

**AGENDA
OF THE CITY
COUNCIL WORK SESSION
CITY OF EAST GRAND FORKS
TUESDAY, AUGUST 9, 2016 – 5:00 PM**

CALL TO ORDER:

CALL OF ROLL:

DETERMINATION OF A QUORUM:

- 1. Proposed Fee Increases for Winter Activities – Mark Dragich**
- 2. Request for Street Repairs – Jason Stordahl**
- 3. Request to Purchase Records Management System – Mike Hedlund**
- 4. Update on VFW Post 3817 Off-sale Request – Ron Galstad**

ADJOURN:

Upcoming Meetings

Regular Council Meeting – Tuesday, August 17, 2016 – 5:00 PM – Council Chambers
Work Session – Tuesday, August 24, 2016 – 5:00 PM – Training Room
Regular Council Meeting – Tuesday, September 6, 2016 – 5:00 PM – Council Chambers
Work Session – Tuesday, September 13, 2016 – Training Room

Request for Council Action

Date: August 3, 2016

To: East Grand Forks City Council Mayor Lynn Stauss, Council President Mark Olstad, Council Vice President Chad Grassel, Council Members: Clarence Vetter, Mike Pokrzywinski, Craig Buckalew, Henry Tweten, and Marc DeMers.

Cc: File

From: Mark Dragich
Parks and Recreation

RE: Proposed Fee for winter Activities 2016-2017

Please find the proposed Winter Activity fees for 2016-2017. Both the last year's fees and the proposed fees are listed for your review. The proposed fees show a slight increase from prior years. The increase in fees is setup to cover the transaction fees charged through the online registration system which we began using this past spring. The fees for the registration process are 3.1% and \$1.25 per transaction. Including the transaction fees into our fees listed is a cleaner process for the people registering. The online registration worked very well for us this past spring.

Recommendation: Approve Activity Fees as listed.

Enclosure: 2016-2017 Winter Activity Fees

Proposed Winter Activities Fees for 2016-2017

<u>Activity</u>	<u>2015-2016</u>	<u>2016-2017</u>
Figure Skating (Learn to Skate)		
Snowplow Sam	\$25.00	\$30.00
Basic 1-6	\$75.00	\$80.00
Hockey 1-6	\$75.00	\$80.00
Freestyle(Pre-Free Skate & Free Skate)	\$100.00	\$110.00
Comets Synchro	\$35.00	\$35.00
Competitive Synchro	\$275.00	\$285.00
Private Ice	\$100.00	\$110.00
Coaches Private Ice Fee	\$50.00	\$60.00
Hockey		
Mites (Mini Mites)	\$75.00	\$80.00
Peanuts (Mites) / 8U	\$175.00	\$185.00
Squirts / 10U	\$225.00	\$235.00
Peewee / 12U	\$375.00	\$390.00
Bantam / 15U	\$375.00	\$390.00
Family Cap (Activities fee only)	\$650.00	\$675.00
Pre-Season Clinic Squirt / 10U & up	\$50.00	\$55.00
Pre-Season Clinic Mini-Mites/Mites/8U	\$40.00	\$45.00
Polk County Resident not in City Limit	\$20.00	\$25.00
Non-Resident (out-of-state)	Double all fees	
Late Registration Fee	\$25.00	\$25.00

Request for Council Action

Date: 8-5-2016

To: East Grand Forks City Council Mayor Lynn Stauss, President Mark Olstad, Council Vice President Chad Grassel, Council Members: Clarence Vetter, Mike Pokrzywinski, Craig Buckalew, Henry Tweten, and Marc DeMers.

Cc: File

From: Jason Stordahl-Public Works Director

RE: Street repairs/panel replacement

We have identified (below) three areas that are in need of street repair.

20th Street NE (just south of the Tech. College) 3 areas

Treatment: Remove existing street panels and replace. Remove a small portion of curb and gutter and replace.

Hwy 220 frontage road (east side of HWY 220, north of Northland Yard Service) 2 areas

Treatment: Remove existing panels and replace. Install new storm sewer pipes, and add insulation to the base.

2nd St. NW (south of Sacred Heart)

Treatment:

Option 1: Remove existing street panels and replace.

Option 2: Remove existing drive over curb and gutter and replace with new high back curb and gutter.

*Estimates for repair will be provided at the Work Session. If Council so chooses to move forward with the repairs, we will pay for the repairs using funds from our streets budget. And the City's streets budget has sufficient funds to cover the cost of repairs.

Recommendation: Remove and replace all damaged street panels and curb & gutter. And ask for Council's guidance as whether or not to proceed with Options 1 and 2 for 2nd St NW area.

