

Response to:

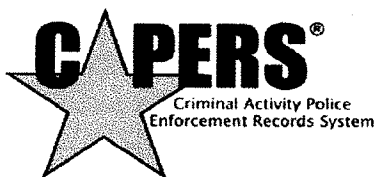
**Request For Information - Computer Aided Dispatch
(CAD) Systems, Fire Records Management System,
Mobile, and Mapping with AVL Software Systems**

For:



**Fire and Aviation Management (FAM)
Office of the Interior, United States
Department of Agriculture**

By:



CAPERS
Bridget Chase, Account Manager
9930 W. 190th St., Ste L
Mokena, IL 60448
(312) 952-4911
bchase@caperssoftware.com



Cover Letter

Outlined in this proposal is an offer from CAPERS, as a Primary Solution Provider, to furnish FAM with integrated CAD, Mobile, Mapping w/ AVL, and RMS Solutions to create a more efficient case processing and booking environment, to eliminate redundant data entry, and to ensure all Law Enforcement personnel have access to shared information which increases public safety. CAPERS is an Integrated Public Safety Software system developed by the men and women who use it daily. CAPERS® solutions are developed with direct feedback from our clients. CAPERS has designed and programmed our software to be superior in performance and use.

CAPERS® Suite Short-List is comprised of Computer Aided Dispatch (CAPERS CAD), Records Management System (CAPERS RMS) including Court, Property & Evidence, Civil, Entities, Addresses, Vehicles, Fleet, Incidents, Arrest, HR, & more, Mobile Application (CAPERS MOBILE), Mapping Solution (CAPERS MAPPING) including AVL, Jail Management System (CAPERS JAIL), and CAPERS Fire Records Management (CAPERS FIRE RMS), CAPERS Court and Adjudication.

CAPERS® offers all of these advanced solutions for a fraction of the market cost making us... *Different*. With a fully affordable system, we have to ask: What would you do with tens of thousands extra in your budget? We are the only vendor in the industry that offers standard Servers, Training (for dispatch, administrators, and officers), and Installation at NO CHARGE. CAPERS includes FREE Updates and Upgrades included when clients are current on Support and Maintenance.

What makes CAPERS® the best solution? We like to think it is our user-friendly interface, but the majority of our clients say it is the customization abilities that make it a powerful contender to the "big guys." CAPERS® exemplifies the phrase "Change is Good". We also pride ourselves on offering our clients excellent customer service.

Sincerely,



Bridget Chase

National Account Manager

CAPERS

9930 W. 190th Street • Suite L

Mokena, IL 60448

Cell: 312.952.4911

E-Mail: bchase@caperssoftware.com

www.caperssoftware.com



CAPERS SYSTEM SOLUTIONS PROPOSAL FOR
UNITED STATES DEPARTMENT FIRE AND AVIATION MANAGEMENT

Table of Contents

Letter of Transmittal	Page 2
Executive Summary	Page 4
Background and Experience	Page 7
Vendor References	Page 9
Hardware	Page 11
System information	Page 12
Project Management	Page 17
Training and Education	Page 19
CAPERS Maintenance and Support	Page 20
Scope of Work	Page 23
Pricing	Page 41
Conclusion	Page 43
Additional Value	Page 44
Attachments.	



SECTION: Executive Summary

Here are just a few reasons why CAPERS® will benefit the FAM:

- Affordable
- All-Inclusive Pricing
- Adaptable and Flexible solution
- Very User-Friendly
- Improved Data Sharing and Interoperability
- Highly Customizable & Configurable
- Efficient & Reliable
- 24x7x365 Support with speedy Response Time
- Helps Reduce Paperwork
- Eliminates Redundant Data Entry
- Reports INCLUDED
- Integrates with State and Federal Systems
- Speedy "go Live" Timeframe
- CAPERS Passionate and Committed sales/programming/marketing Staff
- CAPERS Commitment to Client Satisfaction
- Data Conversions Available
- Standard Servers INCLUDED at NO CHARGE
- Installation INCLUDED at NO CHARGE
- Training INCLUDED at NO CHARGE
- Most customization INCLUDED at NO CHARGE
- Optional additional hardware, IT and Networking Services Available at Discounted Rates
- FREE Automatic Future Updates and Upgrades For Agencies Included with Maintenance Agreement

