

Aitkin County Board of Commissioners
Request for County Board Action/Agenda Item Cover Sheet



To: Chairperson, Aitkin County Board of Commissioners Date: April 3, 2014

Via: Roxy Traxler, Interim County Administrator

From: Sheriff Scott Turner

Title of Item:

CAD/RMS/JMS

Requested Meeting Date: 04/08/14 Estimated Presentation Time: 15 min

Presenter: Sheriff Scott Turner

Type of Action Requested (check all that apply)

- For info only, no action requested
- For discussion with possible action
- Let/Award Bid or Quote (attach copy of basic bid/quote specs or summary of complex specs, each bid/quote received & bid/quote comparison)
- Approve/adopt proposal by motion
- Authorize filling vacant staff position
- Request to schedule public hearing or sale
- Request by member of the public to be heard
- Item should be addressed in closed session under MN Statute _____
- Approve under Consent Agenda
- Adopt Ordinance Revision
- Approve/adopt proposal by resolution (attach draft resolution)
- Other (please list) _____

Fiscal Impact (check all that apply)

- Is this item in the current approved budget? Yes No _____ (attach explanation)
- What type of expenditure is this? Operating Capital Other (attach explanation)
- Revenue line account # that funds this item is: _____
- Expenditure line account # for this item is: E911 account 254-

Staffing Impact (Any yes answer requires a review by Human Resources Manager before going to the board)

- Duties of a department employee(s) may be materially affected. Yes No
- Applicable job description(s) may require revision. Yes No
- Item may impact a bargaining unit agreement or county work policy. Yes No
- Item may change the department's authorized staffing level. Yes No



Supporting Attachment(s)

- Memorandum Summary of Item
- Copy of applicable county policy and/or ordinance (excerpts acceptable)
- Copy of applicable state/federal statute/regulation (excerpts acceptable)
- Copy of applicable contract and/or agreement
- Original bid spec or quote request (excluding complex construction projects)
- Bids/quotes received (excluding complex construction projects, provide comparison worksheet)
- Bid/quote comparison worksheet
- Draft County Board resolution
- Plat approval check-list and supporting documents
- Copy of previous minutes related to this issue
- Other supporting document(s) (please list) Itasca Co Recommendation, zuerchertechnologies proposal

Provide (1) copy of supporting documentation NO LATER THAN Wednesday at Noon to make the Board's agenda for the following Tuesday. (If your packet contains colored copies, please provide (4) paper copies of supporting documentation as we do not have a color printer or copier.) Items WILL NOT be placed on the Board agenda unless complete documentation is provided for the Board packets.

SCOTT A. TURNER
SHERIFF OF AITKIN COUNTY

217 Second Street NW, Room 185
Aitkin, MN 56431

218-927-7435 Emergency 911
Sheriff Fax 218-927-7359 / Dispatch Fax 218-927-6887
TOLL FREE 1-888-900-2138

MEMO

TO: Aitkin County Board of Commissioners DATE: April 3, 2014
FROM: Sheriff Scott Turner RE: Sheriff's Office CAD/RMS, etc.

At the budget presentation last year, and again at my presentation on March 11, 2014, I talked about the need to upgrade our Computer Aided Dispatch (CAD), Records Management System (RMS) and Jail Management System (JMS). Our current system (PC Enfors) is at end of life. Additionally, our current system uses the Microsoft XP operating system for which Microsoft will be ending support in April of this year – meaning that the Minnesota Bureau of Criminal Apprehension will no longer allow that operating system to be used for computers that connect the state-operated Criminal Justice Information System. The exception is for those agencies that have a plan to transition to a new system. Working with Aitkin County IT, we have submitted a plan to transition to a new system – at a date later than that imposed.

Aitkin, Cass and Itasca counties all went together about five years ago and upgraded to the existing CAD/RMS/JMS system. We are all in that same situation of needing to complete an upgrade. Itasca County hired Elert and Associates to assist them with the process. The report by Elert and Associates makes their recommendation for Itasca County based on, among other things, software capabilities – to transition to the system offered by Zuercher Technologies. A copy of that final report is attached to this memo. Cass County has already made the decision to go with Zuercher Technologies for their software upgrade – citing sole-source- provider. We are making a similar recommendation to go with Zuercher Technologies for the reason cited by Cass County.

We are recommending that option for the reasons mentioned in the report and for the data conversion from the existing system into the next.

The cost in the proposal that Zuercher submitted to Aitkin County is for \$196,202. This includes the software and hardware (servers) for this system. Much of this cost can be

borne by the dedicated 911 fund (The non-levy dollars that come back to the Aitkin County to be used for PSAP operations.). It also includes one year of maintenance.

