



Jackson County, Missouri

Request for Legislative Action

REQUESTED MEETING DATE: 05/13/2024 **SPONSOR:** Sean E. Smith

To be completed by the County Counselor's Office:

NUMBER: 21620 **ASSIGNED MEETING DATE:** 05/13/2024

STAFF CONTACT: Ashley Al-Shawish **PHONE:** 816-881-3274

EMAIL: aal-shawish@jacksongov.org

DEPARTMENT: Office of Sean Smith

TITLE: A Resolution authorizing the transfer of \$43,126.21 from the E-911 Fund for the purpose of purchasing and updating their CAD system.

SUMMARY:

The Greenwood Police Department is requesting fees from the Jackson County E-911 Systems Fund to purchase a new CAD system to integrate and update to Central Square and will cost share with the software's annual maintenance fees, see attached. Jackson County will direct \$12,000 of this request to be paid directly to the IT Department for the purpose of paying user connectivity fees.

FINANCIAL IMPACT: NO

YES

Amount	Fund	Department	Line-Item Detail
<u>\$ 43,126.21</u>	<u>E-911</u>	<u></u>	<u></u>

ACTION NEEDED: TRANSFER FUNDS

ATTACHMENT(S):

Fiscal Note:

Funds sufficient for this transfer are available from the sources indicated below.

PC# _____

Date: May 6, 2024

RES # 21620
eRLA ID #: _____

031 E-911 System Fund

<u>Cost Center</u>	<u>Spend Category</u>	<u>Program/Grant/Project</u>	<u>From</u>	<u>To</u>
5032 911 Initiatives	56070 Intergovernmental Agreements		\$ 12,000	\$ -
1305 Information Technology	56661 Software Purchases			12,000
			\$ 12,000	\$ 12,000

Fiscal Note:

This expenditure was included in the Annual Budget

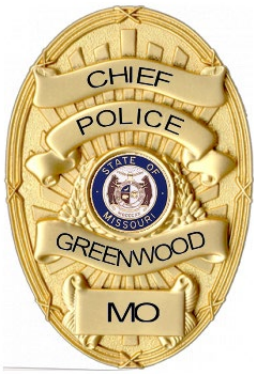
PC# _____

031 E-911 System Fund

<u>Cost Center</u>	<u>Spend Category</u>	<u>Program/Grant/Project</u>	<u>To</u>
5032 911 Initiatives	56070 Intergovernmental Agreements		\$ 31,127
1305 Information Technology	56661 Software Purchases		12,000
			\$ 43,127

APPROVED
By Mark Lang at 2:02 pm, May 06, 2024

Budget Office



Greenwood Police Department

Office of the Chief of Police

709 W Main Street • Greenwood, Missouri 64034

Phone: (816)537-5020 • Fax: (816)537-5632

www.greenwoodmo.com

March 15, 2024

Re: Fund Allocation

Greetings,

The Greenwood Police Department began a complete rebuild in November of 2022. At that time, this agency was severely understaffed and under performing. Within that time, we have rebuilt our staff and updating our equipment and software. We expect to be fully staffed with 12 full time officers and 2 reserve officers by the end of April 2024.

Dispatch services are contracted through Jackson County Dispatch but we are currently unable to take full advantage of this relationship due to limitations on our current software.

We currently use the REJIS (LE Web) program as well as CARE (Report writing software) and mobile ticketing. The program has served us well but does not allow us to benefit from a CAD system. This puts us in a precarious position. In order to manage our reports and calls for service, we maintain a shared Excel spreadsheet that serves as our database for all daily activities of the department. Being that it is a shared document, if an officer fails to close the program after using it, no one else can access it. This may result in lost information and follow through by events not being properly documented. There is also the risk of a system crash that could result in all data related to calls for service being lost.

Additionally, we do not have access to call notes relative to calls for service. These notes may contain valuable information that could be related to officer safety or provide a better understanding of what services are being requested. We are also unable to benefit from silent dispatch on sensitive calls unless we use call phones, which is not always an option.

With the exciting news that Jackson County has implemented Central Square, the Greenwood Police Department would like to follow and implement this as well. By doing so, we can benefit from being in line with Jackson County dispatch services and take full advantage of services, resulting in better service to the 6,000+ residents of the City of Greenwood.