CAPERS System Components and Services:

- Master Files (Names, Vehicles, Location)
- Computer Aided Dispatch
- Incident reports
- Mass security alerts by email
- Officer's Daily log
- Accident reports
- Summary reports
- Dispatch > Mobile, Mobile > Mobile, Mobile > Dispatch IM/Email Messaging
- Radio (Call) Logs



CAPERS SYSTEM SOLUTIONS PROPOSAL FOR
UNITED STATES DEPARTMENT FIRE AND AVIATION MANAGEMENT

- TDD Codes/ Calls
- Recording Playback (instant call-back)
- MSAG – pre-program all addresses & phone numbers for schools
- Daily Duty Roster
- Status check timer
- Phone Log (may be linked to call log)
- Recent radio calls at top of screen
- Community phone number (i.e.: Directors, Superintendent, call-out lists, etc.)
- Mapping with AVL (to highlight area 1,000 feet of schools)
- Property & Evidence Module
- Case Management
- Print/ Preview Reports
- Master Vehicle Module (for parking)
- Watches -BOLO (security alerts)
- Creates line-up
- Live and practice database
- Remote log-in help
- UCR reports
- Ability to save personal preferences
- Training Reminder program
- Search Module
- Equipment/Armory Program
- E-911 Interface
- State/NCIC Interface
- Geo Based Address Verification
- Alarm Tracking & Billing
- Premise & Hazmat Information
- Response Plans
- CAD Integration with RMS
- Law Enforcement Records Management System
- Incident Reporting
- Field Interviews
- Crime Analysis
- Property & Evidence Management with Bar Coding
- Bar Coding Hardware
- Case Management
- Investigations
- Tickets
- Gang Module



CAPERS SYSTEM SOLUTIONS PROPOSAL FOR
UNITED STATES DEPARTMENT FIRE AND AVIATION MANAGEMENT

- Dashboard Real-Time Reporting
- Incident Notifications
- Gang Tracking
- Fleet Vehicle Maintenance
- Entities Module
- Human Resources Module
- Addresses Module
- Ad-Hoc Searches
- Mobile CAD & RMS
- Text and Email Incident Information Through CAD
- CAD/Mobile Emailing
- Conversion of existing Property & Evidence with Data
- Data Conversion available
- Smart Phone and Tablet Integration
- Utilizes the latest Windows platforms (Windows Server 2008 and WS Windows 7 OS)
- Compatible with the latest Internet Browsers – I.E.9, Chrome, Firefox, etc.
- SQL Database

CAPERS proposal to supply and implement integrated CAD, Mobile, Mapping w AVL, and Law Enforcement RMS to FAM shall be valid for 195 days from 06/15/2012.

CAPERS® has quickly become a premier software solution in Single and Multi-Jurisdictional CAD, RMS, MOBILE, MAPPING, JAIL, FIRE RMS, and Adjudication. CAPERS® prides itself on the close relationship between our clients and development staff. We consistently strive to advance and adapt our software to the ever-changing needs of our departments. What makes CAPERS® different from the competition? **PRICE, FUNCTIONALITY, and SERVICE.** Price is an easy and obvious differentiator, but the constant improvements and additions of features in our system, and our A+ Customer Service are what we believe really make going with CAPERS a great choice! We look forward to proving it to you.



SECTION: Background and Experience

1.1. Vendor Background

Vendor Information	
Company Name	CAPERS
Address	9930 W. 190 th Street, Ste. L
City, State & Zip	Mokena, IL 60448

Primary Vendor Contact	
Name and Title	Bridget Chase, National Account Manager
Address	9930 W. 190 th Street, Ste. L
City, State & Zip	Mokena, IL 60448
Phone	312-952-4911
Email	bchase@caperssoftware.com

Founded in 1990 and headquartered just outside of Chicago, Illinois, Intelligent Solutions has been a premier provider of innovative technology solutions to customers in corporate and government sectors. Intelligent Solutions service offerings are principally focused in Business Solutions, Information Technology and Professional Engineering and are delivered as either integrated or discrete services. Since its inception over 20 years ago, Intelligent Solutions, has been financially solvent and continues to operate in a debt free environment. Intelligent Solutions is privately held company.