The break-down would be (approximately):

911 Funds - \$119,116
Enforcement Budget - \$40,000 (Budgeted in the '14 Budget)
Prisoner Welfare - \$37,086

Besides the end-of-life need for an update, this product would provide Aitkin County with a more comprehensive software package to allow for better service delivery in all areas of operation – from dispatching services, to jail functions to records management. It includes software for the police departments in the county so that they can be more self-sufficient for accessing records as well as mapping and automatic vehicle locators to assist in service delivery.

This process for acquisition has been reviewed by County Attorney Jim Ratz.

If you have any questions relative to this request, please do not hesitate to call.

Itasca County Sheriff's Office

Public Safety Software System Recommendation Report

March 26th, 2014

Prepared by:

Peter Behnke



ELERT & ASSOCIATES
(651) 430-2772

www.elert.com

ITASCA COUNTY SHERIFF'S OFFICE

BACKGROUND

Elert & Associates began working with Itasca County Sheriff's Office in mid 2013 with the overall goal of acquiring a state of the art public safety software system. This goal would be reached with a two phase acquisition process. The first phase was a Request for Information (RFI). This RFI process was not tied to a purchase decision but allowed selected vendors to provide market knowledge and exposure to modern software to the ICSSO Project Team and staff. The second phase of the process was a Request for Proposals (RFP). The RFP was geared towards providing detailed information related to the software, hardware and services required to ensure the ICSSO has a robust solution that will allow them to make an educated decision for system acquisition. The objective of the RFP is a public safety software system that will serve the ICSSO for a minimum of seven years.

PUBLIC SAFETY SOFTWARE SYSTEM PROJECT TEAM:

- Marcie Wltkofsky – Records Supervisor
- Lucas Thompson – Corrections Supervisor
- Mark Lallak – 9-1-1 Communications Supervisor
- Peter Behnke - Elert & Associates

HISTORY OF THE PROCESS:

The Request for Information development began in June of 2013. The document format allowed the invited vendors to describe in plain language what their company, support services and systems consisted of. They were provided a suggested length to adhere to and allowed to include marketing literature and appropriate background materials. Considering the educational nature of this process, we felt that the narrative format was a better approach than the functional matrix with hundreds of Yes/No questions related to very specific functional topics.

Shortly after the RFI process was completed, work began on the Request for Proposal (RFP). The RFP document and performance matrix were reviewed and many drafts were reviewed by the project team, E&A, Itasca County legal and Itasca County purchasing. Once all elements were approved, the document was released and advertised on January 3rd, 2014 with bids being due on February 28th, 2014. The bid consisted of two parts, the narrative portion and the matrix portion. The narrative portion was a series of questions and requirements that would help to define the vendors firms, support methodology, implementation methodology, client experience, staff experience and establish certain legal requirements. The matrix portion consisted of over two thousand questions that allow the vendor to define the current functionality of their proposed systems in great detail. This method also forces the vendors "on the record" as to the functionality should questions arise in the future.

REQUEST FOR PROPOSAL VENDORS:

RFP's were received from the following vendors (in alphabetical order):

- Archonix Systems
- LETG
- ProPhoenix
- Zuercher Technologies

DUE DILIGENCE:

Each of the bid documents was thoroughly reviewed by all members of the Project Team. During initial review, it was determined that one of the vendor responses did not meet the basic criteria and were dropped from continued evaluation. Specifically, Archonix Systems failed to provide the requirement of having at least three clients in Minnesota. During reference checks, ProPhoenix was found to have issues which caused them to be removed from further consideration.

In addition to the RFP responses from the final two proposers, the ICSO Project Team was tasked with contacting several law enforcement agencies in Minnesota who utilize one of the final two vendors solutions. The process included speaking with multiple and various individuals including system administrators, IT professionals, law enforcement officers, 9-1-1 operators, clerical staff and others.

The following evaluation supports the committee's unanimous recommendation for Zurcher. The evaluation criteria includes the pricing for both initial investment and annual maintenance which will be guaranteed by contract for a minimum of seven years. The unanimous recommendation also includes functionality of the programs, support services, training, Minnesota experience and references.

The Year One cost difference between Zuercher and LETG was approximately \$2,000. This difference in price was negligible and allowed the evaluation to be entirely focused on product, company and services. Zuercher Technologies has proposed a solution which includes a full suite of computer hardware including all required servers (primary, warm backup and training). The proposed Annual Maintenance services includes server health monitoring and server replacement. This method of deployment and support which included full server support was very attractive to the selection committee. The committee also appreciated Zuercher's method of "train all" versus "train the trainer" during initial configuration.

