

## Request for Legislative Action

Res. #21477  
Sponsor: Charlie Franklin  
Date: November 27, 2023

### Completed by County Counselor's Office

Action Requested:	Resolution	Res.Ord No.:	21477
Sponsor(s):	Charlie Franklin	Legislature Meeting Date:	11/27/2023

### Introduction

**Action Items:** ['Authorize', 'Amend', 'Transfer']

**Project/Title:**

Authorizing the transfer of funds in the amount of \$19,500 and Authorizing an Amendment to a Contract Awarded under Resolution No. 20952 to CentralSquare Technologies of Lake Mary, FL, for services for Records Management and Computer Aided Dispatch software for use by the Jackson County Park Ranger Division.

### Request Summary

The Park Rangers require replacement Records Management and Computer Aided Dispatch software, as the current system is obsolete and is no longer able to meet current standards or requirements.

We propose using the same existing CentralSquare Technologies server as the Jackson Co. Sheriff's Office to reduce the financial costs to the County for this new system and streamline communications and software maintenance.

This will bring the Park Rangers into compliance with the Missouri Court systems' mandate for utilizing an approved secure program to electronically transfer citizens personal information into their system.

Local municipal agencies such as Oak Grove Police Department, Lone Jack Police Department, and Grain Valley Police Department are already utilizing the existing Sheriff's Office computer server for the same reasons. This type of system is also currently in use by the MO State Highway Patrol and the MO Dept of Conservation.

This system will also enhance Officer safety by improving inter-agency communications, including GPS location services of Officers, and allow for future expansion, including e-ticketing. The CentralSquare system is one of the few approved by the MO courts system to allow for e-ticketing.

Expenditures for this award include a one-time implementation services fee, and ongoing software support and maintenance. The one-time implementation fee of \$19,500, to include the complete build of the Park Ranger focused system, will utilize funds from the 2023 Parks + Rec Budget, account 003-1605-56663. \$16,700 is available for transfer from budget account 003-1605-57601 Computer Accessories and the remaining \$2,800 is available for transfer from budget account 003-1605-57520 Small Arms & Ammunition, to total \$19,500. When the system build is complete, subject to appropriation, a payment for software use of \$18,785.58 would be authorized in 2024. Funding for the software portion of the project is included in the 2024 Parks + Rec budget request.

Each following year of use, for the next 5 years, will be at an annual software cost of \$18,785.58, subject

## Request for Legislative Action

to appropriation. After the initial 5-year period, a cost increase of no greater than 5% amount each following year is permitted, subject to appropriation.

This purchase is under 1030.1 of Chapter 10 -Sole Source. Please see attached Sole Source Memo.

### Contact Information

<b>Department:</b>	Parks + Rec	<b>Submitted Date:</b>	11/7/2023
<b>Name:</b>	Brian Nowotny	<b>Email:</b>	bpnnowotny@jacksongov.org
<b>Title:</b>	Deputy Director of Maintenance and Operations	<b>Phone:</b>	816-503-4803

### Budget Information

Amount authorized by this legislation this fiscal year:			\$19,500
Amount previously authorized this fiscal year:			\$ 0
Total amount authorized after this legislative action:			\$19,500
Is it transferring fund?			Yes
<b>Transferring Fund From:</b>			
Fund:	Department:	Line Item Account:	Amount:
003 (Park Fund)	1605 (Park Safety)	57601 (Computer, Printer, Accessories)	\$16,700
003 (Park Fund)	1605 (Park Safety)	57520 (Small Arms & Ammunition)	\$2,800
<b>Transferring Fund To:</b>			
Fund:	Department:	Line Item Account:	Amount:
003 (Park Fund)	1605 (Park Safety)	56663 (Software As A Service)	\$19,500

### Prior Legislation

#### Prior Ordinances

Ordinance:	Ordinance date:

#### Prior Resolution

Resolution:	Resolution date:
20952	May 16, 2022

### Purchasing

Does this RLA include the purchase or lease of supplies, materials, equipment or services?	Yes
--	-----

## Request for Legislative Action

Chapter 10 Justification:	Sole Source
Core 4 Tax Clearance Completed:	Not Applicable
Certificate of Foreign Corporation Received:	Not Applicable
Have all required attachments been included in this RLA?	Yes

<b>Compliance</b>	
<b>Certificate of Compliance</b>	
Not Applicable	
<b>Minority, Women and Veteran Owned Business Program</b>	
MBE:	.00%
WBE:	.00%
VBE:	.00%
<b>Prevailing Wage</b>	

<b>Fiscal Information</b>	
<ul style="list-style-type: none"><li>Funds sufficient for this appropriation and/or transfer are available from the source indicated on the budget information tab.</li></ul>	

## Request for Legislative Action

### History

Submitted by Parks + Rec requestor: Brian Nowotny on 11/7/2023. Comments:

Returned for more information by Department Approver Susan I. Kinnaman on 11/7/2023 2:17:02 PM. Comments: Correction on email.

