



HISTORIC
FRANKLIN
TENNESSEE

ITEM #15
BOMA
06/21/12

MEMORANDUM

June 1, 2012

TO: Board of Mayor & Aldermen

FROM: Eric Stuckey, City Administrator *Eric*
Fred Banner, MIT Director

SUBJECT: IAPro Software Request

Purpose

The purpose of this memorandum is to provide the Board of Mayor and Aldermen (BOMA) with information to consider the purchase of the IAPro Professional Standards software package for the Franklin Police Department.

Background

The City of Franklin Police Department uses a professional standards software system that provides for the tracking and handling of citizen complaints, administrative investigations, use-of-force reporting, and other types of incidents, while providing the FPD command staff the means to analyze and identify areas of concern. The current software system, IA Track, is out of date and no longer able to be updated as support for this product no longer exists. The solution from IAPro offers several enhancements and fits within our current SQL environment. Along with the Police Department, MIT staff has reviewed this product and deem it a proper fit for the Standards Department in PD.

Financial Impact

This is a budgeted item in the current PD budget (Computer Software - 83550) and if approval is granted, the system will be installed before June 30, 2012. The cost for the system as specified in the attached document is \$12,000. Annual maintenance of \$1,800 will begin at the start of the second year (July 2013).

Options

Defer for another year and continue to use the existing application if feasible.

Recommendation

Approval of the proposed software purchase, IAPro, is recommended.

IAPRO

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May 17, 2012

Lieutenant Chris Clausi
Franklin Police Department
Franklin, TN
E-Mail: chris.clausi@franklintn.gov

Dear Lieutenant Clausi:

Thank you for your interest in our IAPro software at the Franklin Police Department. I have prepared the below price quote covering costs for our IAPro software. If your agency is interested in our optional BlueTeam software additional pricing has also been included below. Please call or email if you need additional information or have any questions.

IAPro Price Quote

<u>Item</u>	<u>Purchase costs</u>
IAPro Professional Standards software includes: <ul style="list-style-type: none">• Unlimited-use Site License• Unlimited number of users• Unlimited number of workstations• Installation• Pre-Load of employee information	\$ 6,000.00
2 Days On-Site Training <ul style="list-style-type: none">• IAPro User training• System Configuration with core users	\$ 2,400.00
Travel Expenses for Trainer	\$ 1,200.00
CALEA Discount	\$ 3,600.00
Total for IAPro Software and Services	\$ 6,000.00
<u>Optional Items</u>	
BlueTeam Field Support Services Software <ul style="list-style-type: none">• Unlimited-use Site License• Unlimited number of users• Unlimited number of workstations• Installation	\$ 3,000.00
2 Days On-Site BlueTeam training	Included
Travel Expenses for Trainer	Included
Off-Site Data Conversion of IATrak *CI Tech. will need to review IATrak system for viability of existing data to migrate to IAPro	\$ 3,000.00
Total with Optional BlueTeam	\$ 12,000.00

Mailing Address: 1941 Lake Whatcom Blvd. B-3 #163 • Bellingham, WA 98229 • USA

Remit Address: P.O. Box 551700 • Jacksonville, FL 32255-1700 • USA

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Annual Maintenance Commencing the 2nd Year of Ownership	
<i>IAPro</i>	\$ 1,200.00
<i>BlueTeam</i>	\$ 600.00
Maintenance Totals	\$ 1,800.00

Annual Maintenance

The first year of annual maintenance is provided free of charge. Thereafter annual maintenance is provided on a year-to-year basis and can be discontinued at any time.

The agency's annual maintenance cycle will not commence until training occurs. The first twelve (12) months of annual maintenance is provided free of charge.

Unless requested otherwise by the agency, the first maintenance invoice will be prorated to bring the agency's invoice cycle up to a January thru December calendar year. Thereafter, annual maintenance is invoiced on a calendar year basis, and will be disseminated each year in January.