Request for Council Action

Date: 08/03/2016

To: East Grand Forks City Council Mayor Lynn Stauss, President Mark Olstad, Council Members: Clarence Vetter, Henry Tweten, Craig Buckalew, Chad Grassel, Mike Pokrzywinski and Marc Demers

Cc: File

From: Michael S. Hedlund – Chief of Police

RE: Request to Approve the Purchase of Records Management System in 2017

Background: The East Grand Forks Police Department currently has a Records Management System (RMS) that is not adequately meeting our needs. For many years the EGFPD used a system from a company called SMART. In 2010 SMART went out of business and their existing maintenance contracts were picked up by a group of former SMART employees who had formed a new company, TAC10. The EGFPD, Crookston Police Department and the Polk County Sheriff's Office all used SMART but the systems were all independent of each other. Each of our agencies adopted new maintenance contracts with the new TAC10 company because we really didn't have another option at that time without starting with a brand new company. Due to age, as well as multiple other issues, all of our agencies were looking to move on from SMART/TAC10 and researched our other options. A company named Law Enforcement Technology Group (LETG) was rapidly becoming the most commonly used law enforcement RMS in the state of Minnesota. Between myself, Chief Biermaier and Sheriff Erdman we spoke to numerous law enforcement agencies that had switched to LETG and they were ALL very happy with the system. The problem was that the LETG system was cost prohibitive (early estimates had the cost for a system for EGF to be in the range of \$150,000.00.). TAC10 subsequently approached us with a proposal that would allow our three agencies to operate under an "upgrade" of our existing system to an online shared data base and RMS. The upfront cost on this system for East Grand Forks was \$9,463.00 with an annual maintenance cost of \$4,543.00 in the initial year. That cost has risen to \$5,260.00 for our most recent contract. We purchased and implemented this system in the Summer of 2013 – and we have regretted it ever since.

The TAC10 RMS has been an issue since we implemented it. It is a complex system that is very time consuming to use and has not proven to be reliable. TAC10 has subsequently been purchased by two other companies and appears to be not much than an afterthought for its current parent company, Caliber Public Safety. Calls for assistance at night or on weekends are often met with responses that are either unhelpful or at times the staff admits they know nothing about this product. That is not helpful for a public safety organization that operates 24/7/365. While SMART had been a fairly popular RMS in

Minnesota, TAC10 is losing clients at a rapid pace and they have only a literal handful of agencies still with them in Minnesota.

Our three agencies began to have additional discussions about how to best move forward in the area of RMS. Having accurate records is a vital aspect of any business or government agency and this may be more true for a law enforcement agency than for any other. We subsequently contacted LETG and began to make arrangements for a new demonstration of their system. We were subsequently contacted by the LETG representative who we had been dealing with, Dean Gutzke, and we were informed that LETG had been purchased by a much larger company, Zuercher Technology. Zuercher would no longer be selling the LETG product but they would continue to support it indefinitely. The Pine to Prairie Drug Task Force (PTPDTF), of which all three of our agencies are members, had just made arrangements to purchase a LETG system for our Task Force. They were able to get very good (but still expensive) pricing as this was going to be a pilot project as LETG sought to gain entry to the Task Force marketplace. PTPDTF has been up and running on LETG for a short time now and the task force agents seem to really like the system. Zuercher has stressed they will continue to maintain the LETG system, but that system is no longer available to new agencies. We subsequently had a demonstration of the Zuercher RMS from Mr. Gutzke (who was kept on by Zuercher after the takeover). This demo was attended by multiple members of each of our agencies and we were all extremely impressed. Additional discussions were held as we sought to determine what aspects of the Zuercher product each of our agencies would need. When that was completed we each received bid proposals from Zuercher.

One of the reasons for the high cost of the LETG system when we had looked at it previously was the cost for data conversion from our old system to the new system. A law enforcement agencies records and data are its lifeblood and we have to have access to our old data for an extended period of time. Zuercher has refined this process and is now able to do the conversion at a significantly reduced cost which helps the bottom line price. Our current system has 19 years of data and we would be able to transfer all of that to Zuercher if we make this switch.

If purchased the Zuercher system would replace our existing TAC10 RMS but it would also allow us to add features that we do not currently have and either really need, or in one case, are mandated to add by the state. The new Zuercher system would have a Mobile CAD (Computer Aided Dispatch) component that would allow our dispatchers to conduct more efficient silent dispatching when needed. The system also provides AVL (Automatic Vehicle Locator) systems that are a valuable officer safety feature. This system should work efficiently with our in-car computer systems.

Zuercher also provides an Evidence function. For several years our agency tracked our evidence (something that is required by the State) through a basic tracking log on an old second hand computer. When that system became unreliable we converted to a notebook system – as in a paper and pen notebook. This works but is far from efficient and there is significant time wasted by our staff as they seek to track our evidence. The Zuercher Evidence function would be dramatically more effective and efficient.