Submitted by Requestor Jordin Mahnke on 11/7/2023 2:22:52 PM. Comments: Corrected email address

Approved by Department Approver Michele Newman on 11/7/2023 3:01:36 PM. Comments:

Returned for more information by Purchasing Office Approver Barbara J. Casamento on 11/8/2023 8:53:23 AM. Comments: In the Summary you need to mention that the purchase is under 1030.1 of Chapter 10 -Sole Source and include a Sole Source Memo detailing why the purchase can only be made from this vendor

Submitted by Requestor Jordin Mahnke on 11/8/2023 10:16:13 AM. Comments: Updated summary to include mention of 1030.1-sole source and attached sole source memo

Approved by Department Approver Michele Newman on 11/8/2023 1:01:56 PM. Comments:

Approved by Purchasing Office Approver Barbara J. Casamento on 11/8/2023 1:58:52 PM. Comments:

Approved by Compliance Office Approver Ikeela Alford on 11/8/2023 2:19:48 PM. Comments:

Approved by Budget Office Approver David B. Moyer on 11/9/2023 12:33:24 PM. Comments:

Approved by Executive Office Approver Sylva Stevenson on 11/10/2023 11:00:54 AM. Comments:

Approved by Counselor's Office Approver Jamesia Manning on 11/16/2023 11:58:16 AM. Comments:

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

---

RES #	21477
eRLA ID #:	<u>1158</u>

**APPROVED**  
By David Moyer at 2:32 pm, Nov 08, 2023

Page 1 of 1



## JACKSON COUNTY Parks + Rec

22807 Woods Chapel Road  
Blue Springs, Missouri 64015  
[MakeYourDayHere.com](http://MakeYourDayHere.com)

Michele Newman, Director  
(816) 503-4800  
Fax: (816) 795-1234

To: Barbara Casamento

From: Major Larry Niederschulte

Date: 11-08-2023

Regarding: Sole Source Justification: Central Square Report Management System, (RMS), and an E-Ticketing system, for the Park Ranger Division

Recently the Ranger Division was made aware by Jackson County Judge James Witteman, Division 301, and Brittainy Simmons, with the prosecutor's office, that the ranger division will need to electronically file tickets because of a state mandate that went into effect in August of 2022. The mandate dictated law enforcement agencies' must electronically file tickets into the state database.

Further, Jackson County IT has stated, effective in 2024, they will no longer be able to support the ranger division Report Management System, (RMS), known as SEIMS. (Safety Enforcement Information Management System)

In May 2022, the legislature approved a contract with Central Square for the Sheriff Office, for a Report Management System, (RMS), and an E-Ticketing system, along with other systems, for their needs.

Ranger Division met with Central Square regarding a report management system and E-ticketing system, to determine if their system would fill the ranger division needs. The result of that meeting determined Central Square could support the needs of the ranger division plus was a practical solution as an "add on" yet separate system to the sheriff system. Central Square supplied the ranger division with the quote for \$38,285.58.

Park Rangers routinely work with the sheriff office to address issues that come up in county parks. Often rangers are on the same calls as sheriff deputies and each department write a report for their separate system. Many times, rangers and deputies handle calls in the park system without the knowledge of the other department and then write reports in different systems. This creates times when the ranger division does not know the circumstances of an incident that occurred in the park. Rangers routinely send reports to the sheriff office from the ranger system and times when the sheriff sends reports from their system.

Using the same system and "piggy backing" on their contract would eliminate all the above issues. There would no longer be a duplication of reports in two different systems. No longer will reports be written without both agencies having the ability to review the other agencies reports. Using one system will make it convenient for agencies to share reports and information.