We have been in contact with Drew Steward of Central Square and have obtained a quote of \$31,126.21 for the program kick off and an annual maintenance cost of \$5,971.21.

The Greenwood Police Department is requesting assistance from Jackson County to cover the cost of the \$31,126.21 and Greenwood would commit to maintaining the annual maintenance cost of \$5,971.21. This investment will ensure the Greenwood Police Dept would have access to the necessary tools and software to properly communicate with Jackson County Dispatch.

Central Square will improve information sharing with Jackson County and with other municipalities that have implemented, or are in the process of implementing, the same software. Anticipated results of this would include improved service to the 6,000+ residents of The City of Greenwood as well as the improved safety of our officers.

Our target date for implementation is July 1st, to coincide with our fiscal year.

Mitch Armer
Chief of Police/Emergency Manager
City of Greenwood Missouri



CentralSquare's Public Safety Software Solution for the Greenwood Police Department

Greenwood, MO

Public Safety Pro Suite



November 20, 2023

Chief Mitchell Armer
Greenwood Police Department
709 West Main Street
Greenwood, MO 64034

Dear Chief Armer:

As the provider of law enforcement services to over 5,000 residents, the Greenwood Police Department (GPD) must ensure they have the most efficient and reliable technology to serve their city. This proposal will provide GPD with an outline of how CentralSquare Technologies, LLC (CentralSquare) and its Public Safety Pro Suite would enable them to best serve their population.

CentralSquare and its solutions are distinguished in a number of ways:

- CentralSquare's focus is on public safety and public administration software.
- All of our products (CAD, RMS, Jail, Mobile, Civil, etc.) are one application with one database from one vendor: CentralSquare.
- We listen to our customers and develop and deliver the new features, functionality, and interfaces that are priorities to them.
- With our Custom Modules and Custom Forms, the GPD can truly go paperless and will have the flexibility to automate and track as much data as is chosen.
- Each module within Public Safety Pro Suite is a first-class component of our solution; each provides every agency with the best solution available today.
- Public Safety Pro Suite is extremely configurable, yet very easy to learn and use.
- We provide more services and take on more responsibility as part of our standard support and maintenance plan than our competition does, and we do it for less. Our support and maintenance includes 100% responsibility for the Public Safety Pro Suite physical server, operating system software, and Pro Suite software.
- CentralSquare offers the GPD the lowest-risk solution with the richest functionality.

CentralSquare's Public Safety Pro Suite will provide the most effective solution for the GPD's law enforcement services. Through our zealous pledge to customer support that is known throughout the U.S., we will help provide the best possible service to the City of Greenwood.

Sincerely,

A handwritten signature in black ink that reads "Drew Steward".

Drew Steward, Account Executive
Drew.steward@centralsquare.com
314.406.1886

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Non-Disclosure Statement

The terms and conditions contained in this proposal will automatically expire May 18, 2024, unless renewed, extended, or terminated earlier by written notice from CentralSquare Technologies, LLC. Unless otherwise stated, taxes that may be applicable are not reflected and will need to be paid by the client.

Any modification pricing provided in this proposal is an estimate only. Detailed analysis of your specific requirements is needed prior to providing exact pricing.

The prices for hardware and system software products and services are subject to change and are submitted for information only. The terms and policies of the hardware vendor govern any portion of this proposal related to hardware and system software products and services.

The prices and information on any third-party products and services are subject to change and are submitted for your information only. The terms and policies of any third-party vendor govern all portions of this proposal related to those products and services.

This proposal is protected by copyright law and contains proprietary information and confidential trade secrets belonging to CentralSquare. This proposal is furnished and accepted on the express condition that portions of it shall not be duplicated or disclosed, in whole or in part, except to GPD staff and agents when necessary for evaluation purposes, without prior written consent of CentralSquare. Those confidential portions include, but are not limited to, pricing and client lists. All such proprietary information is clearly marked for convenience. Any portions of this proposal that are not marked proprietary or confidential shall be available for public disclosure.