In addition Zuercher provides eCitation software. The State of Minnesota mandated that all law enforcement agencies begin submitting their citation (ticket) information electronically through

eCitations (rather than submitting the paper copies of citations to the State and the courts) by July 1, 2016. We are currently having one of our secretaries enter this data manually each day. The Zuercher system would allow this information to be entered automatically when the officers issue a citation. Earlier this year, through a MN Dept. of Public Safety grant, we were able to acquire in-car printers and drivers license readers that will work with our in-car computers to automatically submit this information to the state – if we have the proper software. I made multiple requests to TAC10 to get a quote on what it would cost to acquire this software for their system. They were supposedly in the process of developing the software but I never received a quote despite repeated requests.

Reporting is another area that the Zuercher system appears to shine. Our agency has not issued an annual report for a number of years because I am simply not confident in the statistics that the TAC10 system produces. The Zuercher system promises to be much more effective, and accurate and we should be able to produce much more accurate, and useful data – and reports.

Zuercher's maintenance and support staff are also available 24/7.365 and are located in their Sioux Falls, SD offices. This helps to ensure that if there is an issue we can get prompt and reliable assistance.

Cost is still an issue. The proposed price for East Grand Forks to implement Zuercher would be \$84,083.00. This is a significant cost but is much lower than the previous estimate of \$150,000.00 for LETG. There is also the ongoing cost of Maintenance & Support which is scheduled to be \$11,591.00 in year two of the project. This is a significant expense but switching to Zuercher would allow us to end the \$5,260.00 per year maintenance payment to TAC10 as well as a \$3,237.00 payment to Harris for maintenance of the software that our in-car computers use. The Zuercher system also covers areas that we do not currently operate (CAD, Evidence, eCitations) so the cost appears to be reasonable.

Recommendations: Authorize the East Grand Forks Police Department to move forward with an agreement with Zuercher to implement a new RMS in 2017.

Enclosures: Zuercher Public Safety Software Solution Proposal

ZUERCHER

Public Safety Software Solution Proposal

**East Grand Forks
Police Department**



Dean Gutzke
651.259.6123
dean.gutzke@zuerchertech.com

Zuercher Technologies • 4509 W 58th Street • Sioux Falls, SD 57108
605.274.6061 • 877.229.2205



Zuercher Technologies | 4509 W 58th Street | Sioux Falls, SD 57108
605.274.6061 | 877.229.2205

June 24, 2016

Chief Mike Hedlund
East Grand Forks Police Department
520 Demers Avenue
East Grand Forks, MN 56721

Dear Chief Hedlund,

Zuercher Technologies is pleased to provide this updated proposal to the East Grand Forks Police Department (EGFPD) for our public safety software solution. As a follow up to our recent discussion, this proposal will provide the EGFPD with updated pricing for sharing NCIC costs.

Pricing in this proposal is contingent upon the EGFPD, the Polk Sheriff's Office, and the Crookston Police Department all purchasing Zuercher Suite at the same time. The training and Go Live services are broken out for individual agency costing purposes only and are based on the portions of the system which each agency would be using. All agencies would actually receive combined training and Go Live services and that total number of days is not reflected in this sheet.

Similarly, breakout pricing for physical servers has been provided for individual agency costing purposes only. The combined system would use a single set of Zuercher Suite servers which would be located at a place agreed upon the agencies.

If we are fortunate enough to earn the EGFPD's business, we will stand behind our commitment to deliver the required solution and complete the project with the same zealous pledge to customer support and service that we are known for throughout the U.S.

Sincerely,

Dean Gutzke
Account Executive
dean.gutzke@zuerchertech.com
651.259.6123

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Non-Disclosure

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Zuercher Technologies' Background

In its 13 years of providing public safety software, Zuercher Technologies has never lost a client. This has been achieved by providing a combination of the best software, the best support, and ensuring that clients have the tools they need to succeed.

Because Zuercher Suite is one application with one database, there are no interfaces from one set of functionality to another. All modules use the same database and relate to the same master name and master address indices. As a result, there is no double or triple-entry of information, nor does a user have to remember where the most recent information is stored in the system.

Zuercher Technologies provides a single, comprehensive, level of support for its Zuercher Suite solution. If an agency has a question, no matter when or what, a Zuercher Technologies support person will pick up the phone to answer it. The company backs the solution 100%. There are no arguments about whether the issue is with the hardware or the software – Zuercher Technologies monitors, manages and supports them both.

Zuercher Suite is not stagnant and Zuercher Technologies is not resting on past achievements. Zuercher Technologies continues to expand and improve the functionality of Zuercher Suite with 3 to 4 major releases per year. Agencies receive all updates/releases as part of the maintenance agreement with Zuercher Technologies. Performing massive, disruptive software updates every 3 to 5 years is now a thing of the past. Zuercher Technologies is not adding new functionality for the sake of saying the product is being updated. Rather, new and improved functionality is added because Zuercher Suite clients keep seeing ways that the system can help them be even more efficient and effective.