*Frank White, Jr., County Executive*



## JACKSON COUNTY Parks + Rec

22807 Woods Chapel Road  
Blue Springs, Missouri 64015  
[MakeYourDayHere.com](http://MakeYourDayHere.com)

Michele Newman, Director  
(816) 503-4800  
Fax: (816) 795-1234

Further this system has an e-ticketing solution which the sheriff office would also be using. This system has been identified as meeting the criteria that the State of Missouri has set out for mandatory e-ticketing and is one of the few systems to do that.

Major Larry Niederschulte  
Assistant Chief of Park Safety



*Frank White, Jr., County Executive*



# CentralSquare's Public Safety Software Solution for Jackson County Park Rangers

Blue Springs, MO

---

Public Safety Pro Suite



August 15, 2023

Jordin Mahnke, Information Systems Coordinator  
Jackson County Park Rangers  
22807 Woods Chapel Road  
Blue Springs, MO 64015

Dear Ms. Mahnke:

As the provider of law enforcement services to roughly 55,000 residents, the Jackson County Park Rangers (JCPR) must ensure they have the most efficient and reliable technology to serve their county parks. This proposal will provide JCPR with an outline of how CentralSquare Technologies (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 Technologies.
- 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 JCPR can truly go paperless and will have the flexibility to automate and track as much data as is chosen.
- Each module within CentralSquare Public Safety Pro Suite is a first-class component of our solution; each provides every agency with the best solution available today.
- CentralSquare Public Safety Pro Suite is extremely configurable and user-friendly.
- 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 CentralSquare Public Safety Pro Suite physical server, operating system software, and Pro Suite software.
- CentralSquare offers JCPR the lowest-risk solution with the richest functionality.

CentralSquare's Public Safety Pro Suite will provide the most effective solution to JCPR's park 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 Jackson County.

Sincerely,

Drew Steward, Account Executive  
**[Drew.steward@centralsquare.com](mailto:Drew.steward@centralsquare.com)**  
314.406.1886

# Table of Contents

---

Table of Contents .....	3
Company Overview .....	5
Formation of the Market Leader .....	5
Why Public Safety Pro Suite? .....	7
Public Safety Pro Suite Overview.....	9
Core Functionality .....	9
Mobile Mapping .....	9
Automatic Vehicle Location (AVL) .....	10
Personnel (Core).....	10
Records (Core + Advanced).....	10
Mobile Records .....	11
eCitations .....	12
Field Ops .....	12
CrimeMapping.com .....	13
Custom Forms.....	14
Custom Modules .....	15
Custom Fields .....	15
Public Safety Pro Suite Implementation .....	16
CentralSquare Pro Maintenance and Support.....	17
Terms and Conditions.....	20
Public Safety Pro Suite Pricing .....	21
CentralSquare Public Safety Pro Suite Standard Pricing .....	21



# Non-Disclosure Statement

---

The terms and conditions contained in this proposal will automatically expire February 11, 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 JCPR 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.

CONFIDENTIAL AND PROPRIETARY

©2023 All Rights Reserved.



# Company Overview

---

## Formation of the Market Leader

The Pro Suite team is based out of the Center of Excellence in Sioux Falls, South Dakota, and has been providing public safety agencies with high-quality, fanatically supported software since 2003.

CentralSquare provides technology solutions that currently help over 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 CentralSquare 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 CentralSquare 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, CentralSquare 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 Tiered Support Structure, using a streamlined team focused on swift case resolution.
- Expanding 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 Customer Support Portal with more user-requested features and superior functionality. More features continued 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 CentralSquare Public Safety Pro Suite system seamlessly encompasses CAD, Records, Mobile CAD and Records, Jail, Civil Process Tracking, Agency Administration.

**A VERSATILE, SCALABLE SYSTEM.** CentralSquare 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 CentralSquare 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, CentralSquare 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. CentralSquare 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 agency 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

## Mobile Mapping

---

***Visualize your situations better to route responders quicker and reduce toggling between screens. Mapping provides real-time views to agencies through a high-speed server-based solution.***

The mobile map brings the same map used by the dispatchers to the mobile units. Users can view map layers, view themselves and other units on the map (if so equipped), look up addresses, route to a CFS or other marker, and otherwise stay current on activity throughout the map. As with the desktop map, the mobile map is completely integrated with CAD functionality.