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Company Overview

Formation of the Market Leader

The Pro Suite team is based out of the Public Safety Center of Excellence in Sioux Falls, South Dakota, and has been providing public safety agencies with high-quality, market-leading supported software since 2003. CentralSquare provides technology solutions that currently help more than 8,000 public sector agencies deliver vital safety and administrative services to three out of every four residents of the U.S. and Canada.

Maintenance clients can count on CentralSquare Public Safety Pro Suite to continually update and remain on the leading edge of technology and industry trends. CentralSquare does not rest on past achievements and continues to expand and improve the functionality of Public Safety Pro Suite with three to four major releases per year. Agencies receive all updates and releases as part of the maintenance agreement with CentralSquare. Performing massive, disruptive software updates every three to five years is a thing of the past. Upgrades are added predictably and incrementally to empower CentralSquare Public Safety Pro Suite clients to be more efficient and effective.

CentralSquare provides a single, comprehensive level of support for Public Safety Pro Suite. If an agency has a question, no matter when or what, a CentralSquare Support representative 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 – CentralSquare monitors, manages, and supports both.

Since its inception, Public Safety Pro Suite has held one of the highest customer retention rates in the industry. This is achieved by providing a combination of the best software and support and maintaining a passion for public safety. CentralSquare's number one goal is to give each client the tools they need to succeed.

CentralSquare continues to innovate - in our products, our delivery, and our support methodology. One of our most significant initiatives targets customer success. Our goal remains 100% customer satisfaction, 100% of the time, from your successful Go Live through your ongoing use of our solutions. During the last 12 months, we grew our support team by 33%. We recruited high caliber team members with significant experience supporting software solutions for public sector users. In addition to training new team members, we implemented new avenues for keeping our seasoned specialists performing at peak effectiveness to support our customers. This includes working with developers and product documentation specialists, getting coaching from trainers, and asking for feedback from customers.



Other key factors in our Customer Success initiative include:

- Launching a Tiered Support Structure, using a streamlined team focused on swift case resolution.
- Expanding the data base of online help and knowledge base articles available for customers to self-serve. Online help includes video walk-throughs, screenshots, and more.
- Updating the Customer Support Portal with more user-requested features and superior functionality. More features continue to be added.
- Establishing a shorter cadence for review of Support Processes and Procedures, with the ultimate goal being “quick and easy resolution” from every customer’s perspective.



Why Public Safety Pro Suite?

TRUE INTEGRATION. CentralSquare Public Safety Pro 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 separate modules, such as Computer-Aided Dispatch (CAD), Records, and Jail, are interfaced together to pass data between modules. Designed and built as a single application, the Public Safety Pro Suite system seamlessly encompasses CAD, Records, Mobile CAD and Records, Jail, Civil Process Tracking, and Agency Administration.

A VERSATILE, SCALABLE SYSTEM. Public Safety Pro Suite is remarkably flexible. It is packed with configuration options that 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 Public Safety Pro Suite 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, Public Safety Pro Suite scales well to accommodate the unique needs of both small and large agencies. The company's unrivalled experience working with agencies of all sizes throughout the U.S. makes CentralSquare the clear choice for the lowest-risk implementation, helping to ensure client success.



EASY TO LEARN AND USE. While CentralSquare Public Safety Pro Suite is rich in functionality, its user interface is clean and uncluttered by excess fields or tabs, leading to a great user experience. 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, organize information logically, and allow for simple navigation. Powerful searching capabilities provide quick access to needed records, and hyperlinks help 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. Public Safety Pro Suite comes with a built-in report generator that makes analytical reporting simple and straightforward—even for users who are not highly technical or knowledgeable in report scripting. Best of all, the GPD does not need to submit a request for a new report and then wait for someone else to build it. Instead, the user can create most reports quickly and easily.



LONG-TERM SAVINGS. Because of CentralSquare's unique approach to support and maintenance, there are no surprise hardware costs associated with natural growth. CentralSquare doesn't demand "forklift" upgrades or charge for additional memory when an agency grows in size. Instead, those things are covered by the standard maintenance plan – if hardware fails or if more disk space is needed, the cost is included. CentralSquare encourages agencies to own their systems and never charges an agency to retrieve their data.



