

MEETING DATE: 11/14/07

AGENDA ITEM: Authorization to Contract with New World Systems to Provide Software (Computer Aided Dispatch, Fire/Police Records Management, Fire Emergency Medical Services and Mobile Technology) and Implementation Services to Support and Enhance Public Safety Operations.

ATTACHMENTS

	<u>Pages</u>
1. City Council Staff Report of October 12, 1998	1-4
2. On-site Demonstration Vendor Evaluation Results	5
3. Press Release – City of Berkeley Selects New World Systems To Provide Public Safety Software	6-7
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City of Culver City, California
City Council Agenda Item Report

Agenda Item # 8H
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Meeting Date: October 12, 1998			
Agenda Item Title: Authorization to Enter into Contract Negotiations with Synergetic Systems, Inc. to Provide Software and Implementation Consulting Services for the Police Department Computer-aided Dispatch and Records Management System and to Transfer Asset Seizure Funds to Finance the Project.			
Department/Division Police Department/Information Technology	Report Researched By / Date Marc Young/Laura Lee Lukunich 09/29/98	Presentation ☐ Public Hearing ☐	
Fiscal Impact: No. ☒ Yes ☐ General Fund ☐ Enterprise ☐	Reviewed By / Date Chief Ted Cooke/John Bicho 09/29/98	Action Item ☒ Other ☐	
Grant/RDA ☐ Budgeted Item ☐ Transfer of Funds Required ☒	CAO Approval / Date <i>J Hall-Lissee</i> 10/6/98	Packet Enclosure(s) .. ☒	
Public Notification: N/A			

ISSUE

The City Council is requested to authorize entering into contract negotiations with Synergetic Systems, Inc. to provide software and implementation consulting services for the Police Department computer-aided dispatch and records management system and to transfer Asset Seizure Funds to Finance the project.

For more information regarding this item, contact Officer Marc Young at 310-253-6256, Captain Gary Martin at 310-253-6399, or Laura Lee Lukunich at 310-253-5953.

BACKGROUND

In November of 1995, the Culver City Police Department (CCPD) began an examination of its internal information management processes as it relates to workflow productivity, communications, procedural activities, investigative processes, and functions. The results of that preliminary investigation led to the creation of an Information Technology Task Force comprised of command staff, administration, technical, and line personnel. Task Force members addressed departmental operations as they relate to manual and automated information processes. Specific attention was given to primary functional issues such as system organization, system reliability, performance, data integrity, and security. Added emphasis was placed on outside connectivity, maintenance, support, and future system requirements.

After months of research and evaluation by Task Force members and Information Technology staff, several critical issues were brought to light. Below are highlights of these issues.

- The manufacturer of the current CCPD central computer and its related programs, Prime Computer, Inc., went out of business in 1992.
- The system and its applications are not Year 2000 compliant.
- The system is not stable. The system has reached its capacity limit.
- The proprietary nature of the Prime and its applications renders it incompatible with current technology trends.
- The Prime cannot communicate with local, state, and federal agency information system resources.

In September 1996 the Task Force findings were compiled in the Information Management Computer Upgrade and Implementation Study. This document is an overview of many of the information technology issues facing the CCPD and is available upon request. In September 1997, the Task Force assembled a complete Workflow Analysis of the CCPD. This document is available upon request. The CCPD continued its analysis efforts in concert with Information Technology personnel. Evaluation of evolving automation needs, review of technology options, examination of successful implementations, and establishment of an appropriate, viable, cost effective, and lasting course for improvement has been completed.

It was determined that it was necessary to re-design or to replace, as needed, the department's information management systems, applications, and processes to realize significant time savings on incident reporting, information research and analysis, investigative procedures, and data processing tasks. Specific enhancements would include replacing the existing central computer system architecture with an open system based on the client server network model, integrating CAD and RMS, implementing Microsoft Windows-based applications, integrating graphic user interfaces, developing modern communications, and automating processes.

In November 1997, City Council approved the execution of a contract with Public Safety Consultants, Inc. (PSCI) for consulting services to actively support the request for proposal (RFP) and vendor selection process. Beginning January 1998, PSCI began a multi-week period of user and system evaluation meetings that included Police Department, Fire Department, and Information Technology Department personnel. The results were compiled for inclusion in the final RFP. June 1998, City Council authorized release of the RFP.