Between the Custom Forms, Custom Modules, and Reporting functionality in Zuercher Suite, agencies can truly go paperless. Whether the need is for specific forms to be added to the inmate booking process or an entirely new module for managing pet permits or boat licenses, for example, Zuercher Suite is configurable and powerful enough to make that happen.

Zuercher Suite's Benefits

True Integration – Zuercher Suite is a completely unified system from both technical and user perspectives because it was built from the ground up as one application with one database from one vendor. Most public safety software companies describe their products as integrated, which often means that originally disparate modules such as CAD, Records, and Jail were later interfaced together to pass data between modules. Designed and built as a single application, the Zuercher Suite system encompasses Computer-Aided Dispatch, Records Management, Mobile CAD & RMS, Jail Management, Civil Process Tracking, Agency Administration, and more in a manner which is so unified that the term integrated hardly applies.

As one example, information flows from the Field Based Report, back to Records and then to Jail with no loss of data or end-user accountability. There are no separate applications on separate servers which have integration points. It is all one application using one database.

Versatile, Scalable System – Zuercher Suite is remarkably flexible. It is packed with configuration options which allow users to set up the software to match their agency's workflow and business rules, not the other way around. These configuration options allow the Zuercher Suite system to match the needs of agencies with a variety of workflows, as well as to support a single agency's changing needs over time. Since many features can be turned on or off, Zuercher Suite scales well to accommodate the unique needs of both small and large agencies. The company's experience working with agencies of all sizes throughout the US allows Zuercher Technologies to provide functionality to Zuercher Suite clients that most vendors cannot within a single suite of applications.

Workflow at the Core – Every agency is different. As a result, each agency's information and the order in which it is entered can be configured accordingly. Users are made aware when tasks are ready for their attention, ensuring that items are not easily overlooked.

Notifications and Accountability – Zuercher Technologies' philosophy is that until a record is cleared or closed someone is always responsible for it. Open calls for service (CFS), open cases, or inmate records being processed are all visible to the responsible user until the record is closed – ensuring that end users and managers become more efficient and remain accountable for their tasks.

Easy to Learn and Use – While Zuercher Suite is rich in functionality, its user interface is clean and crisp, uncluttered by excess fields or tabs. This makes the system easy to learn and allows users to efficiently enter data and quickly view key information. The system is designed to guide users through data entry processes, to organize information logically, and to allow for simple navigation throughout. Powerful searching capabilities provide quick access to needed records, and frequent use of hyperlinks helps users quickly navigate to related records or files.

Powerful Reporting – It is one thing to place data into a system, but something else entirely to get it back out again. Zuercher Suite comes with a built-in report generator which makes analytical reporting a very simple and straightforward task—even for those users who are not highly technical and knowledgeable with regard to report scripting. Best of all, the agency does not need to submit a request for a new report and then wait for someone else to build it. Instead, the agency's own staff can put together most reports within a few minutes of when they are first requested.

Zuercher Suite Overview

Zuercher Suite is a fully integrated public safety software system comprised of Administration, CAD, Records, Mapping, Mobile CAD and Records, Jail, Civil, and more.

It is the outcome of many years of close collaboration with public safety agencies and veterans and has been designed from the ground up to provide the next level in power and ease of use for public safety professionals.

Core Functionality

This section highlights the core functionality which undergirds the Zuercher Suite system.

Key Features

- Fine-grained Permissions
- Internal Messaging
- State/NCIC Queries
- User Dashboards
- Master Indices (Names, Vehicles, Addresses)
- Alerts
- Spell-checking
- Agency-based configurability
- Custom forms and Custom modules
- Full-text Searching
- Record Linking
- Contextual Menus
- Wizards
- Data Auto-population

Mobile CAD

Mobile CAD dramatically improves agency efficiency by enabling silent dispatch and putting powerful Zuercher Suite functionality into the hands of the people who need it most. Mobile CAD works with the desktop CAD to create a streamlined dispatch workflow. The mobile units stay synchronized with Zuercher Suite servers so that mobile users are always up-to-date with incident assignments, including call details, location information, and safety alerts. Mobile CAD users can update their statuses with the touch of a button, enabling dispatchers to closely monitor officer activity. Because all of this can be done without a single call over the radio, Mobile CAD enables silent dispatch, freeing up dispatch personnel and shaving valuable seconds off unit response times.

Mobile CAD is packed with additional features that contribute to efficient, silent dispatch. The instant messaging feature provides a means of rapid, radio-free communication between dispatchers and mobile units. AVL and mapping integration helps units get to incidents quickly and keeps dispatchers better informed of unit movements. Automatic notifications alert Mobile users when BOLOs, special instructions, and new warrants are issued. Mobile users can even run NCIC and state queries, enabling them to quickly check driver's licenses and vehicle registrations.