Public Safety Pro Suite Overview

Core Functionality

The core functionality of Public Safety Pro Suite is available to users regardless of whether they work in a single product (such as CAD or JMS) or have access to all CentralSquare Pro Suite products and modules.

KEY FEATURES

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

Administration (Core)

Tracking all the parts that agencies depend on like fleet management, equipment, inventory, and more.

Administration applies Public Safety Pro Suite's efficiency and organization to the management of internal agency processes. It can be configured to match any agency's procedures, and custom dashboards can link directly to records or automatic emails to inform staff of purchase requests. It enables users to perform administrative tasks such as equipment tracking or fleet management in the same system used to manage all other agency operations. As a result, records can be linked to each other and all of the data can be accessed for statistical reports.

KEY FEATURES

- Fleet Management
- Policy Manual
- Inventory Management
- Equipment Tracking
- Purchase Requisitions
- Service Dog Management



Mobile CAD

Mobile CAD dramatically improves agency efficiency by enabling silent dispatch and putting powerful Public Safety Pro Suite functionality into the hands of the people who need it most. Mobile CAD works with desktop CAD to create a streamlined dispatch workflow. The mobile units stay synchronized with Pro Suite servers so 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. Since 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.

KEY FEATURES

- Silent Dispatch
- User-configurable Views and Filters
- Self-dispatch and Self-creation of CFS
- Scheduled Calls
- Color-Coded User Interface
- Mapping Integration
- Alerts/Status Checks
- Master Record Alert Notifications
- NCIC/State Interface with Audio Alerts
- AVL-powered CFS Routing

Personnel (Core + Advanced)

Providing a single location for all information and management of agency employees.

Personnel offers a single log for all pertinent data on each employee or user, including historic personnel. The GPD has a central location to track demographic information, photos, and other attachments on each record. Additionally, training, commendations, promotions, service history, and citizen feedback can be tracked on each record according to each agency's configuration needs. Agency administrators will also use Personnel to manage permissions and user access throughout Public Safety Pro Suite.

KEY FEATURES

- Promotions and Awards
- Disciplinary Actions
- Training and Certifications
- Custom Forms
- Commendations
- Citizen Feedback



Records (Core + Advanced)

Bringing agencies' data together in one system and place, eliminating the need for countless spreadsheets, filing cabinets, and computer programs.

Records is a records management system that consolidates records that have traditionally been kept in different programs, documents, and spreadsheets. It then automates the processing of these records for public safety agencies. This module organizes everything from case reports, to warrants, to sex offender data in an easy-to-use fashion.

Master indices (including names, addresses, and vehicles) form the backbone of Records, powered by tight integration with the other Public Safety Pro Suite modules. A single name search not only reveals 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 involvement wizard walks users through the process of matching offenders, suspects, victims, and witnesses to the appropriate offenses. By eliminating the need for retyping, data becomes more secure and accurate.

With Records, users can stay organized by attaching narratives, citations, search warrants, and evidence directly to case reports. A shared database across the agency's system makes all necessary info easy to find.

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.

Records also includes sealing and expungement capabilities. Cases, Warrants, and Intelligence Cases can be sealed. This allows for restricting case report access to specific personnel or personnel groups. Cases and Intelligence Cases can also be expunged.

KEY FEATURES

- Master Name, Address, Vehicle Indices
- Case Report Management
- Summonses/Citations/Tickets
- Case Notes and Status Log
- Property and Evidence Tracking
- Bicycle Registration
- Redaction
- Sealing and Expungement
- 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 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. The mobile Records system functions the same as the desktop version, so there is no need for agencies using both products to retrain their users.

eCitations

Permanently eliminates long stacks of ticket books and paper forms from officer's patrol cars, trimming off critical time taken up by traffic stops.

The eCitations solution enables officers to quickly collect vehicle operator information and fill in offense fields with a single click, even when off 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. eCitations provides customized tickets that agencies already use, so there is no hassle or necessity in changing forms.

KEY FEATURES

- Agency-specific Form(s)
- NCIC Return Linking
- Case Associations
- Number Block Assignments
- Asynchronous Data Connection
- Approval Process

CrimeMapping.com

Increasing transparency between public safety agencies and the citizens they serve, while protecting victims and investigations.

