



# CITY OF COLUMBIA

## Columbia – Richland 9-1-1 Communications

1800 Laurel St | Columbia, South Carolina 29201  
Phone: 803-988-8005 Fax: 803-255-8139

### INTEROFFICE MEMORANDUM

TO: Teresa Wilson, City Manager

Cc: S. Allison Baker, Sr. Assistant City Manager

FROM: Kimberly Gathers, CRC 911 Director *KRG* *Sub*  
*12/6/13*

DATE: December 4, 2013

RE: TriTech Software Systems Annual Maintenance Agreement Renewal

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Please find attached for your review and approval, the 12/1/2013 - 11/30/2014 TriTech Software Systems Annual Maintenance Agreement Renewal between the City of Columbia and TriTech Software Systems.

This Maintenance Agreement will provide uninterrupted ccCAD Software maintenance coverage through November 2014, and is jointly funded (50/50 split) with Richland County:

City Account 1012701	Object Code 638200	\$136,569.30
County Account 2082702	Object Code 638200	\$136,569.31

Thank you for your kind consideration in this matter.

KG/sll

Attachments



November 19, 2013

CRCC  
Attn. Adam DeMars  
1800 Laurel St.  
Columbia, SC. 29201

## **Renewal of Software Support Agreement**

This letter is an important notice to renew your Software Support Agreement for your TriTech System, which is due to expire on December 1, 2013. The renewal of the Software Support Agreement will allow you to continue to take advantage of the software support and maintenance services provided by TriTech Software Systems and allow you to receive upgrades to your TriTech System.

Please complete and sign this Support Renewal Agreement and return it to TriTech along with your payment to assure uninterrupted software support and maintenance services coverage. Action on this Support Renewal Agreement is time sensitive; services to support your system will not be provided if you have not paid your Support Renewal Fee by the Expiration date of your Software Support Agreement.

### **TriTech Support Services Renewal Agreement Amendment**

Client agrees to renew its Software Support Agreement, the terms of which are incorporated by reference herein as though set forth in full, and according to the terms and conditions included herein. Except as modified herein, all other terms and conditions of the Software Support Agreement shall remain in full force and effect. With respect to the content herein, in the event of any conflict between this Software Support Renewal Agreement Amendment and the Software Support Agreement, the terms of this Software Support Renewal Agreement Amendment shall control. **This Support Renewal Agreement Amendment and applicable support fees must be signed, paid and returned by December 1, 2013** to avoid any interruptions in the software support and maintenance services provided by TriTech. Payment of \$273,138.61 for this period is due by December 1, 2013

### **Consumer Price Index Adjustment**

For support renewals that go into effect within calendar year 2013, the support renewal fee has been increased by the consumer price index (CPI) rate of 1.2%.

Note: Escrow, ESRI and TeleAtlas Fees are calculated separately and added to your annual support fee.