## Automatic Vehicle Location (AVL)

---

### *Pinpointing vehicle location and creating easy, hassle-free tracking for those at the office*

AVL allows agency personnel to keep track of the locations of vehicles in real time. Often used for both law enforcement and emergency services, this allows both field personnel and those back at the office or station to know where mobile units are without needing to constantly contact the units via radio or other means.

Public Safety Pro Suite supports any NMEA-compliant GPS devices capable of exporting GPS data containing the \$GPRMC sentence to a physical or virtual COM port (either directly or via a third-party data manipulation application) at a rate no greater than once per second. Additionally, Mapping Pro can interface with third-party location vendors (such as US Fleet), inserting that location data into the database and updating the unit locations on the map.

## Personnel (Core)

---

### *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. The agency has a central location to track demographic information, photos, and other attachments on each record. 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
- Commendations
- Track Vacant and Filled Positions

## 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

# Field Ops

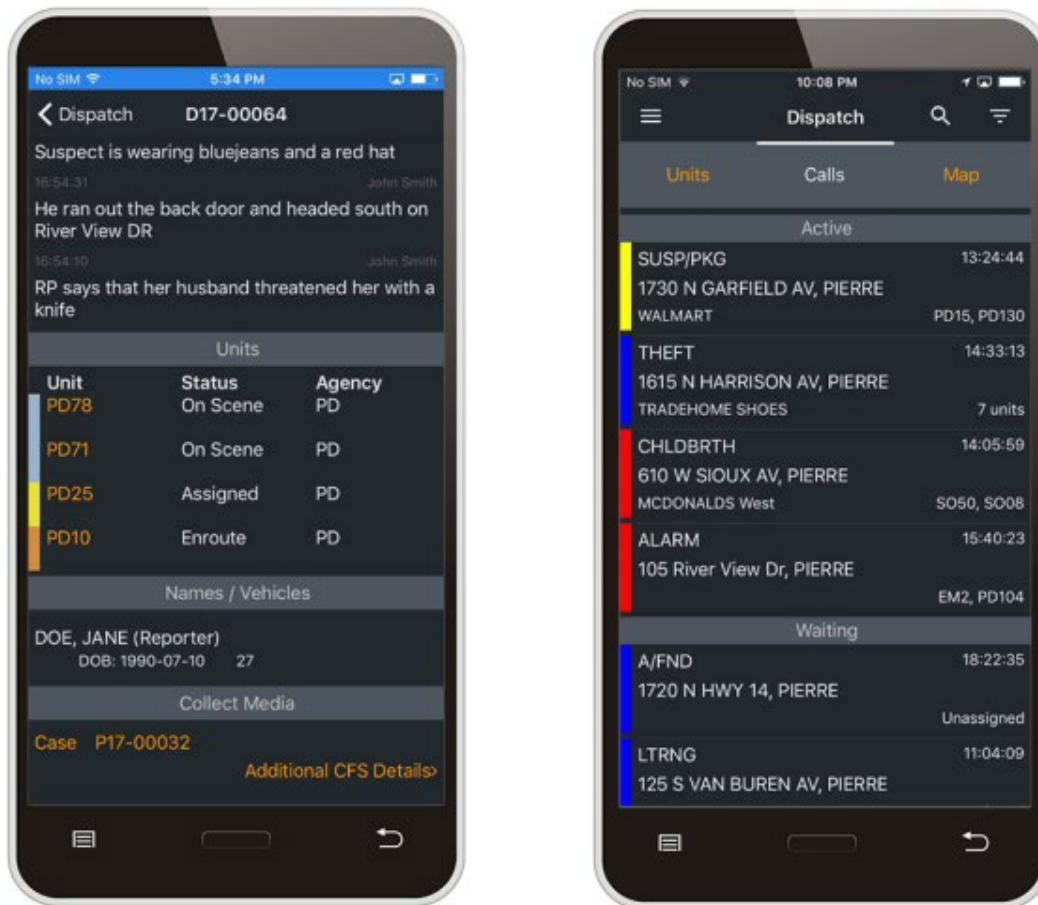
---

*Providing critical situational awareness to first responders – no matter how far from their vehicle they may be*

CentralSquare is committed to constantly evaluating and rethinking the relationship between public safety and technology. As technology changes, platforms must evolve. To that end, CentralSquare has directed a significant amount of time and energy toward designing a smartphone application with field officers in mind.