CrimeMapping.com helps law enforcement agencies keep the public updated on recent criminal activity. By searching an address, feature (such as a school or park), or agency, citizens can get detailed and timely crime data information. Law enforcement agencies can also elect to include sex offender data. The site is accessible from any computer or mobile device, and it takes only a few clicks for citizens to access the data. Sharp mapping visuals and enhanced symbology make it easy to understand what is happening in a given location.



CrimeMapping.com uses an advanced mapping engine to provide functionality and flexibility to agencies. Crime data is extracted on a regular basis from each department's records system, ensuring that information is current. This data is always verified for accuracy, victim names are redacted, and all address information is generalized by block to protect privacy. This tool is also useful for generating static graphs and reports.

KEY FEATURES

- Public-facing Portal
- Visual Representations of Crimes from Imported CAD Data
- Citizen Email Alerts Sign-up
- Submit a Tip Capability
- Printable Map Screens and Charts
- Record-sharing with Other Agencies
- Advanced Mapping Engine with Streets, Terrain, and Image Layers
- Filter by Crime Type, Dates, or Area to Create Simple Reports
- Searchable by Address, Landmark, Zip Code, or Radius to an Agency or Location

Community Data Platform

Providing benefits to agencies across the world in exchange for data sharing.

The Community Data Platform, or CDP, is a free "data warehouse" solution designed to encourage data sharing between agencies all over the world. Each agency that signs up for the service can push CAD and RMS incident information to this repository, exposing only the data that they choose. This information is then made available to other agencies accessing the service. Searches can be performed by up to 10 concurrent users for the following information:

- CAD Incidents
- RMS Incidents
- RMS Arrests
- RMS Warrants
- RMS Master Names

Custom Forms

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

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



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

All data within custom forms are 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 any information they may need in an integrated part of Public Safety Pro Suite. Agencies can eliminate paper logs and stand-alone spreadsheets by creating modules to fit their exact needs.

Rather than being associated with a 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 Custom Modules is also available in Reporting for reports and statistical analysis.

Custom Fields

For situations where Public Safety Pro Suite doesn't have a system field to track something important to the agency, Custom Fields can be configured on more than one hundred screens within the Suite. This allows users to collect additional data for each record type in CentralSquare Pro Suite, making even standard screens truly flexible for each agency's needs. Custom dropdowns, date fields, personnel fields, sequence numbers, and many other types can be added. Several configuration options are available for each field, including field type, default value, and whether the value is displayed on a printout. Custom Field data can be gathered by the report generator in the same manner as standard field data.



Public Safety Pro Suite Implementation

CentralSquare Technologies uses a multi-phase approach to ensure a successful implementation for each client agency. Trained and experienced members of the CentralSquare implementation team move through the process with each agency to assure successful outcomes. The following reflects a general timeline that all Pro Suite projects follow.

Kickoff Meeting	Upon contract signature, a kickoff meeting is scheduled to initiate the implementation process, including setting up a statement of work, server installations, and scheduling the Business Process Review (BPR).
Server Setup	CentralSquare procures the Pro Suite servers. The CentralSquare DevOps team sets them up in the Sioux Falls Center of Excellence, installing all necessary software and hardware. The servers are then shipped to the agency for installation and racking on site.
BPR	The goal of the BPR is to confirm contractual requirements, demonstrate Pro Suite software, and have discussions about current GPD processes. The CentralSquare project team will offer best practices and begin capturing the high-level configuration of the GPD's Pro Suite implementation. All product needs and requests are reviewed.
System Config	CentralSquare consultants work with GPD personnel to complete the planned configurations. In addition, CentralSquare Technologies configures and tests interfaces and begins the data conversion process.
System Review	Once configuration is complete, the CentralSquare project team will guide the GPD through end-to-end user testing of the configured software. The goal of System Review is to confirm that the configuration is complete and fits the GPD's needs at all levels.
User Training	CentralSquare provides hands-on software training with real scenarios. 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	CentralSquare provides support the day that the new system goes live. Any questions that arise are addressed immediately by the CentralSquare team, ensuring that the first day using the new system goes smoothly.
System Acceptance	The GPD reviews all aspects of the software, data conversion, and interfaces, and any concerns are documented by the project team. This list of action items is addressed before the agency officially accepts the system. At this point, CentralSquare's Support team takes over the day-to-day needs of the agency.