Annual maintenance is calculated based upon 20% of the initial license cost for both IAPro and BlueTeam. Your agency's annual maintenance fee would be **\$1,200.00** for IAPro only and **\$1,800.00** if purchased with the BlueTeam software.

Annual maintenance includes all end user and technical support via our 800 # and our online support website as well as any associated technical or user documentation. Annual maintenance also includes all new versions of the IAPro software and if purchased BlueTeam.

Important Note

The purchase of the IAPro system does not include hardware, OS licensing or SQL Server licensing. Most agencies that purchase IAPro have an existing server with existing Microsoft SQL Server licensing. IAPro can be installed on your existing hardware and within your existing SQL Server instance.

BlueTeam Field Support Service application

The BlueTeam Field Support Service application is an adjunct application that is used by some IAPro customers. It is designed for entry of use-of-force, complaint, vehicle accident and pursuit incident types by field and supervisory level personnel. It supports the review and approval process with routing up the chain of command. **Note: BlueTeam software is a separate and additional cost typically 50 % of the purchase price of the IAPro software.*

Officer Preload

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CI Technologies offers a free service whereby we will import your employee information into the IAPro database, prior to installing IAPro at your agency. This is a one-time service offered at no additional cost.

Optional Human Resource Database Interface

We also offer a separate service whereby we will create a batch process to update your IAPro employee information on a routine basis. If this option is preferred, please contact us so that we can learn more about your existing HR database and possible output formats in order to provide a price quote for this service.

Pricing for this service can **only** be provided after analysis of your existing human resources database. **Note: Average HR interface projects cost between \$ 3,000.00 and \$ 7,500.00.*

Optional Data Migration Services

CI Technologies offers a data migration service whereby we will obtain data from your Department's existing internal affairs database and CI Technologies will convert that data into the IAPro database prior to the installation of IAPro at your agency. If you are interested in this option, please contact us so that we can evaluate your existing database data and provide you with a price.

Pricing for this service can **only** be provided after an analysis of your existing database. **Note: Data conversions that are performed off-site typically cost between \$5,500.00 and \$7,500.00.*

Training

On-site training is \$1,200.00 per day with 2 days training recommended for IAPro. IAPro training is conducted by an IAPro training specialists...each IAPro training specialist is a current or former law enforcement Detective with extensive investigative experience.

IAPro training is heavily oriented towards hands-on usage. To this end, a special "training" version of IAPro is installed on each workstation used for training. This is a full-featured version of IAPro with demo/training database installed on the workstation hard drive. It is strongly recommended that there be one trainee per training workstation. An LCD projector is also needed for training.

If the optional BlueTeam software is purchased, training is typically coordinated subsequent to the IAPro training to allow agency staff ample time to become familiar with IAPro prior to deploying BlueTeam for agency wide use.

Considerations Regarding our Solution

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Four aspects of our solution are distinctive, and set us apart from our competitors. They are:

- Oracle compatibility of software: Although SQLServer is our preferred environment, IAPro and BlueTeam both run against Oracle databases, and our data integration team has experience creating integration and migration processes using Oracle databases.
- Unlimited use licensing – there are no additional or hidden additional licensing costs: IAPro and BlueTeam pricing is for unlimited use licensing in terms of both the number of users that can run the software concurrently, and the number of workstations the applications can be run on. Our pricing model ensures maximum flexibility for the customer, with all licensing costs paid at point of initial purchase. The customers will never have to purchase additional licensing based on increased or unforeseen future usage requirements. This is important since the participation of front-line personnel – especially supervisors – is crucial in upholding the integrity of the organization, and to constrain their use of the software would greatly limit, if not cripple, its effectiveness.
- A three-day annual users conference is offered at no charge to our customers: Each year since 2004, CI Technologies has hosted an Annual Users Conference for our IAPro and BlueTeam customers. Our most recent conference, held in Austin, Texas, saw over 200 attendees. Each conference consists of a multi-track format which, includes tracks for beginner-level users, advanced users, and users with specialized interests such as designing early intervention programs. Classes are conducted by our staff, our trainers and selected outside customers. The 2012 conference will be held in San Antonio, Texas; please visit our website for further details.