Field Ops was built with a focus on what officers want most in a mobile app – situational awareness, functionality free of an MDT, and a set of tools that eliminates the need for unnecessary hardware like a camera or a voice recorder. Existing solutions aren't user friendly and are often difficult to configure and distribute. Field Ops is different; it's secure, easy to implement, and even easier to use. Better yet, it's FIPS 140-2 compliant and has optional multi-factor authentication to fulfill CJIS Advanced Authentication requirements.





## KEY FEATURES

- Integrated Photo and Audio Capture Tools
- Safety-first Information for all Responders
- CJIS Security Standards for Mobile Devices
- Data Capture and Upload to CentralSquare Pro
- Active Calls and Unit Lists with Live Updates
- Increased Situational Awareness
- Real-time CFS Data for Users in the Field
- CentralSquare Pro Credentials Authentication
- Digital Property and Evidence Collection

## 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

## 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.

<b>Kickoff Meeting</b>	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 Practice Review (BPR).
<b>Server Setup</b>	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.
<b>BPR</b>	The goal of the BPR is to confirm contractual requirements, demonstrate Pro Suite software, and have discussions about current JCPR processes. The CentralSquare project team will offer best practices and begin capturing the high-level configuration of the JCPR's Pro Suite implementation. All product needs and requests are reviewed.
<b>System Config</b>	CentralSquare consultants work with JCPR personnel to complete the planned configurations. In addition, CentralSquare Technologies configures and tests interfaces and begins the data conversion process.
<b>System Review</b>	Once configuration is complete, the CentralSquare project team will guide the JCPR 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 JCPR's needs at all levels.
<b>User Training</b>	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.
<b>Go Live</b>	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.
<b>System Acceptance</b>	The JCPR 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.** The CentralSquare 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 CentralSquare 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 CentralSquare 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 Public Safety Pro Suite utilizes an automatic rolling back-up process. Any changes or additions made to CentralSquare 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 CentralSquare 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.

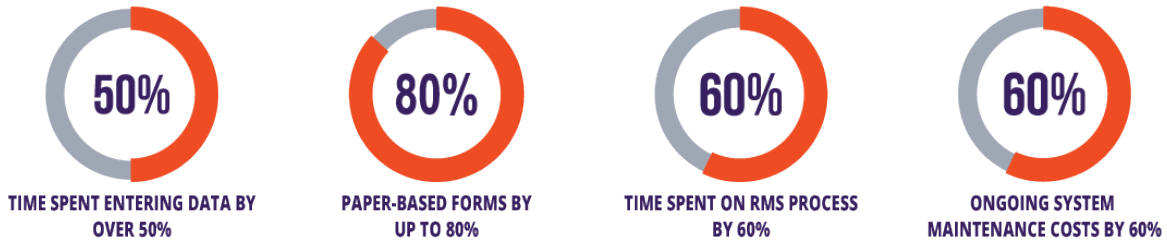
Software updates are performed using an advanced process that makes client updates completely automatic with no assistance from agency IT staff. Support representatives contact each agency as software updates are released to schedule them and assist the agencies in taking advantage of new features. This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



# Terms and Conditions

---

The pricing included in this proposal is dependent upon the JCPR receiving permission from the Jackson County Sheriff's Office to access its servers and use its VPN.

Pricing provided in this document is valid until February 11, 2024.

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-109535**Primary Quoted Solution:** PSJ Pro**Quote expires on:** February 11, 2024**Quote prepared for:**

Jordin Mahnke

Jackson County Park Rangers

22807 Woods Chapel Road

Blue Springs, MO 64015

(816) 503-4800

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](http://www.centralsquare.com).

## WHAT SOFTWARE IS INCLUDED?

### MOBILE

	PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
1.	Mobile PS Pro AVL Annual Subscription Fee	18	70.68	1,272.24
2.	Mobile PS Pro eCitations Annual Subscription Fee	18	123.70	2,226.60
3.	Mobile PS Pro Mapping Annual Subscription Fee	18	256.84	4,623.12
4.	Mobile PS Pro Records Annual Subscription Fee	18	335.74	6,043.32

**Mobile Software Total** 14,165.28 USD

### RMS

	PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
5.	PS Pro Additional Agency MULES/NCIC Interface Annual Subscription Fee	1	931.02	931.02
6.	Records PS Pro Advanced (Agency Site License) Annual Subscription Fee	1	848.16	848.16
7.	Records PS Pro Core (Agency Site License) Annual Subscription Fee	1	2,544.48	2,544.48