CentralSquare Pro Maintenance and Support

UNPARALLELED SERVICE. Public Safety Pro Suite has an unmatched client retention rate thanks to excellent CentralSquare support and service. CentralSquare provides more maintenance and support services than other public safety software vendors, including full responsibility for the server software and hardware for as long as an agency stays current with the standard support and maintenance agreement.

24 X 7 X 365 SUPPORT. CentralSquare 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 connect with a live person—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 so that all issues are resolved as quickly as possible. All critical issues are given the highest importance ranking and the CentralSquare development team devotes their attention immediately to the matter until it is resolved.

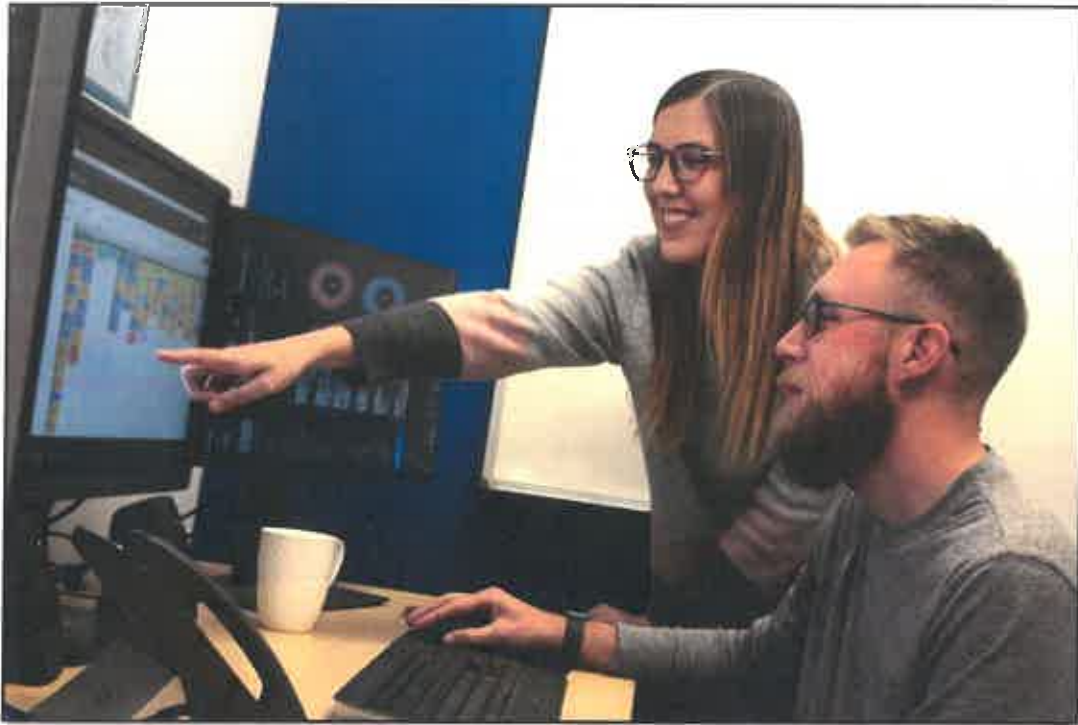
TRACKING CONCERNS. CentralSquare believes transparency is very important when it comes to support of Public Safety Pro Suite. The support center has a web-based portal which agencies can use to view the status of all their calls and support requests.

SERVER MANAGEMENT. The servers that Public Safety Pro Suite uses are completely maintained on the client's premises by the CentralSquare 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 CentralSquare. 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, CentralSquare utilizes an automatic rolling back-up process. Any changes or additions made to Public Safety Pro Suite are constantly streamed to an optional warm standby server, an off-site storage facility, or both. Because the data flow is a constant stream, 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 standby server or off-site storage facility is never more than a few minutes old, so in the event of a power failure or unforeseen disaster, the Public Safety Pro Suite system and data will still be accessible.

REMOTE SERVICES. Many questions or issues 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 server to help diagnose any issues.