At Intelligent Solutions, we understand that properly addressing many problems in the governmental / business sectors today involves tackling the underlying business processes before beginning to look for technological solutions. This process-first methodology ensures that your organization gets the right solution for the correct problem. Intelligent Solutions provides services to a diversified base of approximately 400 regional customers throughout the Chicagoland area including Northwestern Indiana, Southern Wisconsin ranging to the coast of California. Our clients come from various industries including Municipal, Construction, Health Care, Manufacturing / Distribution, Banking / Finance and Not-for-Profit.

It was 9 years ago that Intelligent Solutions purchased a DOS-based police software called CAPERS and revolutionized the industry. CAPERS was one of the first .Net platform Records Management Systems on the market. CAPERS was developed on our core beliefs that our police department and municipal clients deserve the best software for a fraction of the cost.



CAPERS SYSTEM SOLUTIONS PROPOSAL FOR
UNITED STATES DEPARTMENT FIRE AND AVIATION MANAGEMENT

CAPERS was developed by police departments who were frustrated with software that was not user friendly and did not allow their officers to complete the work necessary to run an efficient police department. Our clients spoke of frustrations with other vendors. We continually heard that other vendors were less than enthusiastic about customizing software to specific departmental needs while charging maintenance dues that equal the price of new squad cars.

CAPERS took those frustrations and developed a highly customizable, and more importantly, an AFFORDABLE solution. Having taken our software system to a level where we believe there are few if any vendors that can rival us. We believe that if given the chance to demonstrate our software to FAM there will be no question as to which software makes the most sense. We appreciate the opportunity to propose our solution to the communications center and look forward to showing you the difference that CAPERS can bring to your department.

CAPERS has evolved as a software and as a company as well. We continue to have a high level of employee retention to ensure great customer support. The company has 24 employees; all of the Support staff are located in the Chicago area. Our Support staff holds the following certifications:

Authorized COMPTIA Service Center

A+
Network +
Security +
CCNA

VMWare Certified Professional (VCP)
ITIL
Microsoft Certified Professional
Microsoft Certified Systems Administrator

CAPERS remains a financially responsible and solvent company. Please see the financial documentation at the end of this proposal.

CAPERS Main Headquarters Contact Information:

CAPERS

9930 W. 190th Street • Suite L

Mokena, IL 60448

Tel: 877-818-4911

Fax: 708-479-6546

www.caperssoftware.com

CAPERS Authorized Contact for the Purposes of this RFP and your Account Manager:

Bridget Chase

National Account Manager

CAPERS

9930 W. 190th Street • Suite L

Mokena, IL 60448

Cell: 312.952.4911

E-Mail: bchase@caperssoftware.com

www.caperssoftware.com

1.2. Vendor References

Berwyn Police Department

6401 W. 31st Street
 Berwyn, Illinois 60402
 708-795-5600

Agency Contact: 911 Coordinator Curtis Nekovar
 Site Visit Contact: 911 Coordinator Curtis Nekovar
 Implementation: 3/6/07

RMS	MOBILE	CAD	9-1-1 Interface	Mapping	Fleet	Firehouse Interface	LEADS Interface
•	•	•	•	•	•	•	•

Blue Island Police Department/Call Center (Multi-Jurisdiction)

13031 S Greenwood
 Blue Island, Illinois 60406
 708-396-7020

Agency Contact: Deputy Chief Phil Contreras
 Site Visit Contact: Deputy Chief Phil Contreras/ 9-1-1 Director Paulette Szczecina
 Implementation: 2011

RMS	MOBILE	CAD	9-1-1 Interface	Mapping	Fleet	Firehouse Interface	LEADS Interface
•	•	•	•	•	•	•	•

Stickney Police Department

6533 Pershing Road
 Stickney, Illinois 60402
 708-788-2131

Agency Contact: Chief Joseph Kretch
 Site Visit Contacts: Telecommunications Supervisor Brent Tureson
 Implementation: 2010