Records

Records is a records management system that consolidates and automates records processing for public safety agencies. It organizes everything from case reports, to warrants, to sex offender data in an easy-to-use fashion.

Master indices--names, addresses, and vehicles--form the backbone of Records, and tight integration with the other Zuercher Suite modules gives it power. Search for a name just once to find not only demographic information but also every record in the system involving that individual: dispatch incidents, case involvements, citations, civil processes, warrants, inmate records, and more.

Records provides a smooth workflow for case reporting and approval. Case information pulled from CAD eliminates the need for duplicate data entry, and the involvements wizard walks users through the process of matching offenders, suspects, victims, and witnesses to the appropriate offenses. With Records, users can stay organized by attaching case narratives, citations, search warrants, and evidence directly to case reports.

In addition to case management, Records enables comprehensive property and evidence tracking, including a detailed chain of custody log. Records also logs warrants, sex offender data, pistol permit information, bicycle registration, and more, managing all of the agency's records in one centralized, easy-to-search system.

Key Features

- Master Indices (Name, Address, Vehicle)
- Case Management
- Case Reports
- Summonses/Citations/Tickets
- Case Notes
- Case Status Log
- Property and Evidence Tracking
- Bicycle Registration
- Found/Lost Property
- NIBRS Compliance
- Warrants
- Sex Offender Log
- Pistol Permit Tracking
- Pawn Log
- Accident Reports

Mobile Records

Mobile users can have access to much more than just dispatch information. Integration with Records puts name, address, case, and civil process records at their fingertips, and they can run Records queries to find the information they need right there in the field. Mobile users can write and/or approve case reports in their vehicles instead of returning to the agency, just one more feature that keeps them on the streets, visible in the community, and able to respond quickly when they are needed.

eCitations

The eCitations solution enables officers to quickly collect vehicle operator information whether or not the officer is connected to the network. Compatible scanners automatically parse data from licenses to appropriate fields. Once complete, eCitations can be printed from within a vehicle. Information entered on eCitations is available in the dispatch center or records office once the citation has been uploaded and approved.

Key Features

- Agency-specific form(s)
- NCIC return linking
- Case associations
- Number block assignments
- Asynchronous data connection
- Approval process

Reporting

Reporting includes both pre-made reports and an easy-to-use report builder. The report builder's straightforward user interface allows report generation based on a user model rather than the actual physical model. This user model completely eliminates the need for users to understand concepts such as joins, primary keys, etc. With the report builder, it is simple for users to select the data they want to include and apply custom filters, generating reports that fit their needs exactly.

Key Features

- Pre-made Reports
- Custom Reports
- Ad-hoc Queries
- Export to PDF, Excel, XML, TXT
- Easy to Use Report Builder
- Custom Data Filters
- Statistical Analysis
- Scheduled Reports
- COMSTAT Compatible
- Email Reports

Custom Forms

Zuercher Technologies offers a custom form generator at no additional cost as a standard part of Zuercher Suite. This tool allows agencies to create their own unique forms within the system and attach them to specific records in Zuercher Suite, keeping everything in an easily accessible, central location.

Name, address, and vehicle fields from these are connected to each agency's master indices to reduce redundant data entry. The master indices are searched and existing information can be selected from the database. This also notifies staff of any alerts related to the master indices. If the information which is being entered is new, it will update the master index so that it is immediately available in other parts of Zuercher Suite.

When building the form, information from related files, such as case numbers or incident times, can also be pulled in automatically. Available information is displayed in a menu for each form type. Adding it to the form is as simple as clicking on the item in the menu.

All data within custom forms is searchable. This makes finding needed information an effortless, efficient process. Instead of searching through paper files or trying to find the correct folder on a server, links and search capabilities make it easy to locate specific information. Data included in forms can also be used to create reports with Reporting.

Custom Modules

Like Custom Forms, Custom Modules give agencies the power to track whatever information they may need in an integrated part of Zuercher Suite. Agencies can eliminate paper logs and stand-alone spreadsheets by creating modules to fit their exact needs.

Rather than being associated with a particular record type within the system (as is true for Custom Forms), Custom Modules can track anything an agency needs, such as burn permits, pet licenses, or boat licenses. Each of these records can also create involvements on master name, vehicle, and address records, adding to the power of the data within the system.

Everything within each created module is customizable by the agency, from the log screen that displays information, to the drop-down menu items within the modules, to the templates used to print records. All data entered in to Custom Modules is also available in Reporting for reports and statistical analysis.

Zuercher Suite Implementation

Zuercher Technologies uses a multi-phase approach to ensure a successful implementation for each client agency. Trained and experienced members of the Zuercher Technologies implementation team move through the process with each agency to ensure successful outcomes.