These conferences are a key part of the support services offered to our customers, and meet the following needs:

- Training of new customer staff based on turnover - Inevitably over time our customers will experience turnover in staff, which requires that training be available on an ongoing basis.
 - Advanced training - Many customers benefit from advanced training, especially in-depth coverage of features found in new releases of the software.
 - Networking with peers - In order to share ideas and approaches to utilizing our software.
 - Providing feedback directly to the vendor's staff - The opportunity to provide feedback and suggestions directly to our staff is highly valuable to both our customers and our company. This ensures that we have up-to-date information on how best to improve our software and services.
- Our Growing Customer Base: Over 400 public safety agencies in the US, Canada, Australia and New Zealand currently run IAPro and IAPro with BlueTeam. These agencies range in size from major customers such as NYPD, Toronto Police Service, and

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Western Australia Police, down to one person IA Units in smaller departments. The size and breadth of our customer base reflects our leading position in the Professional Standards software marketplace.

Purchase Orders

Training and installation are scheduled on a first-come-first-served basis.

Due to our current sales backlog, we request to be notified as soon as possible once a purchase decision has been made. Please be sure to fax any purchase orders to us at 800.620.8504 for expeditious handling of your order.

This price quote will remain in-effect through December 31, 2012. Thank you again for your interest and consideration!

Best Regards,



Jerri Elaine Kelly

CI Technologies, Inc.

Phone: 800.620.8504 ext. 711

jkelly@ci-technologies.com

cc: CI Technologies

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IAPro

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St. Augustine, FL USA / Bellingham, WA
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Sole Source Statement **Fall 2011**

CI Technologies, Inc. of St. Augustine, Florida is the sole source vendor of IAPro internal affairs/professional standards unit software and its BlueTeam adjunct software product.

IAPro and BlueTeam have been created by CI Technologies and can only be purchased directly from CI Technologies. In addition, CI Technologies is the sole source provider of technical support for IAPro and BlueTeam.

CI Technologies is constantly keeping aware of software applications that compete with IAPro and BlueTeam, their feature sets, and their customer bases.

Many of the features and capabilities of IAPro and BlueTeam are to our knowledge not shared by any other competing internal affairs unit software product. These include, but are not limited to:

- A unique two-application solution. IAPro: designed for daily use by OPS/IA Units, and BlueTeam: Designed for use by front-line officers and supervisors with minimal or no training necessary.
- IAPro has an "Outlook-style" interface that's familiar to many computer users
- BlueTeam supports entry and management of use-of-force, accident, pursuit and user-defined incidents from the field
- BlueTeam includes routing of incidents via the chain of command with review and approval functions
- BlueTeam include features that integrate with departmental e-mail so that supervisors are notified via e-mail of new incidents that have been routed to them for review and approval.
- Comprehensive snapshot storage of officer profile at time of incident
- Early intervention features that include alert override based on involved officer assignment, use-of-force alerts, allegation alerts, supervisory alerts, organizational component alert and peer-group analysis.
- Word template integration, with over 120 bookmarks for automatic form and document creation.
- An unlimited number of files of any type – such as audio, image, Adobe Acrobat, MS Word, etc. -- can be linked to each incident in both IAPro and BlueTeam.
- IAPro and BlueTeam allow our customers to meet 28 different CALEA accreditation standards relating to complaints and Early Intervention.
- Export of most reports' and early intervention interfaces' data directly to MS Excel by simply clicking on a button.
- Special Correctional Features - A range of features for our correctional customers, including:
 - Correctional mode setting that activates related features for correctional customers.