Point Totals – Public Safety Software System

Company	Total Points
Zuercher Technologies	235
LETG	158

Evaluation Criteria

Itasca County Sheriff's Office
Evaluation Criteria

Factor	Weight	Possible		Zuercher		LETG	
		Score	Points	Score	Points	Score	Points
Overall System Cost	5	15	2	2	2	2	2
User Interface / Look & Feel	10	30	3	3	2	1	1
Functionality	15	45	3	45	1	13	13
Minnesota Specific Interfaces	10	30	1	10	2	20	20
References	5	15	3	15	2	10	10
Client Site Visits	15	45	3	45	2	30	30
Company / Organization	5	15	2	10	2	10	10
Deployment Methodology	15	45	3	45	2	30	30
Service and Support	20	60	3	60	2	40	40
TOTALS	100	300	23	235	17	158	

Points are awarded in the following manner.

Fails to meet specification	0
Meets the specification with some limitations	1
Meets the specifications	2
Exceeds the specification in comparison with other	3

Factor	Points	Explanation
User Experience / Look & Feel		
Zuercher	3	Dashboard functionality was very attractive feature / easy to navigate
LETG	2	
Functionality		
Zuercher	3	Ability to generate custom reports was noted as very user friendly. Jail system was comprehensive. Master name was
LETG	1	
Minnesota Specific Interfaces		
Zuercher	1	Will be finishing Interface to crash reporting in the next quarter.
LETG	2	
References		
Zuercher	3	References are all raving fans with the highest positive comments. Hardware monitoring is a huge benefit.
LETG	2	
Client Site Visits		
Zuercher	3	Site visits were all highly positive, all ranks and all positions.
LETG	2	
Company / Organization		
Zuercher	2	
LETG	2	
Deployment Methodology		
Zuercher	3	Train the trainer methodology was a plus. Hardware / software deployment was a positive.
LETG	2	
Service and Support		
Zuercher	3	Hardware monitoring and maintenance/replacement is a huge plus. Customer experience was excellent.
LETG	2	

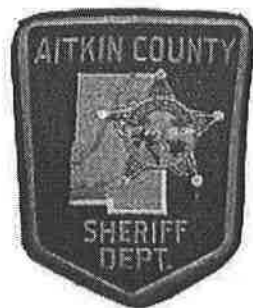
PUBLIC SAFETY SOFTWARE SYSTEM RECOMMENDATION

Elert & Associates recommends that Itasca County begin negotiations with Zuercher Technologies for the purchase of software, hardware, services and support of a Public Safety Software System. Zuercher Technologies is the vendor who received the highest number of points in the evaluation.



ledsSuite Proposal

Aitkin County Sheriff's Office



Date: February 5, 2014

Zuercher Technologies, LLC
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Zuercher Technologies, LLC



Zuercher Technologies, LLC
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February 5, 2014

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Sheriff Scott Turner
Aitkin County Sheriff's Office
217 2nd St NW Rm 185
Aitkin, MN 56431

Dear Sheriff Turner,

Zuercher Technologies is pleased to provide this proposal for our comprehensive ledsSuite solution to the Aitkin County Sheriff's Office (ACSO).

Based on our extensive experience delivering Minnesota-specific solutions and similar solutions throughout the US, as well as our understanding of the unique needs of the ACSO, we are confident that ledsSuite will not only meet the needs of the Sheriff's Office, but surpass them.

A few of the items which make Zuercher Technologies and ledsSuite a safe and smart decision for the Aitkin County Sheriff's Office are as follows:

- We can provide all of the products and services required to meet the Aitkin County Sheriff's Office's software needs
- All of our products (CAD, RMS, JMS, Mobile, etc.) are **one** application with **one** database from **one** vendor: Zuercher Technologies.
- We can automate many of the processes that are now manual which will save a tremendous amount of time, money and headaches. Examples include ledsSuite's Custom Forms, Custom Modules and ledsReporting features.
- As a national provider of public safety software, we have a Minnesota-specific approach to delivering software solutions, allowing ledsSuite to conform to Minnesota's unique standards, including BCA CIBRS, CJIS, CJRS, eCharging, NCIC, MRAP, and S3.
- We have included our ledsSuite Connect RDS (Regional Data Sharing) solution.
- We have previously replaced and converted Tiburon (Positron) systems and will bring that change management knowledge to the Aitkin County Sheriff's Office's project.
- The proposal includes physical servers, server operating system, server database, server installation, server configuration, and server testing – an approach which is unique to Zuercher Technologies.
- We take on more responsibilities and provide more services, with regard to maintaining our solution and supporting our clients, than other vendors in our industry.
- Since Zuercher Technologies' founding in 2003 we have **never** failed a project and have **never** been replaced by another vendor.