Kickoff Meeting	Upon contract signature, a kickoff meeting is scheduled to initiate the implementation process, setting up a statement work, server installations and scheduling the Business Practice Review (BPR).
Server Procurement and Installation	Zuercher Technologies procures and configures the Zuercher Suite servers. The servers are then set up and installed at the agency.
Business Practice Review (BPR)	During this meeting, the project implementation team works with the agency's project team to determine the contents of the Configuration Management Document (CMD). All product needs and requests are reviewed.
Configuration Management Document (CMD)	The project implementation team discusses and documents in the CMD how the software currently meets the agency needs or how Zuercher Technologies plans to develop additional functionality.
Configuration and Conversion	Zuercher Technologies trainers work with agency personnel to complete the planned configurations. In addition, Zuercher Technologies configures and tests interfaces and begins the data conversion process.
System Review	Once all of the items in the CMD have been completed, trainers from Zuercher Technologies spend a final session with the agency's project team to review any questions or concerns.
Training	Zuercher Technologies offers several options for training, all of which use the agency's data (which has been converted from the existing system). All of the training options provide hands-on use of the software with real-world examples. Class sizes are limited to ensure that each individual has sufficient time to practice using the system. When the go live date arrives, users are well-prepared to begin using the new software.
Go-Live	Zuercher Technologies provides on-site support the day that the new system goes live. Any questions that arise are addressed immediately by the on-site team, ensuring that the first day using the new system goes smoothly.
System Acceptance	The agency reviews all aspects of the software, data conversion, and interfaces and any concerns are documented by the project implementation team. This list of action items is addressed before the agency officially accepts the system. At this point, the Zuercher Technologies support personnel take over the day to day needs of the agency.

Zuercher Suite Maintenance and Support

Zuercher Technologies is passionate about backing its public safety software solution with dependable, dedicated customer support.

24 x 7 x 365 Support

Zuercher Technologies knows that clients use their software all hours of the day. That is why clients can call the toll-free support line at any time and be connected with a live person in the Zuercher Technologies Sioux Falls, SD office - not an automated answering service or someone overseas. Questions or issues can also be reported via email. Even if it is just a simple “how-to” question, support representatives are ready to assist.

Every call received is entered into a tracking system and assigned a number to ensure that no concern goes unnoticed. Response times are monitored to make certain that all issues are resolved as quickly as possible. All critical issues are given the highest importance ranking and the Zuercher Technologies development team devotes their attention immediately to the matter until it is resolved.

Tracking Concerns

Zuercher Technologies believes transparency is very important when it comes to support of the Zuercher Suite software. The support center has a web-based portal which agencies can use to view the status of all their calls and requests. Agencies can also use the portal to rank their feature requests in order of importance. This helps the product development team at Zuercher Technologies prioritize the new features which would be most helpful to users.

Remote Services

Many questions or issues that occur can be solved immediately by the support team using a remote desktop connection. Once connected, the support team walks users through solutions or accesses the agency’s Zuercher Suite server to help diagnose any issues.

Server Management

The servers that Zuercher Suite uses can be completely maintained on the client’s premises by the Zuercher Technologies staff as part of the standard maintenance agreement. These servers are constantly monitored for performance levels and network load. All upgrades to hardware, such as additional disk space, are handled by Zuercher Technologies. This makes the system essentially worry free for agencies and their IT staff.

Full System Backups

Rather than requiring a manual backup of data or a scheduled download of the entire system, the Zuercher Suite solution uses an automatic rolling back up process. Any changes or additions made to Zuercher Suite are constantly being streamed to the agency’s warm standby server, an off-site storage facility, or both. Because the data flow is constant, lower bandwidth is required in comparison to a large file transfer. This ensures that data backups are done without compromising system performance. The data stored on the warm standby server or off-site storage facility is never more than a few minutes old, so in the event of a power failure or other unforeseen disaster, the Zuercher Suite system and data will be accessible.

Software Updates

Zuercher Technologies tunes a careful ear to each client's needs and challenges. Clients' insights help to plan and build feature enhancements that provide innovative, technically sound solutions to the ever-changing needs of public safety professionals.

Zuercher Suite's standard maintenance contract includes regular software updates that encompass feature enhancements. Patches are provided as needed with no agency intervention. Clients receive a greater return on investment because of Zuercher Technologies' commitment to continually improve its public safety software.

Software updates are performed using an advanced process that makes client updates completely automatic with no assistance from agency IT staff. Support representatives contact each agency as software updates are released to schedule them and assist the agencies in taking advantage of new features. This ensures that every agency continues to get the most from what Zuercher Suite offers.

New Feature Training

Zuercher Technologies' trainers and support representatives frequently hold web-based meetings. These meetings introduce system administrators or other agency personnel to new features and configuration options and how they can benefit each individual agency. This service is offered as part of the on-going maintenance and is free of charge.