RMS	MOBILE	CAD	9-1-1 Interface	Mapping	Fleet	LEADS Interface	Adjudication
•	•	•	•	•	•	•	•



Westchester Police Department

10240 W. Roosevelt Road
Westchester, Illinois 60154
708-345-0060

Agency Contact: Lieutenant Mike O'Hagan
Site Visit Contact: Telecommunications Supervisor Greg Hribal
Implementation: 2/14/09

RMS	MOBILE	CAD	9-1-1 Interface	Mapping	Fleet	LEADS Interface
•	•	•	•	•	•	•

Winthrop Harbor Police Department

830 Sheridan Road
Winthrop Harbor, Illinois 60096
847-872-2131

Agency Contact: Director of Police Administration Mike Bitton
Site Visit Contact: Director of Police Administration Mike Bitton
Implementation: 2010

RMS	MOBILE	CAD	9-1-1 Interface	Mapping	Fleet	Firehouse Interface	LEADS Interface	Enhanced Property & Evidence	Adjudication
•	•	•	•	•	•	•	•	•	•

SECTION: Scope of Work

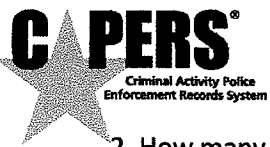
System Requirement	X
1. The System should support web based technologies, such as mobile and cloud computing.	X
2. The System must support the ability to merge an instance of the database with another instance, as in the case where data is created and stored in a standalone database that then must be combined with another database to consolidate the data. Note: For example, when two dispatch centers are becoming one.	X
3. The System must have disaster recovery processes that include data redundancy.	X
4. The System must have robust interoperability with established systems with the ability to share data easily and efficiently.	X
5. The System must be available (24/7) at the local dispatch center without interruption for any reason so as to maintain operational continuance at the local level at all times.	X
6. The System must support a multi-user platform with real-time access.	X
7. The System must meet all Federal and Agency requirements for security.	X
8. The System must have on-going technical and user support.	X
9. The System must be based on an interactive Graphical User Interface (GUI) environment.	X
10. The System must support real time, read-only access to data by local and remote fire managers and GACC personnel.	X
11. The System must meet the needs of an all-risk dispatch center.	X
12. The System must be scalable and flexible to accommodate individual dispatch center data, policy and business practices while complying with national agency requirements for standardized data elements and reporting requirements.	X
13. The System must be able to create an Incident from any computer via the internet.	X
14. The System must include a variety of robust mapping features that allow the dispatch center to determine the location of a potential incident quickly and easily.	X
15. The System must be able to produce standard and ad hoc reports.	X
16. The System must allow for local management to pre-determine the resource response by incident type, response area, and response level.	X
17. Daily log and entries may be retained as part of the official record of an incident.	X
18. When multiple incidents are created but should be tracked as one incident, the multiple incidents are merged, (i.e. A reported smoke incident and a reported vehicle collision, are the same incident.) When incidents are merged, all documentation and resource data is tracked in one incident.	X
19. The System must provide multiple ways to create an incident, such as using a function key or typing in an address or designating a map location through lat/long or GIS, etc.	X
20. The System maintains an incident log that records activity on an incident, such as radio communications, phone communications, dispatcher activity, notifications, etc.	X