If we are fortunate enough to win the ACSO'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 US.

Sincerely,

Zac Bradish
Midwest Regional Account Manager
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Zuercher Technologies, LLC

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Non-Disclosure

This document has been prepared by the sales division of Zuercher Technologies, LLC and is a confidential document that contains ideas, concepts, methods and other proprietary information. Readers are to treat the information contained herein as confidential and may not copy or reproduce any of these materials for distribution outside of their organization without the written permission of the Zuercher Technologies. The estimate will remain valid for 3 months from the date on the estimate for Zuercher Technologies Software and Services.

Zuercher Technologies' Background

In its 11 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.

Minnesota is second of thirteen states in which Zuercher Technologies implemented ledsSuite and continues to be one of the best examples of how the company adapts to meet its clients' needs. Since Zuercher Technologies' first Minnesota implementation in 2009, the company has consistently enhanced ledsSuite with Minnesota-specific features and interfaces. Zuercher Technologies will continue to support and maintain the 30,000+ CJRS incident code types along with providing an efficient way to search for, enter and manage them during the incident report creation process.

Since Zuercher Technologies is based next door in Sioux Falls, South Dakota, the company and its people are close to Minnesota geographically as well as culturally. Zuercher Technologies schedules and makes at least one professional service site visit to each Minnesota client every year. These visits allow client agency end users to meet the people that they talk to on the phone and develop better relationships with them as well as learn about new features and ways to better use and take advantage of all the unique features and functionality with ledsSuite.

Because ledsSuite 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 records. As a result, there is no double or triple-entry of information, nor does a user have to remember where the most accurate information is stored in the system.

Zuercher Technologies provides a single, comprehensive, level of support for its ledsSuite 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.

ledsSuite is not stagnant and Zuercher Technologies is not resting on past achievements. Zuercher Technologies continues to expand and improve the functionality of ledsSuite 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 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 ledsSuite users keep seeing ways that the system can help them be even more efficient and effective at their jobs.

Between the Custom Forms, Custom Modules, and ledsReporting functionality in ledsSuite, agencies can truly go paperless. Whether the need is for specific forms which need to be added to the inmate booking process or an entire new section of functionality for managing pet permits or boat licenses, for example, ledsSuite is configurable and powerful enough to make that happen.

ledsSuite Benefits

True integration – ledsSuite 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 ledsSuite system encompasses CAD, Records Management, Mobile CAD & RMS, Jail Management, Civil Process Tracking, Agency Administration, and more in a manner that is so truly unified that the term *integrated* hardly applies.

Information is sure to flow from the Field Based Report, back to RMS and then to the Jail system 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.

A versatile, scalable system – ledsSuite is a flexible system. 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 make the ledsSuite system versatile enough to match the needs of agencies with a variety of workflows, or to match a single agency's changing needs over time. And because many features can be turned on or off, ledsSuite scales well to accommodate the unique needs of both small and large agencies. Our experience working with agencies of all sizes throughout the US allows us to provide additional functionality to our clients that most vendors do not have the experience to deliver.

Workflow at the core – Every agency is different and its information and the order in which it is entered can be configured accordingly. Users are notified when tasks are ready for their attention, ensuring that items are not easily overlooked.

Notification and accountability – Zuercher Technologies' philosophy is that until a record is cleared or closed someone should always be responsible for it. Open calls for service (CFS), open cases, or inmate records being processed are all visible to the responsible party until the record is closed. ledsSuite provides a method for ensuring information does not slip through the cracks. End users and managers become more efficient and accountable.

Easy to learn and use – While ledsSuite 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 enables users to efficiently enter data and view key information at a glance. ledsSuite is designed to guide users through data entry processes, to organize information logically, and to allow for simple navigation through the system. Powerful searching capabilities provide quick access to needed records, and frequent use of hyperlinks helps users easily navigate to other related data.

ledsSuite Overview

ledsSuite is a fully integrated public safety software system comprised of ledsAdministration, ledsRecords, ledsMobile CAD & RMS, ledsJail, ledsCivil, and more.

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

ledsAdministration

ledsAdministration applies ledsSuite's efficiency and organization to the management of internal agency processes. It enables users to perform administrative tasks ranging from handling citizen feedback to equipment tracking in the same streamlined system used to manage all other agency operations.

ledsAdministration's vehicle maintenance feature helps agencies track everything from fuel to major repairs, and even alerts users when they are due for an oil change or scheduled maintenance. The inventory/equipment log makes it easy to track the assignment of equipment to personnel, as well as its condition, value, and depreciation. The training log provides a centralized place to record personnel training hours, courses, and certifications.