Mailing address: 1941 Lake Whatcom Blvd B3 #163, Bellingham, WA 98229
65 Seaside Capers Road St. Augustine, Florida 32084 USA
800-620-8504 www.iapro.com

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- Correctional customers can configure the facilities breakout nomenclature (region, cellblock, pod, etc.) that reflects their needs. This results in system screens and reports that reflect each customer's specific nomenclature.
- Ability to track information on current facility and location of each inmate with that information saved each time that inmate is linked as an involved party to an incident. This enables reporting and statistical analysis of where within the customer's facilities complaints, uses of force, and other incidents are occurring.
- Addition of a user-defined inmate number fields so that involved inmates are positively identified.
- Ability to link one or more charges and their dispositions to each involved inmate, in order to better handle complaints against inmates
- Charge disposition is included with the citizen/inmate linked charge record so that each charge's disposition can be tracked and reported on
- Special icon to identify inmates as distinct from other involved parties
- Ability to track and report on statistics for Conductive Energy Devices (seen below)
- The current version of BlueTeam will include "clickable" body image for capture of force contact points and injuries in a user-friendly manner similar to many paper report formats (see below screen)

The screenshot displays the 'BlueTeam Field Support Services' interface. At the top, there is a 'Return to Incident' link. The main heading is 'Add Force Used by Sergeant Brent Peppiatt'. Below this, the 'Add Force Used' form is visible, containing the following fields and options:

- Force Type:** Taser (with an 'Add' button)
- Was Force Effective?:** Yes (selected), No, Limited
- Less Lethal Details:**
 - Serial #: 10-45574-125-0
 - Cartridge #: 541-8521-1021
 - Was the device displayed only? (radio button)
 - Was this a projectile / probe deployment? (radio button)
 - Was this a direct contact / drive stun contact? (radio button, selected)
 - Number of cycles: 2
 - Duration of cycles: Automated (dropdown menu)
 - Did the application cause injury? (checkbox, checked)
 - Was the cartridge attached? (checkbox, checked)
 - Was a follow up drive stun conducted? (checkbox, checked)
 - Was this an accidental (unauthorized) discharge? (checkbox, unchecked)
- Additional Details:**
 - Was the arc deploy? (checkbox, unchecked)
 - Officer was painted with laser / red dot (checkbox, unchecked)

To the right of the form is a body diagram with 'FRONT' and 'BACK' views. A 'Missed' box is positioned between the two views, indicating a missed shot location.

- Intelligent quality assurance (QA) features that notify users of incomplete entry of incident data. This important feature helps to ensure entry of all data needed to feel statistical reports and charts, and is particularly helpful for new users.
- Access/security control with multi-level access screening, feature access control, and advance read/write access control by user or unit.
- **Meets US Federal Government guidelines for strong password security including:**

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- *A password minimum length can be configured*
- *Passwords are stored encrypted in the database*
- *Specify passwords contains one or more lower case character*
- *Specify passwords contains one or more upper case character*
- *Specify passwords contains one or more numeric character*
- *Specify passwords contains one or more special non-alphanumeric character*
- *Password re-use detection and limit so that a previously used-password cannot be re-used*
- *User accounts are locked out after a specified number of unsuccessful logon attempts*
- *LDAP/Active Directory login/password integration*
- Case management with visual drill-down capability using a Windows Explorer –style interface.
- Reminders of overdue and approaching overdue status incidents and investigative tasks at user login.
- Automatic creation and assignment of due dates and investigative tasks when each incident is initially entered, based on parameters set by the administrator.
- Pseudo-e-mail “Mailbox” feature within IAPro provide fully-secure capability to route incidents among users. Notification of un-read mail is provided at login to the system administrator, so that mail that is overdue to be reviewed and handled can be managed.
- Purge functions including purge log
- Ability to use any of the three main industry-standard database engines: Microsoft SQLServer, Oracle or IBM DB2.
- Over 400 customers as of Spring 2011 in Canada, New Zealand, Australia and the USA.
- Specific features for organizations that have a separate unit from IA/PSU that tracks and records discipline into the system.
- California-specific features including response to Pitchess Motion officer history print-out, incident-level purge with purge date maintenance features, vehicle pursuit data elements accommodate information of CHP reporting form, and time/effort tacking for case investigation costs reimbursement from State of California DOJ.



Michael Blumberg
President – CI Technologies, Inc.
800.620.8504