Research & Development

Zuercher Technologies believes that public safety software should keep pace with changes in the public safety environment as well as with advances in technology. Because of this, a significant portion of revenue each year is invested in research and development. Zuercher Suite is constantly expanding and improving. Each feature addition is designed to broaden the functionality and configurability of Zuercher Suite and to help its users to do their jobs even more efficiently. Zuercher Technologies listens carefully to clients and uses that input to guide feature planning.

Zuercher Suite Pricing

Zuercher Technologies provides site licenses for its CAD, RMS, JMS, Financial, Civil, Administration, and Portal software.

The software which is part of Zuercher Suite which is not site-licensed includes the Mobile and Extend products. These have a required agency license, but are also licensed by unit.

Pricing provided in this document is valid for a period of not less than 90 days from publication.

Software and Servers	Comments	Unit	Qty	Price	Total
Zuercher Suite Production Server (Dell Server, OS, Zuercher Suite Base Software, DB, Installation & Testing)			0.33	\$ 18,000	\$ 5,940
Zuercher Suite Training/Testing Server (Dell Server, OS, Zuercher Suite Base Software, DB, Installation & Testing)			0.33	\$ 12,000	\$ 3,960
Zuercher Suite Production NCIC Server (Virtualized Server, OS, Installation & Testing)			0.33	\$ 4,000	\$ 1,320
CAD Server License		Per Agency	0.1	\$ 75,000	\$ 7,500
CAD - Basic Paging Interface (SMS/Email)			1	Included	Included
CAD - E911 (ANI/ALI) Interface			1	Included	Included
CAD - Rip and Run (Fax/Email) Interface			1	Included	Included
Mapping - Basic Mapping Interface	GeoComm		0.1	\$ 7,500	\$ 750
Mobile Server License			0.33	\$ 12,750	\$ 4,208
Mobile CAD Client License	East Grand Forks PD	Per Unit	6	\$ 450	\$ 2,700
Mobile eCitations Client License	East Grand Forks PD	Per Unit	6	\$ 350	\$ 2,100
Mobile NCIC Client License	East Grand Forks PD	Per Unit	6	Included	Included
Mobile Records Client License	East Grand Forks PD	Per Unit	6	\$ 950	\$ 5,700
Records Server License - Additional Agency	East Grand Forks PD		1	\$ 15,000	\$ 15,000
Records eCitations Server License			0.33	\$ 7,500	\$ 2,475
Records eCitations State Form	East Grand Forks PD		1	\$ 7,500	\$ 7,500
Records - MN BCA CIBRS Interface			1	Included	Included
Records - MN CJSS Interface			1	Included	Included
Records - MN Crime Reporting (CJRS) Interface			1	Included	Included
Records - MN e-Charging Interface			1	Included	Included
Records - MN Judicial Branch (Odyssey) Interface			1	Included	Included
Records - N-DEX Adapter (IA IEPD)			1	Included	Included
Reporting Server License			1	Included	Included
Reporting Universal Interface Engine			1	Included	Included
Zuercher Suite - NCIC Interface (Basic Query Package)	QA (Article), QB (Boat), QG (Gun), DQ (Drivers License), RQ (Vehicle Registration), Driver History, Image, Snowmobile Registration, Data Mining (MN only)		0.33	\$ 11,250	\$ 3,713
Zuercher Suite - Additional Agency NCIC Interface (Basic Query Package)			0.33	\$ 2,500	\$ 825
Zuercher Suite - Additional Agency NCIC Interface (Basic Query Package)			0.33	\$ 2,500	\$ 825
Zuercher Suite - NCIC Interface (Criminal History Package)	AQ, FQ, IQ, QH, QR, ZR		0.33	\$ 1,250	\$ 413
Zuercher Suite - NCIC Interface (Warrants)			0.33	\$ 10,000	\$ 3,300
Zuercher Suite - Time Synchronization Interface			1	Included	Included
Software and Servers Pre-Discount Subtotal					\$ 68,228
Software and Servers Discount					\$ (7,098)
Software and Servers Total					\$ 61,129

Zuercher Suite Pricing (continued)