21. The dispatcher must be able use a timer to track status, and position checks of resources. For example, if it is a law enforcement incident the timer will notify the dispatcher when a safety check is required. For aircraft, Automated Flight Following may want a verbal check back every 15 minutes to track the location in case of loss of contact.	X
22. Standard land-based geospatial data layers should be available within the System.	X
23. Response area data includes: response levels, associated Fire Danger Rating Area, response areas.	X
24. Dispatch (run cards) data includes: response types, incident types with incident subtypes, response types, response levels, dispatch strategy, copying and reporting dispatch strategies, dispatch action required.	X
25. Interfaces with radio console over a serial data connection to select frequencies and tones (repeaters). Dispatcher can click the [SELECT] button on the CAD screen to select dispatch frequencies and tones on the radio console screen.	X
26. Provides an application administrator with the ability to add a common place name to the geographic data file with only a latitude/longitude location (location is off-road).	X
27. Provides an application administrator with the ability to configure response areas for fixed (run order) or dynamic (road network calculation) unit recommendation.	X
28. Provides a dispatcher with the ability to assign a weather-based dispatch level to response areas that have been organized into dispatch zones.	X
29. Recommends units based on the current weather conditions (dispatch level) in the response area associated with incident location. The dispatch level influences the selection of a response plan.	X
30. Calculates a bearing and distance for recommended units that travel through the air.	X
31. Provides an application administrator with the ability to assign air-to-air and air-to-ground frequencies to individual response areas.	X
32. Generates a fire number in addition to an incident number from a federal or local fire number counter as specified in the response area record associated with the incident location.	X
33. Provides an application administrator with the ability to create a hazard record at a latitude/longitude location.	X
34. Alerts the dispatcher when a call is entered at a latitude/longitude associated with a hazard record.	X
35. Provides a dispatcher with the ability to set the dispatch priority of units in a fire station where there is more than one unit of the same type.	X
36. Displays an automatically-updated fire coverage window with the dispatch coverage status in green, yellow, or red.	X
37. Provides the dispatcher with the ability to assign the person responsible for completing the fire or investigation report by entering a command.	X
38. Replicates live CAD incident and unit information to a backup device.	X
39. Provides a dispatcher with the ability to select an alternate tactical and/or air to air frequency when the primary tactical frequency is in use.	X

TECHNICAL INFORMATION REQUESTED

1. How many staff months (project management, analysis, design, coding, documenting, and testing) and calendar months do you estimate it would take to modify your CAD system to meet all of the requirements listed above?

The estimated timeframe for complete implementation and sign off on all project deliverables would be 6 months. CAPERS is designed to be a customizable system, our programming staff has proven to be able to implement systems including Data Conversion from legacy systems within 4 months. Due to the size and scope of the FAM CAD project CAPERS estimates a 6 month implementation period.



2. How many multi-site CAD customers does your company currently have?

CAPERS has one multi-Jurisdictional site, Blue Island Communication center.

3. How many physical servers are required to run your full CAD system with ROSS and other interfaces including testing and training instances of the system?

CAPERS has several different configuration options, at minimum CAPER CAD would require 1 physical server with the standard data storing environment which CAPERS would provide at no cost. CAPERS also operates on a virtualized environment currently, and as of Q4 2012 will be available on the Cloud as a SaaS in which case a physical server would not be necessary.

4. What is your company's estimated annual revenue from CAD system sales, consulting services, and maintenance fees?

\$3 million estimated annual revenue.

5. How many procurements for a CAD project exceeding \$2 million has your company responded to in the 24 months just prior to the release of this RFI?

While CAPERS has responded to a couple procurements that resulted in the selection of a multi-million dollar contract award, CAPERS does not feel that CAD software and service as a general rule justifies the high price tag in many cases. CAPERS prices with our clients' best interests in mind.

6. What is the probability 0 – 10 (10 being the highest) that your company would participate in a best value Request For Proposal process for the CAD described above where all requirements must be met in order to qualify?

10. Although we do ask that any additional interface requirements make provision for completion of such interfaces.

7. What is your estimated cost to provide a CAD system that would meet all of the requirements listed in this request for information?

Understanding FAM's scope and requirements, \$325,000 is the estimated total cost including Implementation, Project Management, Interfaces, Training, Server, and Software for CAPERS system solutions. Please refer to "Cost Proposal" for details.

Interfaces

CAPERS has an API for 3rd party vendors that wish create an interface to our applications in order to further support mutual clients. CAPERS is willing to create an interface to any vendor our customers' request. All interfaces are completed at an additional cost with the exception of your 911 system and NCIC/TCIC.

