

RESOLUTION 17-106


A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, APPROVING THE PURCHASE OF AN INTEGRATED WORKSTATION FOR THE POLICE DEPARTMENT FROM WEST SERVICES, INC. FOR \$18,379.50; AND PROVIDING AN IMMEDIATELY EFFECTIVE DATE.

BE IT RESOLVED that the appropriate officers of the City are authorized but not required to accept and deliver on behalf of the City that certain Agreement between the City and West Services, Inc., relating to the purchase of one Single Integrated Workstation for the Police Department in the basic amount of Eighteen Thousand Three Hundred Seventy Nine Dollars and Fifty Cents (\$18,379.50), in substantially the form attached and presented to the Council today, with such changes, insertions or omissions as may be approved by the City Manager and whose execution shall be conclusive evidence of such approval.

THIS RESOLUTION shall be effective immediately upon passage.

PASSED in regular session this 13th day of July, 2017.

CITY OF PANAMA CITY BEACH

By: 
Mike Thomas, Mayor

ATTEST:

Diane Floyd, City Clerk

Panama City Beach Police Department

17115 Panama City Beach Parkway
Panama City Beach, Florida 32413-2128
(850) 233-5000 Fax (850)233-5013

www.beachpolice.org

**To: Drew R. Whitman
Chief of Police**

**From: Danny McDonald
Lieutenant**

Date: June 26, 2017

Subject: Bid results for the Integrated Workstation

Chief,

Today at noon I met with Ms. Lesil Taylor, who wanted to view the public opening for the Integrated Workstation bid. West Services Inc. was the only company that participated in the bid request for a single integrated workstation. Page 2 of the proposal shows the total summary cost for the equipment at \$24,170.66; however, Ms. Taylor said the County would be incurring the "Professional Services" charge of \$5,578.16, the "Freight Charges" of \$150.00, and the "Maintenance Services" of \$63.00; along with any other Software Subscription costs. This leaves a total cost to the City at \$18,379.50 for our 3rd workstation. Bay County EOC will be purchasing their own additional equipment and plan on housing one of their workstations here at our station to serve as our 4th workstation at no cost to the City.


Lt. Danny McDonald



CITY OF PANAMA CITY BEACH AGENDA ITEM SUMMARY

1. DEPARTMENT MAKING REQUEST/NAME:

Panama City Beach Police Department

2. MEETING DATE:

07/13/2017

3. REQUESTED MOTION/ACTION:

Purchase of 1 (one) - Integrated Workstation for the Communications Center

4. AGENDA

PRESENTATION
PUBLIC HEARING
CONSENT
REGULAR

5. IS THIS ITEM BUDGETED (IF APPLICABLE)? Yes No N/A
BUDGET AMENDMENT OR N/A

DETAILED BUDGET AMENDMENT ATTACHED Yes No N/A

6. BACKGROUND: (WHY IS THE ACTION NECESSARY, WHAT GOAL WILL BE ACHIEVED)

West Services Inc., was the only company that participated in the bid request for a single integrated workstation. Page 2 of the proposal shows the total summary cost for the equipment at \$24,170.66; however, Ms. Taylor said the County would be incurring the "Professional Services" charge of \$5,578.16, the "Freight Charges" of \$150.00, and the "Maintenance Services" of \$63.00; along with any other Software Subscription costs. This leaves a total cost to the City at \$18,379.50 for our 3rd workstation.



Position Expansion

for

Panama City Beach PD, FL
(Direct Sale)

Quote Number: 19711

Version: 1

The terms and conditions available at west.com/legal-privacy/terms/call-handling will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information owned by Intrado Inc. or its affiliates, and such information may not be used or disclosed by any person without prior written consent.

Summary - PCBPD

Item	Cost
VIPER	\$3,667.50
Power 911	\$8,992.50
Power MIS	\$635.25
MapFlex	\$3,296.25
Sentry	\$120.00
IWS Hardware	\$1,668.00
Professional Services	\$5,578.16
Freight Charges	\$150.00
Maintenance Services	\$63.00
Total:	\$24,170.66

Maintenance Summary - Optional

Item	Cost
<u>Software Subscription</u>	
Software Subscription Year 1	\$1,500.00
Software Subscription Year 2	\$1,500.00
Software Subscription Year 3	\$1,500.00
Software Subscription Year 4	\$1,500.00
Software Subscription Year 5	\$1,500.00
<u>Software Protection and Remote Tech Support</u>	
Software Protection Year 2	\$600.00
Software Protection Year 3	\$600.00
Software Protection Year 4	\$600.00
Software Protection Year 5	\$600.00