Peripheral Hardware	Comments	Unit	Qty	Price	Total
Records - Property & Evidence Barcode Scanner and Printer Package (Wasp)	East Grand Forks PD		1	\$ 1,295	\$ 1,295
Records - Electronic Signature Pad (Topaz)	East Grand Forks PD		1	\$ 495	\$ 495
Peripheral Hardware Total					\$ 1,790
Services	Comments	Unit	Qty	Price	Total
Project Manager (includes travel time & expenses)		Per Project	1	\$ 5,562	\$ 5,562
System Admin Training and Configuration (on-site, includes travel time & expenses)		Per Day	1.66	\$ 1,295	\$ 2,150
System Admin Training and Configuration (remote)		Per Day	1.33	\$ 795	\$ 1,057
CAD Training (on-site, includes travel time & expenses)		Per Day	2.5	\$ 1,295	\$ 3,238
Mobile Training (on-site, includes travel time & expenses)		Per Day	1	\$ 1,295	\$ 1,295
Records Training (on-site, includes travel time & expenses)		Per Day	1.66	\$ 1,295	\$ 2,150
Go-live Support (on-site, includes travel time & expenses)		Per Day	4	\$ 1,295	\$ 5,180
Refresher Training (remote)		Per Day	0.67	\$ 795	\$ 533
Services Total					\$ 21,164
TOTALS					Total
Software and Servers Pre-Discount Subtotal					\$ 68,228
Software and Servers Discount					\$ (7,098)
Software and Servers Total					\$ 61,129
Peripheral Hardware Total					\$ 1,790
Services Total					\$ 21,164
TOTAL					\$ 84,083
Maintenance & Support Pre-Discount Subtotal					\$ 12,144
Maintenance & Support Discount					\$ (553)
Maintenance & Support (Year 1)			1		\$0.00
Maintenance & Support (Year 2)			1		\$ 11,591

Taxes are not included in the pricing. On-site services provided on a 'per day' basis may include both actual time spent on site as well as travel time to and from the site.

Financing

Zuercher Technologies has partnered with Government Capital Corporation to provide financing options for the EGFPD. All financing options will be administered by Government Capital Corporation. Additional information with regard to these financing options may be provided by contacting Government Capital Corporation as follows:



D.C. Greer
 Vice President
 Government Capital
 Corporation
 303 Hwy 51 South
 Brookhaven, MS 39601

Phone: 800-561-0461
 Mobile: 601-754-5951
 Email: dc.greer@govcap.com
 Site: www.govcap.com

Zuercher Suite – The Uncloud

Cloud computing permeates our society from banking websites to cable TV modems. It provides remarkable benefits such as keeping our software up to date and doing away with the need for each of us to understand and manage software changes. The vendor takes responsibility for maintaining the software, the server, and the operating system that it runs on. All of this is done by the vendor on its host system at an off-site location and it all happens behind the scenes.

In the public safety industry, however, true cloud-based software solutions may not be the best fit for working with agencies' sensitive public safety data. Several examples include such things as State and FBI data management requirements, mission critical interfaces as well as agencies internal rules or regulations requiring that the hardware and software be on premise to keep an eye on it at all times. In addition, a lack of connectivity to the vendor-based servers and the possibility of the vendor holding the agency hostage over who owns the data are also important considerations.

Zuercher Technologies provides many of the benefits of cloud computing without the inherent risks and drawbacks by using an appliance approach to implementing and maintaining the Zuercher Suite solution.



An appliance is the hardware and integrated software which has been combined to provide a specific service or resource. Everything in an appliance is pre-configured, so that when it arrives at a client's location, it is ready to turn on and start working.

A standard Zuercher Suite solution includes the physical server or servers, the Operating System software, the Database System software and the Application System software (Zuercher Suite). We build and configure the solution on Dell servers at our corporate office and ship it directly to agencies. The solution includes a remote diagnostic tool to allow real-time system and performance monitoring, as well as real-time database backups.

Our staff can install the hardware at the agency, but in many cases the physical installation is so easy it can be performed by almost anyone. Installation requires three things: a power outlet, a connection to the agency's network, and an IP address. Once the appliance is up and running, we connect to it for setup, as well as to monitor and manage its performance.

As part of this appliance approach, and as a part of our standard maintenance and support agreement, Zuercher Technologies is able to provide the following services—just like cloud computing—but allowing greater agency control:

- Real-time system performance monitoring

- Real-time agency database backups
- Three to four automated Zuercher Suite upgrades (major releases) per year
- Regular automated Zuercher Suite updates (minor releases) as needed
- Automated operating system and database software upgrades as needed
- Hardware (server) upgrades:
 - Additional hard drive space
 - Additional system memory
 - Addition or replacement of physical servers to meet performance requirements

Zuercher Suite upgrades and updates often occur without any agency intervention. Software changes are automatically pushed to the client workstations with appropriate prior notification, and as with cloud based computing, the users instantly see the new features and enhancements when they log into the system.

Since Zuercher Technologies takes care of the support and maintenance of everything which comprises the appliance, we eliminate the typical forklift upgrade that most vendors require every 3 to 5 years. As long as the maintenance contract is in place, these big-ticket technology upgrades, which are often massively disruptive to an agency, become a thing of the past.

Our technology platform, solution architecture, and business model for supporting our client agencies allows us to deliver more benefits and services for less than our competition, while at the same time drastically reducing the resources needed by our clients to support and maintain our solution.