ANALYSIS

The RFP was mailed to 37 vendors on June 9, 1998. The mailing list included all vendors that had been identified as public safety vendors during the two-year review process as well as vendors recommended by PSCI. To the best of staff's knowledge, there are no Culver City vendors with the required expertise to support this project. Twelve vendors attended an open conference in City Hall to discuss the RFP on June 23, during which time City staff answered questions to clarify specifications, CCPD's processes, and technical infrastructure.

Three vendors responded to the RFP with proposals: Hitech; Synergetic Systems Inc. (Synergetic); and Vision Systems (Vision). A Vendor Evaluation Team (Exhibit A) was assembled to further evaluate these three vendors. A site visit was conducted, and telephone interviews were made by members of the VET to evaluate vendors' systems in operational environments and to question users of the systems. Dun and Bradstreet reports for the vendors were obtained and reviewed. Each vendor was given a full day to demonstrate their products in testing scenarios (Exhibit B) that were developed by PSCI. The VET evaluated and graded (Exhibit C) each vendor, and PSCI prepared an analysis of the three vendors (Exhibit D). Based on reference checks, site visits, and vendor demonstration scores, the top scoring vendor was Synergetic. Vision scores placed them second. A Final Vendor Selection Review (Exhibit E) summarizes the two leading vendors.

Both Synergetic and Vision are in the process of transitioning their products from a UNIX to an NT platform and expect to go live with these new products by November 1998. These vendors current NT platform installations are in California. Synergetic's first California site is in Vacaville. The implementation began in May of 1998 and has been stated by Synergetic and the Vacaville Police Department that all primary system components will be completed and fully operational by November 1998. Vision's California site at the San Fernando Police Department has been underway since May of 1998. CAD, mobile data, and basic records management are in use, and it is anticipated that the balance of the system will be fully deployed by November 1998. Because the implementation schedule for both vendors is four-to-nine months, this transition timetable is acceptable to the City for Year 2000 compliance.

The Synergetic proposal is the only system that meets all City technology standards and all RFP requirements. Additionally, only Synergetic's offering takes full advantage of progressive development tools that make in-house modifications and peripheral applications possible. Conversely, while Vision offers a viable solution, the system does not meet all City standards and cannot accommodate about 20% of the CCPD's needs, including inability to accommodate pursuits or to handle duplicate call detection, both critical dispatch functions. Also, Vision does not have a comprehensive master name index search engine, a vital function of a records management system. In contrast to Synergetic's flexible system, the Vision system cannot be modified except to add user fields within a pre-defined set of circumstances. Modifications are generally made to the Vision system only when consensus is reached at annual user meetings, and these modifications are available to the public only with upgrades.

Synergetic and Vision corporate headquarters are located outside California in Virginia and South Carolina, respectively. Synergetic has a Vacaville, CA office where the majority of their developers reside, and the project management team would be assigned from this office. Vision maintains a Ventura, CA office for marketing and project management personnel. User support offices for both Synergetic and Vision are located in California.

The PSC Project Team will return to City Council for approval of hardware and software licenses required to support this Project.

RECOMMENDATION

The Police Systems Conversion (PSC) Project Team recommends entering into contract negotiations with Synergetic Systems, Inc. to provide software and implementation consulting services for the Police Department computer-aided dispatch and records management system and to transfer Asset Seizure Funds to finance the project. This selection is contingent upon Synergetic's successful implementation of the records management system in Vacaville, CA that is targeted for November 1998. The computer-aided dispatch system installation is complete at Vacaville. In the event that the Vacaville installation is not successful, the PSC Project Team will recommend Vision Software.

FISCAL IMPACT

Asset Seizure Forfeiture Funds will fund Synergetic Systems, Inc. software and implementation consulting fees.

Current annual maintenance for the Prime system is \$7,000, and the estimated annual maintenance for the Synergetic system is \$32,000. This will be included in the Information Technology budget.

MOTION:

That the City Council:

1. Approve entering contract negotiations with Synergetic Systems, Inc. for software and implementation consulting services for an amount up to \$410,000;
2. Authorize the Chief Administrative Officer to execute the contract on behalf of the City;
3. Authorize the Chief Administrative Officer to approve an amendment to the contract for an amount not to exceed 10 percent of the contract price, if deemed necessary by the Chief Administrative Officer; and
4. Authorize the Chief Administrative Officer to approve the transfer of a total of \$410,000 from the Culver City Police Department Asset Seizure Forfeiture Fund balance and to appropriate the same amount to the Asset Forfeiture Professional Services Account No. 164156108.