Configuration Parameters - PCBPD

Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
912811	Application Server License	1			
912812	PBX Access License	1			
913850/S	IWS Viper Enabling Kit (Sonic)	1			
				Subtotal	\$3,667.50
Power 911					
913100	Power 911 Client Access License (CAL)	1			
913202	Power 911 Server Access License	1			
				Subtotal	\$8,992.50
Power MIS					
920102	Power MIS Data Access License	1			
				Subtotal	\$635.25
MapFlex					
MF-DMS	MapFlex 9-1-1 Client License	1			
				Subtotal	\$3,296.25
Sentry					
E10831	LICENSE, ELM Enterprise Manager 6.7, Class II	1			
				Subtotal	\$120.00
IWS Workstations					
914102/BB	IWS Workstation Prebuilt Building Block	1			
				Subtotal	\$1,668.00

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19711 v1- Panama City Beach PD, FL

Staging

950852	Front Room Equipment Staging - Per Position	1		
			Subtotal	\$250.00

Installation

950104	Professional Services (per Day)	1		
960575	Living Expense per Day per Person	3		
960580	Travel Fee per Person	1		
			Subtotal	\$3,350.00

Project Management Services

950510	Project Management Services	1		
			Subtotal	\$1,978.16

Freight Charges

FREIGHT	Freight Charges	1		
			Subtotal	\$150.00

Antivirus Recurring Fees

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 1	1		
			Subtotal	\$63.00

Total **\$24,170.66**

Maintenance Services

Model#	Description	Qty	List Price	Selling Price	Total Price
Software Subscription					
950999/SUB1	Software Subscription Year 1 Software Subscription Service - 1 Year/Position	1	\$1,500.00	\$1,500.00	\$1,500.00
				Subtotal	\$1,500.00
950999/SUB1	Software Subscription Year 2 Software Subscription Service - 1 Year/Position	1	\$1,500.00	\$1,500.00	\$1,500.00
				Subtotal	\$1,500.00
950999/SUB1	Software Subscription Year 3 Software Subscription Service - 1 Year/Position	1	\$1,500.00	\$1,500.00	\$1,500.00
				Subtotal	\$1,500.00
950999/SUB1	Software Subscription Year 4 Software Subscription Service - 1 Year/Position	1	\$1,500.00	\$1,500.00	\$1,500.00
				Subtotal	\$1,500.00
950999/SUB1	Software Subscription Year 5 Software Subscription Service - 1 Year/Position	1	\$1,500.00	\$1,500.00	\$1,500.00
				Subtotal	\$1,500.00
Software Protection and Remote Tech Support					
950999/PRO1	Software Protection Year 2 Software Protection and Remote Technical Support - 1 Year/Position	1	\$600.00	\$600.00	\$600.00
				Subtotal	\$600.00
950999/PRO1	Software Protection Year 3 Software Protection and Remote Technical Support - 1 Year/Position	1	\$600.00	\$600.00	\$600.00
				Subtotal	\$600.00
950999/PRO1	Software Protection Year 4 Software Protection and Remote Technical Support - 1 Year/Position	1	\$600.00	\$600.00	\$600.00

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				Subtotal	\$600.00
950999/PRO1	Software Protection Year 5 Software Protection and Remote Technical Support - 1 Year/Position	1	\$600.00	\$600.00	\$600.00
				Subtotal	\$600.00

Notes

1 This quote adds a new position to Panama City Beach PD, FL

2 MapFlex is a viewing software. Customers must supply and maintain GIS data unless West Safety Solutions Corp. has been contracted to fulfill this role.

GIS Services included with MapFlex Server Staging:

- Re-creation of GIS package (Data schema, Map configuration, and/or MF version changes) leading up to FA.
- All GIS data staging activities

Post-Deployment GIS Services included with Maintenance:

- Creation of data package in support of a MapFlex version upgrade tied to a "break fix". GIS effort (potentially) involved in upgrading a bug fix related to software.

Post-Deployment GIS Services not included with Maintenance (chargeable):

- GIS Data Validation
- Re-creation of data package (e.g. schema, symbology, search settings, cache, dynamic layer, or other map changes)

MapFlex 5.X Data Update (one-time or recurring)

3 Sentry fees do not include West Safety Solutions Corp. monitoring of the site's performance via the Sentry system.

The Sentry Monitoring System has been configured to monitor all West Safety Solutions, Corp-Provided hardware which has an IP address. This includes, but is not limited to, Servers, workstations, A9C, network switches, routers, etc.

4 **Professional Services:** This quote represents an estimate of labor costs to perform the work described in this quote. If the amount of labor needed to correct the issue can't be accomplished time allotted in this quote, West will contact the customer representative before performing additional labor. If the actual labor to perform the work is significantly less than the amount quoted, the final charge may be adjusted.

5 **Comprehensive Project Management**

This is a service offered to partners that do not have a Project Manager assigned to the project, where

West Safety Solutions, Corp's Comprehensive Project Management (CPM) provides a Project Manager that coordinates all project activity.

The CPM provides complete, end-to-end project management support and services that could include on-site support, project documentation, formal reporting, as well as coordination of deliveries both internally as well as with the partner and the end customer.