CAPERS ADJUDICATION

- Collection Export (MCIS, RCS, ICS, Armor, MRS)
- Collection Payment Export (ICS)
- Cash Register Export (MCIS, LOCIS)

- Terminus 400 (Janus Systems)
- Pinpoint X (Sierra Wireless)
- USB GPS Devices (Any NEMA)
- Map Rendering Software
- Google Earth
- MS Map Point
- Arc GIS

CAPERS CAD

- 911 Interface: (AT& T Universal, Moducom 1.0, 3.7, Ultracom, PlantCML, Zetron S3200)
- Leads/NCIC/CLETS Interface
- ACS Firehouse CAD Export
- CAPERS CAD Data Export
- PowerPhone Interface

CAPERS RMS

- APS Ticket Interface
- CAD Import Interface – CADStar 3.1 (Cassidian)
- CAD Import Interface – CAPERS CAD
- CAD Import Interface – Southwest Central Dispatch, Custom CAD Application
- CrimeReports.com Interface
- ICLEARs Import Interface
- LaserFiche
- NDEX Data Interface
- RAIDS Online Interface

CAPERS FIRE

- NFIRS Incident Report Export

CAPERS MOBILE

- LEADS/NCIC/CLETS Interface
- CAD Import Interface – Southwest Central Dispatch, Custom CAD Application
- CrimeReports.com Interface

CAPERS MAPPING

- Cellular GPS Devices

Interfacing Through Partnerships:

In addition to our Interfaces listed above, CAPERS® is Proud to Partner with:

- APS (Advanced Public Safety)
- CommSys – CJIS Integration Solution Partner
- Zebra Technologies – PartnersFirst® Program



Interfaces Currently Under Development:

- NDEX Interface – Final Testing
- COPLINK Interface
- VINES (Victim Notification)
- SWANSON (Commissary)
- CROSSMATCH (LIVESCAN)
- ARCGIS Integration



SECTION: Hardware

CAPERS is unique to the industry because the parent company is Intelligent Solutions. Intelligent Solutions is a technology firm concentrated in the Chicagoland area. Due to Intelligent Solutions' buying power through our distributors we have the ability to obtain hardware at drastically reduced prices. Due to Intelligent Solutions purchasing servers on a weekly basis, CAPERS has been able to include hardware for NO ADDITIONAL COSTS to our clients. During our discussions with our current clients they had stressed a frustration with the costs for replacing hardware to switch to new systems prior to going with CAPERS. In striving for our goal to assist our departments we supply our departments with the servers needed to run the CAPERS software to maximum efficiency. Should FAM need server specifications we will absolutely supply that information, however we do not believe in making our departments spend any additional monies that are not needed. Two standard servers are supplied to the County at no additional charge.

Included within the CAPERS system purchase will be one database server that will house your data at no charge and the option of the redundant server as a billable item as well. These servers will be Dell with a minimum 2.8 GHz processor and a minimum of 8 GB of memory, though specific needs for FAM will be analyzed and provided. The hard drive space will be sufficient to support FAM for a minimum of 5 years and will be put into a RAID configuration to optimize data redundancy. CAPERS offers a 5-year warranty on hardware.

We would prefer that the County to have hardware sufficient to run the software on Workstations and MDCs. This would simply entail computers and/or laptops that have a minimum of 2 GB of RAM and are running Windows XP or later. CAPERS will provide a quote by request for Dell workstations to FAM with Windows 7 operating systems included. The CAPERS Mobile system also runs on Tablets, current specs can be provided if that is an avenue the FAM wish to explore. Intelligent Solutions and CAPERS are committed to assisting our agencies in receiving top of the line hardware and software for discounted rates.

Most of our clients have been pleasantly surprised to see that our already low price includes standard servers; however we continue to reiterate our goal to supply our departments with full functionality at reasonable prices.

System Reliability Guarantee

CAPERS offers two solutions to guarantee 99.999% uptime depending on which solution your agency is more comfortable with implementing. CAPERS can run on virtual environments ensuring maximum uptime for a lower cost of hardware. CAPERS also has the ability to run on a clustered environment ensuring the highest level of uptime but for an additional expense in hardware. Both of these solutions will be presented to your agency during our initial meetings.

CAPERS guarantees 99.999% uptime for its software for the life of the initial maintenance contract (5 years). During this time CAPERS will work with your agency to develop a plan that will ensure maximum reliability by strategically replacing hardware components.

System Redundancy, Failover and Restoration

CAPERS offers 2 server environments that are available to our agencies looking for maximum redundancy. Virtualization allows CAPERS to run on multiple redundant servers for maximum fail-over. Virtualization technology offers redundancy for a less expensive upfront cost because the servers run "virtually" within one server. The only risk with running a virtual environment is that if the main server goes down there is still a risk of having down time.