Public Safety Software Replacement Project

Vendor Software Evaluation	<i>Intergraph</i>	<i>New World</i>	<i>Spilman</i>	<i>Vision</i>
Overall quality of presentation	3.3	5.0	4.7	3.0
Responsive to staff questions and ability to adequately answer questions	4.7	5.0	4.8	3.3
Software User Interface - (Appeared to be intuitive and user friendly)	3.0	4.7	4.3	3.3
Demonstrated ability to meet overall operational requirements for the department's operations (Fire or Police)	3.3	4.3	4.2	3.3
Demonstrated ability to comply with regulatory reporting requirements (e.g. UCR, NFIRS / LA County EMS)	4.5	5.0	4.2	3.3
Demonstrated flexibility for interfacing with third-party software	4.0	5.0	3.3	2.7
Evaluation of how well you believe the product will meet Culver City's Public Safety Requirements	4.0	5.0	4.2	3.0
Total Average Score	3.8	4.9	4.2	3.1

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Press Release

The City of Berkeley Police Department selects New World Systems' integrated public safety solution

Troy, Mich. (October 5, 2007) – The City of Berkeley, Calif. has licensed New World Systems' Aegis/MSP® public safety solution to replace a 15-year old system. New World will supply Berkeley Police Department with Computer Aided Dispatch (CAD), Law Enforcement Records Management, Mobile Computing, Field-based Reporting and Corrections software. The city is looking forward to implementing the new integrated public safety software, which will streamline business processes and provide more information to increase officer safety.

"We were interested in acquiring an integrated suite of applications to serve both police and fire," said Deputy Director of Information Technology Nader Kury. "Integration was crucial because of the disparate systems we now have. New World had the complete suite of applications we were looking for."

New World's solution, developed using proven Microsoft® technology, industry standard Windows Server and SQL Server, is flexible and easy to use. It is designed to be intuitive and meet the city's needs without requiring the police department to obtain internal programming resources.

"New World's product is mature and well thought out," said Kury. "It has been written to accommodate the needs of public safety agencies and has features that are very appealing to the user community."

Easy-to-use Mobile Computing and Field-based Reporting will allow Berkeley officers more time in the field, which will increase safety for the community of more than 105,000 residents. Officers will be able to submit reports directly from the field instead of returning to the station. New World's solution will also help the police department standardize their reporting processes and eliminate redundant data entry. Currently, officers submit written and typed reports to the records department. The new software will ensure critical data is always collected and submitted by officers in the same way.

New World Systems will supply Berkeley with advanced GIS and Automated Vehicle Location (AVL). Using AVL, Berkeley dispatchers will be able to see the location of officers in the field and send the closest unit to an incident. New World's CAD will help dispatchers better manage more than 186,000 calls for service each year. Integration between CAD and Records Management will ensure that vital incident information is stored in the records system to provide comprehensive crime analysis capabilities, not available with their current system.

The City of Berkeley was impressed with New World's commitment to developing a strong, reliable product using current technology.

"New World has been strategically moving toward a better platform and a more powerful configuration," said Kury. "In addition to the integration, the fact that the system is so user friendly and function rich has led us to the decision to go with New World."

New World Systems is a public sector software company in Troy, Michigan that has provided software solutions for public safety and public administration organizations since 1981. The Company designs, develops, markets, supports and implements the fully integrated Aegis® Public Safety Suite for Law Enforcement, Fire and EMS and the Logos® Public Administration Suite for local governments. New World has more than 500 customers, comprised of more than 1200 public sector agencies across the United States and beyond.