The CPM level of service includes all services in the basic level plus the following:

- Site survey is reviewed (or initiated and then reviewed) to verify that site and system environment are ready for installation
- Scope of Work is completed (includes a Project Schedule of key dates)
- Review system design
- Site and/or network diagram are completed as required
- 3rd Party contractors included in the sales order are contacted and managed
- Project kick-off meeting is scheduled with the end customer and held via conference call or optionally on site
- Comprehensive risk assessment and mitigation planning
- Overall project coordination
- Weekly project status meetings are scheduled, led and documented
- Customer configuration for staging is collected and communicated
- Equipment staging (if ordered) and shipping is managed"
- Coordinate on-site delivery
- Equipment receipt and inventory is validated
- West Safety Solutions Corp. resources are scheduled and managed with project implementation and cut-over requirements
- Maintain all project related communications and documentation
- Complete Site Book for delivery to end customer at time of handover to service
- Variable: Project Manager Presence on-site (with additional per day and travel cost components). This is typically required for project kickoff (if on-site), final site evaluation, and cut-over project management services

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- 6 **Software Subscription Service** provides the customer with access to software upgrades including new features. This offering only provides for the availability of the software. Installation and training (if needed) are not included. Any required hardware or operating system changes are also not included.

West Safety Solutions, Corp. will provide periodic software release bulletins to customers which announce and explain new feature releases for West Safety Solutions Corp. software. Customers may then request the new release or version from West Safety Solutions Corp. based on applicability of the release to customer's system. The customer is responsible for installation of all these releases, unless

the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have West Safety Solutions Corp. deploy a new release, West Safety Solutions Corp. will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at West Safety Solutions Corp.'s then current prices for such services.

- 7 **Software Protection and Remote Technical Support** is a coverage requirement with the purchase and ownership of West Safety Solutions Corp. CPE system equipment. The coverage requirement is effective after the expiration of the system warranty, but a purchase order for the service, for at least one year duration, is required at the time of any new system purchase.

Software Protection and Remote Technical Support cannot be deleted from quotes or system orders. Once a Software Protection and Remote Technical Support service contract is established for the site during system initial purchase, all items subsequently added to the site will not require an additional contract, but the acquisition of additional positions will increase the price of the services.

- a. For sites with one year coverage contracts, the increased price will be reflected in the quote at the next contract renewal point.
- b. For sites with multi-year agreements, the customer will be required to retract the remaining years of the original purchase order and issue a new purchase order for the remaining period covering the original system and new positions.

If a contract for Software Protection and Remote Technical Support expires without renewal, causing a lapse in coverage, the customer's access to the Support Center will be discontinued and a notification of services termination will be issued. Reinstatement of the lapsed coverage will require the following from the customer:

- a) Payment in full for the lapsed period at the prevailing per-seat rate
- b) Purchase of a new maintenance agreement (one-year or five-year)
- c) System Recertification fees in the form of a Class A inspection at \$1,500.00 per day plus related travel and expense charges.

Software Protection

This offering provides for the availability of software product updates. Installation and training (if needed) are not included. West Safety Solutions Corp. will publish periodic software release bulletins to customers which announce important product updates for West Safety Solutions Corp. software. Customers may then request the new update from West Safety Solutions Corp. based on applicability of the release to customer's system. Customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have West Safety Solutions Corp. deploy a new release, West Safety Solutions Corp. will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at West Safety Solutions Corp.'s then current prices for such services.

Remote Technical Support

Support is provided by associates who specialize in the diagnosis and resolution of system performance issues. Remote Technical Support is available 24/7 through both a toll free hotline and a secure customer Internet portal. All service inquiries are tracked by a state-of-the-art CRM trouble ticket system that can be queried by customers through the online portal to obtain the most up-to-date status on their issues.

- 8 All optional modules in this quote have been priced under the assumption that they will be purchased and installed concurrently with the base system. If these modules are to be installed at a later date, additional travel & living expenses will apply.

Unless otherwise stated in this quotation, Installation, Training, Project Management, and Maintenance services have not been included for optional modules. Once the customer has finalized their configuration, a revised quotation will be provided with equipment and services costs revised as necessary.

Terms

VENDOR NAME West Safety Solutions Corp
1601 Dry Creek Drive
Longmont, CO 80503

Include quote number and customer EIN/Tax Identification Number on P.O.

SUBMIT P.O. ordermanagement.safetyservices@west.com

PRICING All prices are in USD
Taxes, if applicable, are extra.
Shipping charges are extra unless specified on the quote.

SHIPPING TERMS FCA (Montreal), INCOTERMS 2010

PAYMENT Per Contract

DELIVERY TBD

VALIDITY Quote is valid for **120 Days**. However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.

Revision History

Revision Level	Proposal Writer	Notes	Date Revised
1	RCRAWFORD	Original (Modified from 19630 v1)	June 21, 2017