Other helpful ledsAdministration features include the policy manual and integrated messaging. Compiling a policy manual in ledsAdministration brings benefits such as easy updating and searching, along with a user log that helps the agency ensure that updates are read. With ledsAdministration's integrated messaging, communication within an agency becomes simpler and more secure than ever before.

Key Features

- Fleet Management
- Policy Manual
- Inventory and Inventory Requests
- Commendations, Promotions, Service History , and Disciplinary Actions
- Equipment Tracking
- Citizen Feedback
- Training Log
- Canine Management
- Messaging

ledsCAD

ledsCAD is a configurable and easy-to-use computer-aided dispatch system. It is designed to function in multi-jurisdictional environments, and can be set up either as a standalone product or in conjunction with the rest of the ledsSuite system for a tightly integrated solution.

ledsCAD was built with the time-critical nature of communications centers in mind, with every feature designed to increase efficiency and reduce response time. Command line entry allows users to rapidly issue commands from the keyboard. Integrated mapping enables quick unit suggestion and response.

Configurable, color-coded displays provide users with at-a-glance access to the unit and incident information they care about most. Communications staff can quickly enter data and dispatch units, stay current with developing situations with real-time call updates, ensure officer safety with system-wide

people, vehicle, and address alerts, attach integrated alarm call and traffic stop forms that eliminate the need for duplicate data entry, analyze response times using detailed logs, and much more.

Key Features

- Call Taker / Dispatch
- Multiple Jurisdictions
- Alarm Billing
- Command Line Entry
- Bulk Shift Statusing
- Scheduled Calls
- User Configurable Views and Filters
- Color-Coded User Interface
- Mapping Integration
- Alerts/Status Checks
- Premise Information
- Tow Call Log and Rotation
- NCIC/State Interface
- Silent Dispatch/AVL (with ledsMobile)
- Instant Messaging

ledsMobile CAD

ledsMobile dramatically improves agency efficiency by enabling silent dispatch and putting powerful ledsSuite functionality into the hands of the people who need it most. ledsMobile coordinates with ledsCAD to create a streamlined dispatch workflow. The mobile units stay synchronized with agency servers so that mobile users are always up-to-date with incident assignments, including call details, premise information, and safety alerts. ledsMobile 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, ledsMobile enables silent dispatch, freeing up dispatch personnel and shaving valuable seconds off unit response times.

ledsMobile 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 locations. Automatic notifications alert ledsMobile users when BOLOs, special instructions, and new warrants are issued. ledsMobile users can even run NCIC and state queries, enabling them to quickly check driver's licenses and vehicle plates directly from their mobile units.

ledsMapping

ledsMapping is built on ESRI-compatible mapping components. ledsMapping is tightly integrated with ledsCAD, and all dispatch functions are available from the mapping screen, including a CAD command line and full drag-and-drop support. The ledsMapping screen includes an active incidents display and unit display with AVL functionality, routing, and unit status alerts. ledsMapping includes geospatial search and geospatial identification of correct ESN for Phase II calls.

In addition to facilitating the dispatch and unit response process, ledsMapping can also be used to plot past incidents. Furthermore, all layers in map data are available via ledsMapping, such as ESNs, beats, townships, etc. Local GIS personnel can maintain ledsSuite map data using native ESRI files and software.

Key Features

- All CAD dispatch functions available from
- Status alerts display on map

- map
- CAD command line integrated into mapping screen
- Full drag-and-drop support
- Active incident display
- Unit display/AVL
- Unit routing
- Geospatial search
- Geospatial identification of correct ESN for Phase II calls
- Plotting of past incidents
- All layers in map data are available on map (ESN, beats, townships, etc.)

ledsRecords

The ledsRecords module 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 databases--names, addresses, vehicles, and property--form the backbone of the ledsRecords system, and tight integration with the other ledsSuite 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.

ledsRecords 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 ledsRecords, users can stay organized by attaching case narratives, citations, search warrants, and evidence directly to case reports.

In addition to case management, ledsRecords enables comprehensive property and evidence tracking, including a detailed chain of custody log. ledsRecords 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 Files (Name, Address, Vehicle, Property)
- Case Management
- Case Reports
- Summonses/Citations/Tickets
- Case Notes
- Case Status Log
- Digital Evidence
- Evidence Tracking
- Property Log
- Found/Lost Property
- NIBRS Compliance
- Warrants
- Sex Offender Log
- Pistol Permit Tracking
- Bicycle Registration
- Pawn Log
- Bicycle Registration
- Pawn Log
- Accident Reports

ledsMobile Records

ledsMobile users have access to much more than just dispatch information. Integration with ledsRecords puts name, address, case, and civil process records at their fingertips, and they can run RMS

queries to find the information they need right there in the field. ledsMobile 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.

ledsCivil

ledsCivil automates civil process service in a streamlined environment that enables agencies to serve civil papers, executions, distress warrants, and foreclosures in a timely, efficient manner.

ledsCivil's simple wizard guides users through the necessary steps to add new civil processes. It allows them to assign multiple paper types to a single civil papers record and add unlimited plaintiffs, defendants, served on names, and billed to names to any civil process. ledsCivil logs multiple service attempts, tracks mileage, and keeps a full audit trail. The system also generates configurable sheriff's returns and letters in a professional format.