FOR MORE INFORMATION, CONTACT THE MARKETING
DEPARTMENT
AT (248) 269-1000



New World Systems™

Total Cost Summary - Budgetary

Culver City Police/Fire Departments, CA

October 16, 2007

New World Software and Services

A. Application Software	\$627,066
1) CAD	
2) Law Enforcement Records	
3) Fire Records	
4) Additional Software Modules	
5) Mobile Management Software	
6) Aegis Justice Link	
7) Hand Held Mobile	
8) Demonstration Site Discount	
B. Support Services	234,400
1) Project Management	
2) Installation and Training	
3) Hardware Assurance	
4) Interface Installation Fees	
5) GEO File Implementation	
6) Data Conversion Analysis & Assessment	
C. Third Party Costs	106,882
1) GIS Software (ESRI)	
3) Hardware, System Software & Services (estimate)	
4) Diagramming Software	
5) AVL Hardware	
6) Rip-N-Run Printers	
D. Other Costs	218,750
1) Data File Conversion (estimate)	
2) Custom Software	
3) Application Software Modifications (estimate)	
4) Travel and Living Expenses (estimate)	
TOTAL ONE TIME COST	<u>\$1,187,098</u>

Maintenance

E. 1) Standard Software Maintenance Agreement (SSMA) (Annual Cost)	
Includes Emergency 24/7 Maintenance for CAD only	
Warranty Period	365 days
Year 1 Cost:	\$135,500
Year 2 Cost:	\$135,500
Year 3 Cost:	\$135,500
Year 4 Cost:	\$135,500
Year 5 Cost:	\$135,500

NOTE: New World's cost is based on all of the proposed products and services being obtained from New World. Should significant portions of the products or services be deleted, New World reserves the right to adjust its prices accordingly.

This assumes you are purchasing this directly through New World and not thru an RFP procurement procedure.

CULVER CITY POLICE/FIRE DEPARTMENT, CA

Budgetary Proposal Summary

October 16, 2007

A. STANDARD APPLICATION SOFTWARE^{1,2,3,4}		
ITEM	DESCRIPTION	INVESTMENT

CAD

(Users included in CAD Base - 8)

1. Aegis/MSP Combined Multi-Jurisdiction LE/Fire/EMS CAD

- Call Entry
- Call Control Panel
- Unit Recommendations
- Unit Status and Control Panel
- Call Stacking
- CAD Messaging
- Call Scheduling
- Dispatch Questionnaire
- Geo-File Verification
- Hazard and Location Alerts
- Hydrant Inventory
- Access to Aegis/MSP LE Records
- Access to Aegis/MSP Fire Records
- Note Pads
- Rip-N-Run Remote Printing
- Run Cards
- Tone Alerts

2. Additional Aegis/MSP Software for Computer Aided Dispatch⁴

- CAD Mapping
- CAD Auto Routing

3. Aegis/MSP Third Party CAD Interface Software⁵

- CAD Pager Interface
- E-911 Interface⁶
- Priority Dispatch ProQA for EMD Interface

4. Cost for Additional CAD Users

- 8 view/inquiry users at \$1,000 per user

LAW ENFORCEMENT RECORDS**(Users included in LE Records Base - 35)****5. Aegis/MSP Single Jurisdiction Base Law Enforcement Records**

- Accidents
- Arrest
- Business Registry
- Case Processing
- Computer Aided Investigations
- Federal Reports (UCR/IBR)
- Geo-File Verification
- Impounded Vehicles
- Incident Tracking
- Jacket Processing
- Personnel/Education
- Property
- Traffic Tickets and Citations
- Wants and Warrants

6. Aegis/MSP Federal and State Compliance Reporting for LE Records

- Federal UCR/IBR

7. Additional Aegis/MSP Software for Law Enforcement Records

- Alarm Tracking and Billing
- Bookings
- Case Management
- Field Investigations
- Property Room Bar Coding
- Activity Reporting and Scheduling
- Equipment Tracking
- Narcotics Management

8. Aegis/MSP Third Party LE Records Interface Software⁴

- Livescan Interface (Identix)

9. Cost for Additional Law Enforcement Records Users

- 5 view/inquiry users at \$500 per user

FIRE RECORDS**(Users included in Fire Records Base - 12)****10. Aegis/MSP Fire Records Software Base Package**

- Activity Reporting and Scheduling
- Investigations
- Business Registry
- Hazardous Materials
- Geo-File Verification
- Hydrant Inventory and Inspections
- Incident Tracking
- Inspection Tracking
- Personnel/Education
- Pre-plans
- Station Activity Log
- BLS/ALS