**RMS Software Total** 4,323.66 USD

### SUITE

	PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
8.	Administration PS Pro Core (Agency Site License) Annual Subscription Fee	1	296.64	296.64
9.	Personnel PS Pro Core (Agency Site License) Annual Subscription Fee	1	0.00	0.00

---

**Suite Software Total** 296.64 USD

## SOFTWARE SUMMARY

---

**Software Total** 18,785.58 USD

## WHAT SERVICES ARE INCLUDED?

---

### SERVICES

	DESCRIPTION	TOTAL
1.	Public Safety Consulting Services - Fixed Fee	7,020.00
2.	Public Safety Project Management Services - Fixed Fee	3,315.00
3.	Public Safety Technical Services - Fixed Fee	1,560.00
4.	Public Safety Training Services - Fixed Fee	7,605.00

**Services Services Total** 19,500.00 USD

## SERVICES SUMMARY

---

**Services Total** 19,500.00 USD

## QUOTE SUMMARY

---

**Software Subtotal**

18,785.58 USD

**Services Subtotal**

19,500.00 USD

**Quote Subtotal**

38,285.58 USD

**Quote Total****38,285.58 USD**

## WHAT ARE THE RECURRING FEES?

TYPE	AMOUNT
FIRST YEAR MAINTENANCE TOTAL	0.00
FIRST YEAR SUBSCRIPTION TOTAL	18,785.58

The amount totals for Maintenance and/or Subscription on this quote include only the first year of software use and maintenance. Renewal invoices will include this total plus any applicable uplift amount as outlined in the relevant purchase agreement.

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.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
04/19/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> MARSH USA, INC. TWO ALLIANCE CENTER 3560 LENOX ROAD, SUITE 2400 ATLANTA, GA 30326  CN130114897--DOXDO-21-22	<b>CONTACT</b> NAME: PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS:  <b>INSURER(S) AFFORDING COVERAGE</b>  <b>INSURER A :</b> Westchester Fire Insurance Company <b>INSURER B :</b> <b>INSURER C :</b> <b>INSURER D :</b> <b>INSURER E :</b> <b>INSURER F :</b>	<b>NAIC #</b> 10030
---	---	------------------------

## COVERAGES

CERTIFICATE NUMBER:

ATL-005420644-01

REVISION NUMBER: 1

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N <input checked="" type="checkbox"/> N/A						PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Directors and Officers			G71176332 004	08/31/2021	08/31/2022	Limit 10,000,000 SIR 75,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

## CERTIFICATE HOLDER

## CANCELLATION

Jackson County Jackson County Sheriff's Office 415 East 12th Street Kansas City, MO 64106	<b>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</b>  <b>AUTHORIZED REPRESENTATIVE</b> of Marsh USA Inc  <i>John White</i>
--	--

© 1988-2016 ACORD CORPORATION. All rights reserved.

AGENCY CUSTOMER ID: CN130114897

LOC #: Atlanta



## ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

AGENCY MARSH USA, INC.		NAMED INSURED CentralSquare Technologies, LLC 1000 Business Center Drive Lake Mary, FL 32746
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

### ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Excess Directors and Officers:

Carrier: Berkshire Hathaway Specialty Insurance Company

Policy Number: 47-EMC-317273-01

Effective Date: 08/31/2021

Expiration Date: 08/31/2022

Limit: \$10M x \$10M

# Jackson County Missouri

# Certificate of Compliance



In accordance with Jackson County Code Chapter(s) 6 and 10,  
this Certificate of Compliance is hereby issued to:

CentralSquare Technologies  
1000 Business Center Drive  
Lake Mary, FL 32746  
2022 Certificate: 20211228VC767

Issued: 2021-12-28

Expires: 2022-12-31

The above named firm/agency has met the following requirements:

Is duly listed and assessed on the tax rolls of Jackson County, Missouri and is not delinquent in the payment of any taxes due to the County, or did not have on December 31st of the previous year any property subject to taxation by the County

Attests and agrees to Chapter 6 of the Jackson County Code which prohibits discriminatory employment practices and promotes equal employment opportunity by contractors doing business with Jackson County.

---

Chief Compliance Review Officer  
Jackson County Missouri  
816-881-3302  
compliance@jacksonsongov.org