Key Features

- Civil Process Wizard
- Service Attempt Log
- Mileage Tracking
- Return Creation
- Letter Generation
- Invoice and Receipt Creation
- Interest and Commission Calculations
- Balance Monitoring
- Audit Trail

ledsJail

ledsJail brings all the integration and ease of use of the rest of ledsSuite to jail records management. It is designed for easy record keeping, efficient completion of routine tasks, and quick access to all the information users need to stay up-to-date on daily jail operations.

ledsJail simplifies daily tasks such as recording inmate activities and contacts, passing medications, managing inmate bank and property, and logging work release and trustee work. Event logs and incident reports make it easy to document everything from routine cell checks to major behavioral incidents.

More than a way to keep records, ledsJail also includes wizards to guide users through the booking and release processes, ensuring that all required steps are completed and all necessary forms filled out.

ledsJail puts the information and tools which users need at their fingertips: glance at the main display for an overview of upcoming events, check which inmates are out on work release, calculate sentences, make cell transfers, complete and send forms, create digital lineups, and much more.

Key Features

- Configurable Booking and Intake Wizard
- Configurable Release Wizard
- Sentence Calculation
- Mugshots and Digital Lineups
- Fingerprint Cards
- Inmate Property Log and Issued Property Log
- Medicine Log
- Medical History
- No Contact Alerts
- Incident Log and Disciplinary Actions tracking
- Shift Log
- Expenses and Billing
- Inmate and Commissary Accounts
- Court Transfer Tracking
- Trustee Work
- Work Release

- Activity Log
- Visit and Contact Log
- Cell Transfer Log
- Bond Tracking

ledsReporting

ledsReporting includes both pre-made reports and an easy-to-use report builder. The report builder's easily understandable 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's simple for users to select the civil process 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
- Crime Analysis
- COMSTAT Compatible
- Email Reports

Custom Forms

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

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

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 ledsReporting.

Custom Modules

Like Custom Forms, Custom Modules give agencies the power to track whatever information they may need in an integrated part of ledsSuite. 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 files, 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 ledsReporting for reports and statistical analysis.

ledsSuite 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 agencies 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).

Business Practice Review

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, and the project implementation team discusses and documents in the CMD how the software currently meets those needs or how Zuercher Technologies plans to develop additional functionality to fulfill them.

CMD Approval

After the CMD is composed, the project implementation team reviews it with the agency's project team to ensure that all aspects of the initial proposal have been satisfied.

Configuration, Conversion and Enhancement

After the CMD is approved and signed, work begins on the steps outlined in it, including the necessary configuration, coding and data conversions.

Final System Admin Training

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.

End User Training

Zuercher Technologies offers several options for end user training. 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(s) 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.

After system acceptance, the support center becomes the point of contact for questions and concerns; however, the project implementation team continues to be available during the transition.

ledsSuite Maintenance and Support

Zuercher Technologies is passionate about backing ledsSuite 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 ledsSuite 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 ledsSuite server to help diagnose any issues.

Server Management

The servers that ledsSuite 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 ledsSuite solution uses an automatic rolling back up process. Any changes or additions made to ledsSuite 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 ledsSuite 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.

ledsSuite'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 the ledsSuite 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 ledsSuite offers.

New Feature Training

Zuercher Technologies' trainers or support representatives frequently hold scheduled web 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 agreement 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. ledsSuite is constantly expanding and improving. Each feature addition is designed to broaden the functionality and configurability of ledsSuite 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.

ledsSuite References

Agency Name	Todd County Sheriffs Office
Address, City, State	115 3rd Avenue S., Long Prairie, MN 56347
Contact Information	Johnny Saarela, Dispatch Supervisor (320-732-7842) or johnny.saarela@todd.mn.us
Client Since	April 2009
Products	ledsCAD, ledsRecords, ledsMobile, ledsReporting, ledsJail, ledsCivil, and ledsFinancial

Agency Name	Nobles County Sheriff's Office
Address, City, State	1530 Airport Road Suite 100, Worthington, MN 56187
Contact Information	Sheriff Kent Wilkening (507-372-2136) or kwilkening@co.nobles.mn.us
Client Since	January 2010
Products	ledsRecords, ledsMobile CAD & RMS, ledsJail, ledsCivil, ledsFinancial, ledsAdministration, ledsReporting

Agency Name	St. Louis Park Police Department
Address, City, State	3015 Raleigh Ave. S., St. Louis Park, MN 55416
Contact Information	Lieutenant Lori Drieier (952-924-2131) or ldrieier@stlouispark.org
Client Since	October 2013
Products	ledsCAD, ledsMapping, ledsRecords, ledsAdministration, ledsFinancial, ledsMobile, ledsJail (very simple version), and ledsReporting.