11. Federal and State Compliance Reporting for Fire Records

- State/NFIRS 5.0 Electronic Reporting

12. Additional Aegis/MSP Software for Fire Records

- Equipment Tracking and Maintenance
- Fire Permits
- Vehicle Tracking and Maintenance

13. Cost for Additional Fire Records Users

- 4 view/inquiry users at \$500 per user

ADDITIONAL PUBLIC SAFETY SOFTWARE

14. Aegis/MSP Public Safety State/NCIC Interface Software⁷

- Aegis/MSP State/NCIC Interface

Includes 12 - 15 screens

On-Line Modules - Includes 4 state inquiry screens

- On-Line CAD Interface to State/NCIC
- On-Line Global Subjects Interface to State/NCIC

15. Aegis/MSP Data Analysis/Crime Mapping/Management Reporting

- Base with Three Applications (CAD, LE RMS, Fire RMS)

16. Aegis/MSP Imaging Software

- Public Safety Line Ups/Mug Shots⁸
- Digital Imaging⁹

MOBILE SOFTWARE

MOBILE SOFTWARE ON THE RS/6000¹⁰

17. Base Message Switch to State/NCIC (51-100 units)

- Base Message Switch for MDT/MCT
- State/NCIC Interface

18. Additional Aegis® Software for RS/6000 Message Switch

- New World CAD Interface for Aegis MSP (51-100 units)
- Mobile Upload Software (51-100 units)¹¹
- AVL Interface (51-100 units)¹²

MOBILE SOFTWARE ON THE MSP Server

19. Aegis® Mobile Integration Software

- MDT/MCT Base CAD/RMS Interface (51-100 units)
- AVL CAD Interface (51-100 units)¹²

MOBILE MANAGEMENT SERVER

20. Aegis/MSP Mobile Management Server Software (51-100 users)

- Base CAD/NCIC/Messaging
- Field Reporting
- Field Reporting Data Merge

CLIENT SOFTWARE

21. Aegis® Law Enforcement Mobile Unit Software

LE State/NCIC via Switch (35 units)⁷

LE CAD via Switch (35 units)

LE Field Reporting (Federal Standards) (35 units)

The following **4 New World** Reports are included:

- Incident (1 form)
- Case (1 form)
- Arrest (1 form)
- Supplement (1 form)

LE Field Reporting Compliance (35 units)

LE Accident Field Reporting (28 units)

The following **New World** Report is included:

- Accident (1 form)

LE Accident Field Reporting Compliance (28 units)

Mobile Upload of Field Reports (28 units)

Mugshot Image Download (28 units)

Drivers License Mag Strip Reader Interface (28 units)¹³

In-Car Mapping (58 units)

In-Car Routing (58 units)

New World AVL (58 units)

22. Aegis® Fire Mobile Unit Software (23 Units)

Fire CAD via Switch

Fire Field Reporting (NFIRS Standards)**

Includes NFIRS Incident (1 form)

IN-STATION CLIENT SOFTWARE

23. Aegis® Law Enforcement In-Station Unit Software

LE Field Reporting (Federal Standards) (30 units)

The following **4 New World** Reports are included:

- Incident (1 form)
- Case (1 form)
- Arrest (1 form)
- Supplement (1 form)

LE Field Reporting Compliance (30 units)

LE Accident Field Reporting (5 units)

The following **New World** Report is included:

- Accident (1 form)

LE Accident Field Reporting Compliance (5 units)

AEGIS JUSTICE LINK (AJL) OPTIONS^{15,16}

1. Aegis Justice Link Interface Server at a New World Site (MSP)

- One AJL Interface Server can support multiple GJXML interfaces, except for Consolidated Searches.

HANDHELD MOBILE ^{14,15,16}

24. Network Server Software

- Base* - have existing NWS Mobile
- State/NCIC
- NWS RMS - Names Inquiry
- NWS RMS - Property Inquiry (Release 2)
- NWS RMS - Vehicle Inquiry (Release 2)

25. MSP Database Server Software

Database Server Manager

26. Client (Handheld Unit) Licenses (10 Units)

- State/NCIC Inquiries and NWS RMS Inquiries
- CAD/Messaging Integration
- Photo Download