CAPERS also offers the ability to run in a clustered environment. By clustering servers this ensures that a maximum of 2 servers can fail at any time and the CAPERS software will still run. This option provides the highest level of redundancy but comes with a higher price tag than virtualization simply because of the need to purchase physical servers.

CAPERS has proposed optional methods of providing a highly available, redundant System, specifically addressing how failure of each of the following components is handled and the user intervention required to activate the redundant System Component in each of the following cases:

- a. Servers - CAPERS can offer to provide an optional redundant System, via either Virtual or a Clustered environment, or as of Q4 2012 CAPERS data will be stored on the Cloud as a SaaS. All options automatically fail over in the event of a single failure, if requested.
- b. Processor - In a Virtual environment a processor failure would require user intervention to replace the failed processor. However the servers we provide would provide dual processors so there would be no failure with the software. Should a processor fail in a clustered environment there would be not need any user intervention

c. Disk Storage - Hard drives are RAIDED for maximum redundancy. If one drive were to fail there would be no intervention needed - nor would there be any change in the Software experience by the end users

d. Power supply (UPS) – The 30-min UPS Power Supply will be supplied. Most of the agencies we work with have some sort of backup power supply such as a generator to account for UPS failure.

e. Network - CAPERS operates outside of your internal network. Network failures such as routers and/or switches would result in user intervention however and would need to be addressed by your agencies IT provider

Backups will begin as soon as the software is installed at your agency. CAPERS will take a full backup of the database before go-live as well.

The backup environments are replicated from the production environment every 4 hours (which can be customized) in incremental backup stages. The training database will house an original copy of the database for training purposes. The Training Database will not update real-time as the system is being utilized.

In the event of most user-side failures the step is to simply restart the software. In the event of a major failure the server would need to be restarted which may take up to 15 minutes.

CAPERS method of restoring data files: CAPERS recommends the use of a backup software such as Symantec Backup Exec. CAPERS offers redundant backups to an external hard drive system as well. Depending on the type of failure the system may be easily restored through the external hard drive. However should a full backup need to be used, CAPERS would be able to restore the software via the recovery tools within Backup Exec.

System Backup

CAPERS recommended approach for System backup is as follows:

CAPERS offers redundant backup solutions where we take incremental backups periodically for data only. All systems are available during backups.

The only task required by personnel will be to swap a tape out daily, most likely in the morning. There is no technical knowledge needed for the backups to be performed.

CAPERS utilizes Symantec Backup Exec which allows for customized backup jobs. This allows the to backup specified files or applications.



CAPERS can schedule system backups to perform at specific times that are most convenient for the, without any System or System Component downtime.

Network and Mobile Computer Compatibility

While the slowest wireless network connection speed CAPERS, would be able to run on would be 802.11b. CAPERS recommends using 802.11a and 802.11g WLAN's for optimal performance

CAPERS utilizes SSL Certificates for mobile components and supplies the certificate with the purchase of the software.

Security Features

System administrators have the ability to reset encrypted passwords and develop user group profiles. System administrators can easily change individual profiles by opening the profiles with one key stroke. Security permissions are required to meet federal requirements when interfacing with NCIC. CAPERS supports all levels of encryption and password permissions as mandated by the Federal government.

The CAPERS application has customizable security features to ensure the highest levels of security. System administrators can set criteria such as log-on attempts to lock out unauthorized users. Audit trails are generated for all changes within the system. System administrators may see any and all changes within the system by which user made the specific changes. This includes all deletions of all data such as entities and incidents.

System Application and Operating System Software

Operating System

The name and version number of the proposed Operating System:
Windows Server 2008 R2

CAPERS will supply all licenses to the County for required licenses for the Operating System
Licenses are based on software access per department. Each department that accesses the software will need 1 license and will be provided by CAPERS.