Agency Name	Pennington County Sheriff's Office
Address, City, State	300 Kansas Street, Rapid City, SD 57701
Contact Information	Sheriff Kevin Thom (605-394-6113) or kevin.thom@co.pennington.sd.us
Client Since	August 2012
Products	ledsCAD, ledsMapping, ledsRecords, ledsAdministration, ledsCivil, ledsMobile CAD & RMS, ledsJail, ledsReporting

Agency Name	Rapid City Police Department
Address, City, State	300 Kansas City Street, Rapid City, SD 57701
Contact Information	Chief Steve Allender (605-394-4131) or steve.allender@rcgov.org
Client Since	August 2012
Products	ledsRecords, ledsAdministration, ledsMobile CAD & RMS, ledsReporting

Agency Name	Lafourche Parish Sheriff's Office
Address, City, State	200 Canal Blvd., Thibodaux, LA 70301
Contact Information	Sheriff Craig Webre (985-449-4420) or craig.webre@lpso.net
Client Since	September 2009
Modules Used	ledsCAD, ledsMapping, ledsRecords, ledsReporting, ledsAdministration, ledsJail, ledsCivil, ledsFinancial

ledsSuite Pricing

Software and Servers	Comments	Unit	Qty	Price	Total
ledsSuite Base (Primary Server(s), Server Software)			1	\$ 12,000	\$ 12,000
ledsSuite Training/Testing Server (Server(s), Server Software)			1	\$ 8,000	\$ 8,000
ledsSuite NCIC Server (Virtualized Server, Server Software)			1	\$ 4,000	\$ 4,000
ledsSuite GIS Server (Virtualized Server, Server Software)			1	\$ 4,000	\$ 4,000
ledsAdministration Server License			1	\$ 8,000	\$ 8,000
ledsCAD Server License			1	\$ 32,000	\$ 32,000
ledsCAD - E911 (ANI/ALI) Interface			1	Included	Included
ledsCAD - Rip and Run (Fax/Email) Interface			1	Included	Included
ledsCivil Server License			1	\$ 8,500	\$ 8,500
ledsJail Server License			1	\$ 25,000	\$ 25,000
ledsJail - LiveScan/AFIS Interface			1	\$ 6,500	\$ 6,500
ledsJail - MN Department of Corrections S3 Interface			1	Included	Included
ledsJail - MN MRAP Interface			1	Included	Included
ledsJail - N-DEX Adapter (IA IEPD)			1	Included	Included
ledsJail - VINE Interface			1	\$ 5,000	\$ 5,000
ledsMapping Server License			1	\$ 15,000	\$ 15,000
ledsMapping - AVL Server License			1	\$ 10,000	\$ 10,000
ledsMapping - GIS Basic Data Prep Work (Yearly)			1	\$ 4,500	\$ 4,500
ledsMobile Server License			1	\$ 8,500	\$ 8,500
ledsMobile AVL Client License	ACSO	Per Unit	18	\$ 200	\$ 3,600
ledsMobile AVL Client License	APD & HCPD	Per Unit	4	\$ 200	\$ 800
ledsMobile CAD Client License	ACSO	Per Unit	18	\$ 450	\$ 8,100
ledsMobile CAD Client License	APD & HCPD	Per Unit	4	\$ 450	\$ 1,800
ledsMobile Mapping Client License	ACSO	Per Unit	18	\$ 550	\$ 9,900
ledsMobile Mapping Client License	APD & HCPD	Per Unit	4	\$ 550	\$ 2,200
ledsMobile NCIC Client License	ACSO	Per Unit	18	Included	Included
ledsMobile NCIC Client License	APD & HCPD	Per Unit	4	Included	Included
ledsMobile Records Client License	ACSO	Per Unit	18	\$ 950	\$ 17,100
ledsMobile Records Client License	APD & HCPD	Per Unit	4	\$ 950	\$ 3,800
ledsRecords Server License			1	\$ 20,000	\$ 20,000
ledsRecords - Additional Agency Server License	APD & HCPD		2	\$ 6,000	\$ 12,000
ledsRecords - MN BCA CIBRS Interface			1	Included	Included
ledsRecords - MN Crime Reporting (CJRS) Interface			1	Included	Included
ledsRecords - MN e-Charging Interface			1	Included	Included
ledsRecords - MN Judicial Branch (Odyssey) Interface			1	Included	Included
ledsRecords - N-DEX Adapter (IA IEPD)			1	Included	Included
ledsRecords - ConnectRDS Interface			1	Included	Included
ledsSuite - NCIC Interface (5 Standard Queries)			1	\$ 8,500	\$ 8,500
Software and Servers Pre-Discount Subtotal					\$ 238,800
Software and Servers Discount					\$ (100,296)
Software and Servers Total					\$ 138,504
Peripheral Hardware			Qty	Price	Total
ledsJail - Mugshot Camera Package			1	\$ 1,500	\$ 1,500
ledsJail - Electronic Signature Pad (Topaz)			1	\$ 495	\$ 495
ledsMobile - GPS Receiver (GlobalSat)	ACSO		18	\$ 40	\$ 720
ledsMobile - GPS Receiver (GlobalSat)	APD & HCPD		4	\$ 40	\$ 160
Peripheral Hardware Total					\$ 2,875