** Denotes software to be released 12 months+

TOTAL SOFTWARE LICENSE FEE ^{17,18}

\$627,066

B. SUPPORT SERVICES ¹⁹		
ITEM	DESCRIPTION	INVESTMENT
	1. Project Management Services as Required: - Project Management - Overall consultation and communication - Monthly status reports and project updates throughout the duration of the project - Implementation Plan 2. 960 hours of Implementation and Training Services to include, as required: - Software Tailoring and Set Up - User Education and Training - Other Technical Support 3. Windows 2003/Operating System Assurance and Software Installation: - Install and set-up Application/Database server(s) - Consult on connectivity to new or existing 2003 environment - Verify 2003 and SQL Server configuration compatibility - Verify 2000/XP Workstation and personal computer configuration compatibility 4. Interface Installation Service Fees: - In-Field Support (includes set-up and training): - 911 Interface - CAD Pager Interface - ProQA for EMD Interface - Visionics (DBI)/Identix/Comnetix - State/NCIC - New World Mug Shots/Imaging 5. GEO File Implementation²⁰ - New World Implementation Services 6. Data Conversion Analysis and Assessment	
TOTAL SUPPORT SERVICES		<u>\$234,400</u>

C. THIRD PARTY COSTS		
ITEM	DESCRIPTION	INVESTMENT
1.	ESRI ^{21,22,23} GIS Software - Mobile In-Car Mapping (58 units) - Mobile In-Car Routing (58 units) GEO-File Maintenance Software THIRD PARTY HARDWARE 2. Hardware, System Software & Services (see attached pricing detail) Application/Database/Test/Training Servers Message Switch Mobile Management Server Bar Coding Hardware 3. Diagramming Software (Scene PD) 28 users @ \$269 each 4. AVL Hardware (58 units) USGlobalSat MR-350 External Mount GPS Receiver 5. Rip-N-Run Printer (3) Rip-N-Run Printers	
TOTAL THIRD PARTY COSTS		\$106,882

D. OTHER COSTS (ESTIMATES)		
ITEM	DESCRIPTION	INVESTMENT
1.	DATA FILE CONVERSIONS Data File Conversion Pricing Estimates Master Files: - Master Name (Jackets) - Master Property - Master Gun - Master Vehicle - Statutes Police CAD / Records Management System: - CAD Incident / Call for Service - Cases - Accidents - Tickets/Citations - Narrative Fire/EMS: - Incidents (Lancet's SQL database) - Hydrants (Permits Plus database) - Pre-plans - Inspections	

Data File Conversion Estimates are based on the specified data files and the Hourly Service Rate quoted; additional hours may be needed to complete the quoted conversions. Conversion of additional data files that are not included with this proposal will require an additional estimate/quote. If required, travel and expenses are billed at actual cost.

2. CUSTOM SOFTWARE/CUSTOM SOFTWARE INTERFACES²⁵

- a) LACRIS Interface
- b) Interface to Lancet Technology Fire Records (one-way interface; CAD closed incidents)
- c) Interface from New World CAD to Telestaff
- d) Interface to dump Alarm data to JD Edwards billing application
 - assumes data is passed using NIEM 2.0 (GJXDM 3.0.3) standards
- e) Interface from Berendo Solutions SQL database citation writer (jacket/vehicle)
 - assumes basic data import. Additional functionality (i.e. vehicle checks, etc.) will require additional fees
- f) Interface from TurboData SQL database of parking citation writer (vehicle)
 - assumes basic data import. Additional functionality (i.e. vehicle checks, etc.) will require additional fees

3. APPLICATION SOFTWARE MODIFICATIONS

Modification in Rip & Run to include map directions (40 hours)
 Modification in Scheduling and Reporting to allow for 9-day shift rotations to include colors for shifts
 Include missing 8 fields in EMS from Culver City EMS report

4. TRAVEL AND LIVING EXPENSES (Estimate)

Estimated 50 trips

TOTAL OTHER COSTS	\$218,750
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TOTAL ONE TIME COST	\$1,187,098
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E. MAINTENANCE		
ITEM	DESCRIPTION	INVESTMENT

1. COMBINED STANDARD SOFTWARE MAINTENANCE AGREEMENT (SSMA) (Per Year Cost)

Based on a 5-year plan; SSMA to begin at the end of the warranty period.
 Includes 24/7 Support for CAD. (Includes Exhibit A ESRI Integration for the ESRI software that is part of Exhibit A Licensed Standard Software.)

