booking enhancement and regional information sharing system. Correspondence from TracNet indicates that it is also the intent of the parties to add the

CAD/RMS inquiry interface but as we have pointed out this feature does not appear to be set forth in the current version of the scope of services identified in Exhibit A. It is our understanding that the department will be clarifying this issue. We have also been advised that Information Services has reviewed the amendment and takes the position that the scope of services set forth in Exhibit A accurately identifies the duties, responsibilities and expectations of the parties from a technical perspective.

Since the contract amendment adds new programs to the 1996 License Agreement we will again be disapproving the amendment for the reasons outlined in our 1996 memorandum and for the additional reasons outlined below. Our discussion also includes suggestions for minor changes that may help to clarify provisions of the current proposed amendment.

Amendment One: Paragraph 2 refers to the Amendment "as an attachment to the existing TracNet "Proposal". Amendment One is an amendment to the existing TracNet "contract" previously approved and dated 09-24-96. It is also advisable to attach and incorporate by reference Exhibit A, Scope of Services, and Exhibit B, Payment Schedule, into the body of the amendment.

Amendment One refers to "Five days per year on-site training consecutive days on a mutually agreed date". There is no information in the 1996 contract or the proposed amendment that addresses the issue of training in regard to the software upgrades that are the subject of the amendment.

The level of auto insurance appears to be inadequate since reference is made to "automobile insurance as required by law". Auto insurance requirements are minimally set at \$15,000/30,000 and would not provide the County with adequate coverage should the need arise. Other standard insurance provisions are also omitted from the agreement such as professional liability insurance. Risk should address these issues.

Exhibit A, Scope of Services: The "Solution", "Computer Aided Dispatch" refers to a "fully integrated system" and a description of the CAD or other system functions or components appears to follow. However, questions remain. Reference is made to "equivalent dispatch functions" yet it is not clear what this term means. In addition, access to the Automated Criminal Information System Software Licence was obtained under the terms of the 1996

agreement, and the CAD system and other functions and components are being described as an upgrade to the current software licensing agreement. Functions such as "Inquiry, 'I' Cases, Case Number Generation and regional inquiry" are "included" yet this does not appear to be a complete description of the CAD system functions or components that we may be obtaining. If the contract does not contain a full description of all CAD functions and components to be provided by the contractor, we suggest that this information be included in the contract scope of services terms.

Although the parties may intend to address some scope of services issues in Phase One "Final CAD Detailed Modifications Design Specs", it is not clear what expectations are contemplated in regard to Phase One. If specific modifications are envisioned, it is not clear how these modifications will be accomplished and what responsibilities the parties have in accomplishing their goals despite reference to things such as "modifications being made for specific operational requests from the Communication Center" on page 9.

There appear to be no testing provisions in the proposed amendment in regard to the amendment upgrades. We would advise that this be reviewed with IS.

Exhibit B, Payment Schedule. We do not recommend that payment be made upon signing of the contract in the absence of performance of services or delivery of goods. In addition, testing is recommended prior to payment for deliverables as appropriate.

The Payment Schedule does not address the payment schedule for maintenance. In addition, maintenance services are not specifically addressed in Exhibit A, Scope of Services. It is not clear what specific services are provided in maintaining the upgrades nor is it clear how the services will be paid. Will the \$18,000 be paid at the end of the contract term or on a monthly or a yearly basis? Will these fees include training costs? The contract terms in regard to maintenance and training are unclear.

We suggest that the "Payable upon receipt of invoice-net 15 days" provision conform to standard County policy of payment within 30 days of invoice.

Finally, Contract/Employee/Self-Employed Status Determination Worksheet and Feasibility Analysis worksheet should be filled out.