Services			Qty	Price	Total
Dedicated Project Manager (includes travel)	Per Project	1	\$	19,104	\$ 19,104
System Admin Training and Configuration (on-site, includes	Per Day	2	\$	1,295	\$ 2,590
Training (on-site, includes travel)	Per Day	12	\$	1,295	\$ 15,540
Go-live Support (on-site, includes travel)	Per Day	2	\$	1,295	\$ 2,590
Data Conversion	Tiburon CAD	Per Module	1	\$	7,500
Data Conversion	Tiburon RMS	Per Module	1	\$	7,500
Services Total					\$ 54,824
TOTALS					Total
Software and Servers Pre-Discount Subtotal					\$ 238,800
Software and Servers Discount					\$ (100,296)
Software and Servers Total					\$ 138,504
Peripheral Hardware Total					\$ 2,875
Services Total					\$ 54,824
TOTAL					\$ 196,203
Maintenance Pre-Discount Subtotal					\$ 42,870
Maintenance Discount					\$ (10,718)
Maintenance Base Rate					\$ 32,153

Optional Pricing

Software and Servers	Comments	Unit	Qty	Price	Total
ledsCAD - 911 Paging Interface			1	\$ 6,500	\$ 6,500
ledsCAD - Voice Recorder Interface			1	\$ 5,000	\$ 5,000
ledsJail - Commissary Interface			1	\$ 5,000	\$ 5,000
ledsJail - Inmate Phone Interface	Reliance		1	\$ 5,000	\$ 5,000
ledsMobile e-Citations Server License (including single form)			1	\$ 25,000	\$ 25,000
ledsMobile e-Citations Client License	ACSO	Per Unit	18	\$ 600	\$ 10,800
ledsMobile e-Citations Client License	APD & HCSO	Per Unit	4	\$ 600	\$ 2,400
Software and Servers Total					\$ 59,700
Peripheral Hardware			Qty	Price	Total
ledsMobile - Magnetic Driver's License Reader (ID Innovations)			18	\$ 60	\$ 1,080
ledsMobile - Mobile Printer Package (Brother PocketJet 6)			18	\$ 495	\$ 8,910
Peripheral Hardware Total					\$ 9,990
Services			Qty	Price	Total
Dedicated Project Manager (includes travel)		Per Project	1	\$ 4,776	\$ 4,776
System Admin Training and Configuration (on-site, includes travel)		Per Day	1	\$ 1,295	\$ 1,295
Training (on-site, includes travel)		Per Day	2	\$ 1,295	\$ 2,590
Data Conversion	Tiburón JMS	Per Module	1	\$ 7,500	\$ 7,500
Data Conversion	Tiburón Civil	Per Module	1	\$ 7,500	\$ 7,500
Services Total					\$ 23,661
TOTALS					Total
Software and Servers Total					\$ 59,700
Peripheral Hardware Total					\$ 9,990
Services Total					\$ 23,661
TOTAL					\$ 93,351
Maintenance Base Rate					\$ 10,865

ledsSuite – The unCloud

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Tuesday, April 16, 2013.

Posted by David Jones

Cloud computing. It 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 our ledsSuite 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 ledsSuite solution includes the physical server or servers, the Operating System software, the Database System software and the Application System software (ledsSuite). 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 ledsSuite upgrades (major releases) per year
- Regular automated ledsSuite 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

ledsSuite 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.