**The Support Renewal Agreement for TriTech Support Services is based upon the following TriTech Software licenses:**

**CRCC**

Product Name	Notes	# of Licenses	Cost per License	Total License Cost	Support term 12/1/13-11/30/14
VisiCAD Primary Server Multi Agency License		1	30,000.00	30,000.00	7,037.29
Test/Training Server SWL		1	10,000.00	10,000.00	2,345.76
Local Back-up Server SWL		1	10,000.00	10,000.00	2,345.76
Remote Back-up Server SWL		1	10,000.00	10,000.00	2,345.76
Archive & Reporting Server License (Replication)		1	18,500.00	18,500.00	4,339.66
VisiNet Browser		1	25,000.00	25,000.00	5,864.40
NCIC State Message Switch Server SWL		1	50,000.00	50,000.00	11,728.81
Dispatcher: Call Taker Client SWL		24	10,000.00	240,000.00	56,298.28
Administrator Client SWL		7	5,000.00	35,000.00	8,210.17
Administrator Client SWL		-6	5,000.00	(30,000.00)	(7,037.29)
Administrator Client SWL		6	3,000.00	18,000.00	4,222.37
Administrator Client SWL		-6	3,000.00	(18,000.00)	(4,222.37)
Test Training Client SWL		10	3,000.00	30,000.00	7,037.29
Test Training Client SWL		-2	3,000.00	(6,000.00)	(1,407.46)
Dispatcher: Call Taker SWLs (Remote backup-disaster site)		7	3,000.00	21,000.00	4,926.10
Dispatcher: Call Taker SWLs (Remote backup-disaster site)		-1	3,000.00	(3,000.00)	(703.73)
Quickest Path Unit Recommendation Module		54	1,000.00	54,000.00	12,667.11
Quickest Path Unit Recommendation Module		-15	1,000.00	(15,000.00)	(3,518.64)
Event Playback Module		1	7,500.00	7,500.00	1,759.32
NCIC State Query User Module		31	500.00	15,500.00	3,635.93
TDD User Module		1	2,500.00	2,500.00	586.44
TDD User Module		-1	2,500.00	(2,500.00)	(586.44)
Protocol Module		1	7,500.00	7,500.00	1,759.32
GIS Links Streets Utility Module		1	15,000.00	15,000.00	3,518.64
GIS Link for Response Area Polygons Import		1	5,000.00	5,000.00	1,172.88
Advanced Times-Flight Following Module		1	5,000.00	5,000.00	1,172.88
SOP Module		1	7,500.00	7,500.00	1,759.32
Controlling Dispatcher Module (included in base CAD)		1	0.00	0.00	0.00
Dispatch Rules Module (included in base CAD)		1	0.00	0.00	0.00
Geofile Cross Reference Module (point in polygon)		54	250.00	13,500.00	3,166.78
Geofile Cross Reference Module (point in polygon)		-15	250.00	(3,750.00)	(879.66)
System Status Management Module (included in base CAD)		1	0.00	0.00	0.00
VisiNet Browser Reports Module (included in new sales)		1	0.00	0.00	0.00
Snapshot Module		1	2,500.00	2,500.00	586.44
Unit Swap Module		1	2,500.00	2,500.00	586.44
VisiNet Browser - Discussion Board - Site License		1	7,500.00	7,500.00	1,759.32
VisiNet Browser - Discussion Board - Site License		-1	7,500.00	(7,500.00)	(1,759.32)
VisiNet Browser - Call Entry - Site License		1	7,500.00	7,500.00	1,759.32
VisiNet Browser - Call Entry - Site License		-1	7,500.00	(7,500.00)	(1,759.32)
ANI/ALI Interface License (Positron)		1	9,000.00	9,000.00	2,111.19
Paging Interface License		1	9,000.00	9,000.00	2,111.19
Interface Manager License		1	5,000.00	5,000.00	1,172.88
Closed Record Download RMS Data Transfer Interface (Zoll)		1	15,000.00	15,000.00	3,518.64
Closed Record Download RMS Data Transfer Interface (VisionAir RMS to RCSO)		1	15,000.00	15,000.00	3,518.64
Closed Record Download RMS Data Transfer Interface (VisionAir RMS to RCSO)		-1	15,000.00	(15,000.00)	(3,518.64)
Closed Record Download RMS Data Transfer Interface (VisionAir RMS to CPD)		1	15,000.00	15,000.00	3,518.64
Closed Record Download RMS Data Transfer Interface (Firehouse RMS for CPD)		1	15,000.00	15,000.00	3,518.64
Station Alert Interface License		1	20,000.00	20,000.00	4,691.52
AVL Interface (New Custom)		1	45,000.00	45,000.00	10,555.93
Custom Fire Alarm Interface License		1	9,000.00	9,000.00	2,111.19
Custom Fire Alarm Interface License		-1	9,000.00	(9,000.00)	(2,111.19)
Custom MDC Interface License (VisionAir Mobile - CPD)		1	112,000.00	112,000.00	26,272.53
Custom MDC Interface License (Motorola PMDS-RCSO)		1	42,000.00	42,000.00	9,852.20
DR ANI/ALI Interface License (Positron)		1	9,000.00	9,000.00	2,111.19
DR Paging Interface License		1	9,000.00	9,000.00	2,111.19
DR Interface Manager License		1	5,000.00	5,000.00	1,172.88
DR AVL Interface (New Custom)		1	45,000.00	45,000.00	10,555.93
DR Custom MDC Interface License (VisionAir Mobile - CPD)		1	20,000.00	20,000.00	4,691.52
DR Custom MDC Interface License (Motorola PMDS-RCSO)		1	20,000.00	20,000.00	4,691.52
Alertline		1	34,750.00	34,750.00	8,151.52
Standard Push to Talk Interface License		1	20,000.00	20,000.00	4,691.52
Custom False Alarm Billing Report	[A]	1	9,000.00	9,000.00	0.00
File Attachments Module for Production Environment (CAD & Mobile)		1	7,500.00	7,500.00	1,759.32
File Attachments Module for Disaster Recovery Environment for CAD & Mobile		1	2,250.00	2,250.00	527.80
File Attachments Module for Test/Training Environment for CAD & Mobile		1	2,250.00	2,250.00	527.80
Stratus Support					12,873.00

<b>Total Support Renewal Fee:</b>	<b>251,906.12</b>
Consultation Services	0.00
Escrow Fee:	1,000.00
Sales tax 8%	20,232.49
<b>Total Adjusted Support Renewal Fee:</b>	<b>273,138.61</b>

**CUSTOMER REQUEST**

[A] Removing support until upgraded to v5.x

ACCEPTED AND AGREED:

TRITECH SOFTWARE SYSTEMS

Teresa Wilson  
Signature

Blake Clark  
Blake Clark  
CFO

Teresa Wilson  
Printed Name

City Manager  
Title

12/10/2013  
Date



Invoice No. 18581

Invoice Date 11/27/2013

Remit To:
TriTech Software Systems
P.O. Box 203223
Dallas, TX 75320-3226
Contact: 858-799-7000

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Bill To:
Richland County CRCC
Attn. Finance Dept
2020 HAMpton St PO BOX 192
Columbia SC 29202

Ship To:
Richland County CRCC
Attn. Finance Dept
2020 HAMpton St PO BOX 192
Columbia SC 29202

Table with 4 columns: Customer PO, Cust. No., Ship Method, Payment Terms. Values: SC048A, Net 30 Days.

Table with 6 columns: QTY, Item Number, Item Description, Unit Price, Ext. Price. Values: 1, 4300-60, Customer Support - 12/1/13 - 11/30/14, Ea, \$0.00, \$252,906.12, \$252,906.12.

Subtotal \$252,906.12
Tax \$20,232.49
Freight \$0.00
Total \$273,138.61



To: Ms. Teresa Wilson  
From: Elisa Limbaugh, CIO  
CC: Jeff Palen, Sylvia White, Kim Gathers  
Date: 12/18/2013  
Re: City Council Agenda Item - TriTech Software Systems Maintenance Agreement

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I support this renewal of the annual maintenance for TriTech, computer-aided dispatch (CAD) software used by 911 to manage response to calls (initial incident information collection and follow-on incident management) and associated resources (e.g., ambulance, police, fire).

The cost is split with Richland County and the increase is determined by the consumer price index, which this year is 1.2%. The maintenance agreement provides for software support and maintenance as well as software upgrades.