SOFTWARE UPDATES. CentralSquare pays attention to each client's needs and challenges. Client insights can lead to enhancements to improve the safety and responsiveness of public safety professionals.

CentralSquare Public Safety Pro 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 CentralSquare's commitment to continually improve its public safety software.

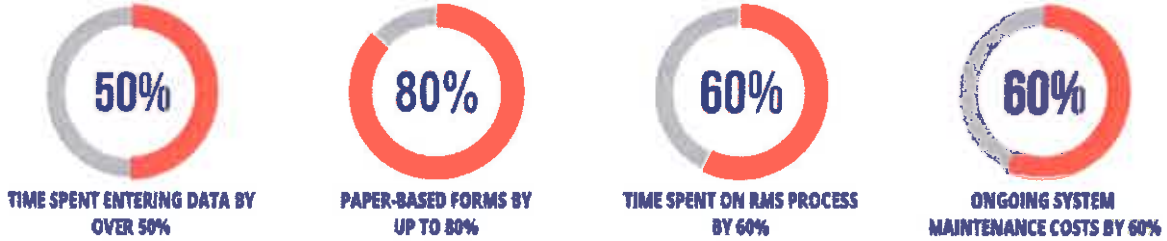
Software updates are performed using an advanced process that makes client updates completely automatic with no assistance from GPD IT staff. Support representatives contact each agency as software updates are released to schedule them and assist the agencies in taking advantage of new features. This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

NEW FEATURE TRAINING. CentralSquare Public Safety Pro Suite trainers and support representatives frequently hold web-based meetings. These meetings introduce system administrators or other agency personnel to new features and configuration options that benefit the GPD. This service is offered as part of the on-going maintenance and is free of charge.



RESEARCH & DEVELOPMENT. CentralSquare 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. CentralSquare Public Safety Pro Suite is constantly expanding and improving. Each new feature is designed to broaden the functionality and configurability of CentralSquare Pro Suite and to help its users to do their jobs more efficiently and safely.

AGENCIES USING CENTRAL SQUARE PUBLIC SAFETY SUITE PRO HAVE REDUCED:



Terms and Conditions

Pricing provided in this document is valid until May 18, 2024. The pricing included in this proposal is dependent upon the GPD receiving permission from the Jackson County Sheriff's Office to access its servers and use its VPN.

This confidential document has been prepared by the sales division of CentralSquare Technologies and 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 CentralSquare Technologies.



Quote #: Q-157009

Primary Quoted Solution: PSJ Pro

Quote expires on: May 18, 2024

Quote prepared for:

Mitchell Armer

Greenwood Police Department

709 W Main Street

Greenwood, MO 64034

Thank you for your interest in CentralSquare. CentralSquare provides software that powers over 8,000 communities. More about our products can be found at www.centralsquare.com.

WHAT SOFTWARE IS INCLUDED?

MOBILE

	PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
1.	Mobile PS Pro CAD Annual Subscription Fee	5	159.04	795.20
2.	Mobile PS Pro eCitations Annual Subscription Fee	5	123.70	618.50
3.	Mobile PS Pro NCIC Annual Subscription Fee	5	0.00	0.00
4.	Mobile PS Pro Records Annual Subscription Fee	5	335.74	1,678.70

Mobile Software Total 3,092.40 USD

RECORDS

	PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
5.	Records PS Pro Advanced (Agency Site License) Annual Subscription Fee	1	424.08	424.08
6.	Records PS Pro Core (Agency Site License) Annual Subscription Fee	1	1,272.24	1,272.24

Records Software Total 1,696.32 USD

SUITE

	PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
7.	Administration PS Pro Core (Agency Site License) Annual Subscription Fee	1	148.32	148.32
8.	Community Data Platform Annual Subscription Fee	1	0.00	0.00
9.	Personnel PS Pro Advanced (Agency Site License) Annual Subscription Fee	1	754.86	754.86

10.	Personnel PS Pro Core (Agency Site License) Annual Subscription Fee	1	0.00	0.00
11.	PS Pro Additional Agency MULES/NCIC Interface Annual Subscription Fee	1	279.31	279.31

Suite Software Total 1,182.49 USD

SOFTWARE SUMMARY

Software Total 5,971.21 USD

WHAT SERVICES ARE INCLUDED?