Warranty Period	365 days
Year 1 SSMA	\$135,500
Year 2 SSMA	\$135,500
Year 3 SSMA	\$135,500
Year 4 SSMA	\$135,500
Year 5 SSMA	\$135,500

PRICING VALID THROUGH DECEMBER 31, 2007.

MSP ENDNOTES

- 1 *Personal Computers must meet the minimum hardware requirements for New World Systems' MSP product. Microsoft Windows 2000 or XP is the required operating system for all client machines. Windows 2000/2003 Server and SQL Server 2000 are required for the Application and Database Server(s).*
- 2 *New World Systems MSP product requires Microsoft Windows 2000/2003 Server and SQL Server 2000 including required Client Access Licenses (CALs) for applicable Microsoft products. Servers must meet minimum hardware requirements provided by New World Systems.*
- 3 *New World Systems MSP product requires Microsoft Word and Excel.*
- 4 *Suggested minimum: 100MB Ethernet Network. 10MB CAT5 Ethernet Network may have less than adequate response time. Further consultation would be required to assess your network.*
- 5 *Does not include any required third party hardware or software unless specified in Section C of this proposal.*
- 6 *May require a "Serial-to-Ethernet" converter for multiple PSAPs (not included in this proposal).*
- 7 *Customer is responsible for obtaining the necessary State approval and any non-New World hardware and software.*
- 8 *Requires Pentium PC, Twain 32 Compliant Digital Freeze Frame Video Camera or Digital Camera supplied by Customer.*
- 9 *Requires Pentium PC, Twain 32 Compliant flatbed scanner supplied by Customer.*
- 10 *Currently supporting Motorola, Data Radio (DMP & IP), CDPD, EDACS, CDMA, GPRS, 802.11 and Electrocom Mobile Communication solutions only.*
- 11 *The Mobile Upload software provides for the automated upload of New World's Law Enforcement Field Reporting data over Customer's mobile data network. Customer is responsible for obtaining from their mobile vendor, the written definition and documentation of the optimal (mobile message) record size to upload laptop data over the mobile network to be used. This definition must be received within thirty (30) days of this Agreement being executed.*
- 12 *Requires 3rd party GPS hardware.*
- 13 *Customer must provide magnetic stripe encoding format. Also, pricing does not include required 3rd party equipment or hardware.*
- 14 *Requires NCIC connection through New World Systems software to add NCIC to search results.*
- 15 *Requires Compaq IPAQ with CDPD modem and PC Expansion Pack and wireless Internet access.*
- 16 *Requires JRun 3.1 license.*
- 17 *Prices assume that all software is licensed. Prices are quoted as preliminary estimates only and are subject to further clarification and confirmation.*
- 18 *Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.*
- 19 *Training and Support Services are billed hourly as used. Travel and expenses are not included as they are billed at actual cost.*
- 20 *New World's GIS/Geofile implementation services are to assist and train customers in preparing their GIS data for use within the Aegis/MSP software. The Aegis/MSP software requires specific GIS data layers; the customer is responsible for providing a street centerline layer and an address point layer if applicable with the required data elements. GIS/Geofile implementation services will also provide assistance in developing additional required data layers such as police beats, fire quadrants, EMS Districts etc. The GIS data provided by the customer must be in industry standard ESRI format. If some of the required data elements are not included in the provided GIS data, New World will work with the customer to create these data elements as appropriate. The GIS/Geofile implementation packet goes into more specific detail as to the required GIS data elements.*
- 21 *All Aegis/MSP Customers are required to use ESRI's ArcGIS Suite to maintain GIS data. All maintenance, training and on-going support of this product will be contracted with and conducted by ESRI. (This software must be installed on a non-Aegis workstation.) Customer is responsible for providing GIS data to New World in industry standard ESRI format.*
- 22 *The on-going SSMA cost is required for any Aegis software changes related to integration with ESRI software. Maintenance for ESRI's ArcView for maintaining GIS data will be contracted separately with ESRI.*
- 23 *If a new release of ArcGIS is incorporated into the Aegis software, an associated upgrade fee may be required for the new ESRI software.*
- 24 *Price includes 30 days of unlimited technical support; 1-year support can be provided at an additional cost.*
- 25 *Custom interface will be operational with existing third party software. Any subsequent changes to third party applications may require additional services.*