SERVICES

DESCRIPTION	TOTAL
1. Public Safety Consulting Services - Fixed Fee	11,700.00
2. Public Safety Project Management Services - Fixed Fee	4,290.00
3. Public Safety Technical Services - Fixed Fee	1,560.00
4. Public Safety Training Services - Fixed Fee	7,605.00

Services Services Total 25,155.00 USD

SERVICES SUMMARY

Services Total 25,155.00 USD

QUOTE SUMMARY

Software Subtotal	5,971.21 USD
Services Subtotal	25,155.00 USD
Quote Subtotal	31,126.21 USD
Quote Total	31,126.21 USD

WHAT ARE THE RECURRING FEES?

TYPE	AMOUNT
FIRST YEAR MAINTENANCE TOTAL	0.00
FIRST YEAR SUBSCRIPTION TOTAL	5,971.21
FIRST YEAR RECURRING SERVICES TOTAL	0.00

The amount totals for Maintenance and/or Subscription on this quote include only the first year of software use and maintenance.

This Quote is not intended to constitute a binding agreement. The terms herein shall only be effective once incorporated into a

definitive written agreement with CentralSquare Technologies (including its subsidiaries) containing other customary commercial terms and signed by authorized representatives of both parties.

BILLING INFORMATION

Fees will be payable within 30 days of invoicing.

Please note that the Unit Price shown above has been rounded to the nearest two decimal places for display purposes only. The actual price may include as many as five decimal places. For example, an actual price of \$21.37656 will be shown as a Unit Price of \$21.38. The Total for this quote has been calculated using the actual prices for the product and/or service, rather than the Unit Price displayed above.

Prices shown do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States or Canada, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on the Quote Form.

PURCHASE ORDER INFORMATION

Is a Purchase Order (PO) required for the purchase or payment of the products on this Quote Form? (Customer to complete)

Yes [] No []

Customer's purchase order terms will be governed by the parties' existing mutually executed agreement, or in the absence of such, are void and will have no legal effect.

PO Number: _____

Initials: _____

ATTACHMENT A

Terms and Conditions for On-Prem Subscriptions

BY INDICATING YOUR ACCEPTANCE, OR BY USING THE SOFTWARE, YOU ACCEPT THE TERMS AND CONDITIONS AS STATED HEREIN.

1. **Subscription Access.** Customer is purchasing subscription priced software under this Quote. So long as Client has paid the annual subscription fees and is current at all times with the subscription fees as stated herein, CentralSquare grants to Client a limited non-exclusive, non-transferable access to use the subscription software granted in this Quote. Client understands and acknowledges no ownership or any form of intellectual property rights transfer under the terms of this Quote.

If customer terminates this Quote in accordance with the termination for convenience provision below, customer shall be entitled to a pro-rata refund of the annual subscription fee, calculated by the remaining months in the applicable annual subscription.

2. **Termination for Convenience.** This Quote may be terminated without cause by either party by providing written notice to the other party thirty (30) days prior to the date of termination.
3. **Termination of Access Rights.** Upon termination of this Quote, (i) all rights granted herein shall terminate immediately and automatically upon the effective date of such termination; (ii) Customer's right to the accessed software granted herein shall terminate; and (iii) Customer will cease using such software and at CentralSquare's direction return or destroy the software and any supplemental confidential information or documentation.
4. **Right to Audit.** Customer shall maintain for a reasonable period, but in no event less than three (3) years after expiration or termination of this Quote, the systems, books and records necessary to accurately reflect compliance with software access and the use thereof under this Quote. Upon request, Customer shall permit CentralSquare and its directors, officers, employees, and agents to have on-site access at Customer's premises (or remote access as the case may be) during normal business hours to audit such systems, books, and records for the purpose of verifying Customer's use of the software to monitor compliance with this Quote no more than once per year. If an audit reveals that Customer has exceeded the restrictions on use or non-compliance with this Quote, Customer shall be responsible for the reimbursement of all costs related to the audit and prompt payment by Customer to CentralSquare of any underpayment.