System Software Applications and Utilities

CAPERS recommends the following for optimal system use:

a. Database Management System

SQL 2008



b. Communications Protocol

IIS

c. Languages/Development Tools

.Net Framework 2.0

Visual Studio 2008

d. Utility/Report Writer Programs

Adobe Reader. Reports are built with Crystal Reports

e. Administrative Tools

Internet Explorer 8.0 Minimum

Adobe Reader

Site License

All of CAPERS is offered as a site license. CAPERS is designed to be the most function rich and cost effective solution on the market. Thus, the site license with CAPERS would be the most cost effective solution available to FAM. Every module of the CAPERS system is offered as a site license, offering FAM the most value.

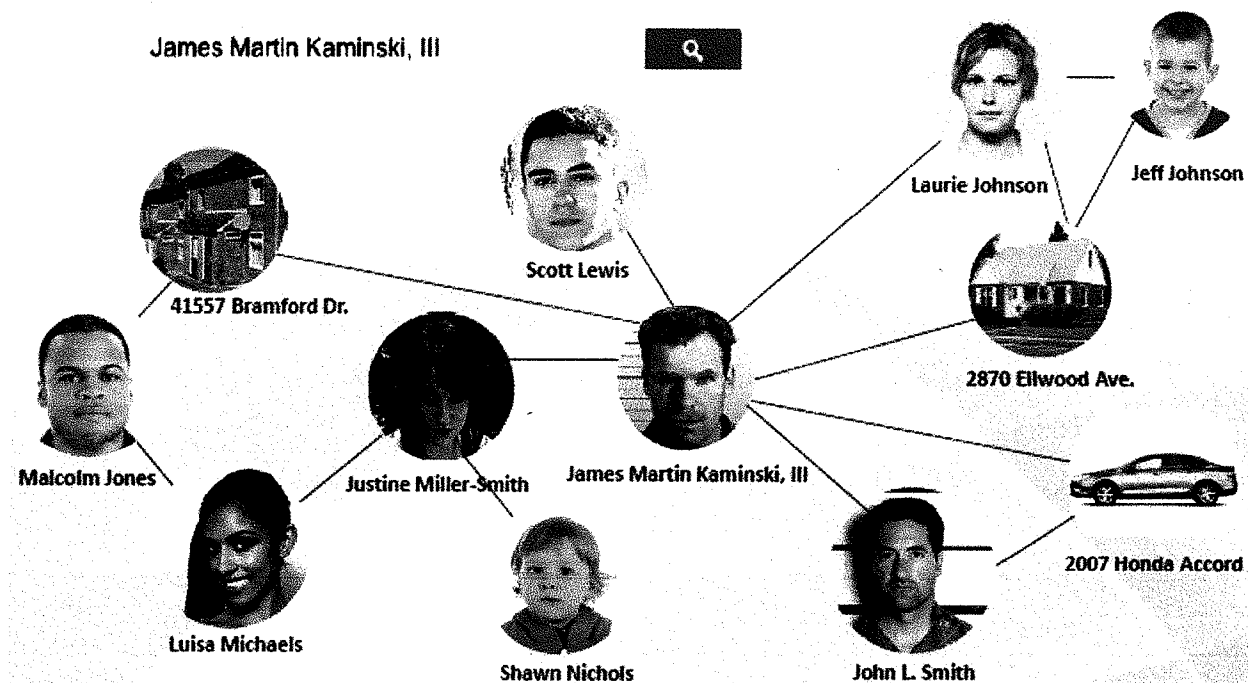
CAPERS Constant Client Feedback Development:

CAPERS Clients drive all of our enhancements. Two of our latest enhancements to CAPERS were by direct feedback from Prospective clients – our Linked Analysis Module, and moving CAPERS to the Cloud.

CAPERS Linked Analysis Module

CAPERS Linked Analysis Module is the latest addition to the CAPERS System developed out of direct feedback from the men and women using Public Safety Systems.

Linked Analysis



CAPERS is on the Cloud:

CAPERS is completely browser based, no server environment necessary which saves your agency money over time. Any client signing on to CAPERS in Q4 2012 or later will have the option of setting up a Software as a Service (SaaS) agreement. CAPERS CAD and RMS are offered on the Cloud. The Cloud offers CAPERS users to access cloud based CAD and RMS through a web browser or a mobile app while the software and data are stored on servers at a remote location.



Project Management

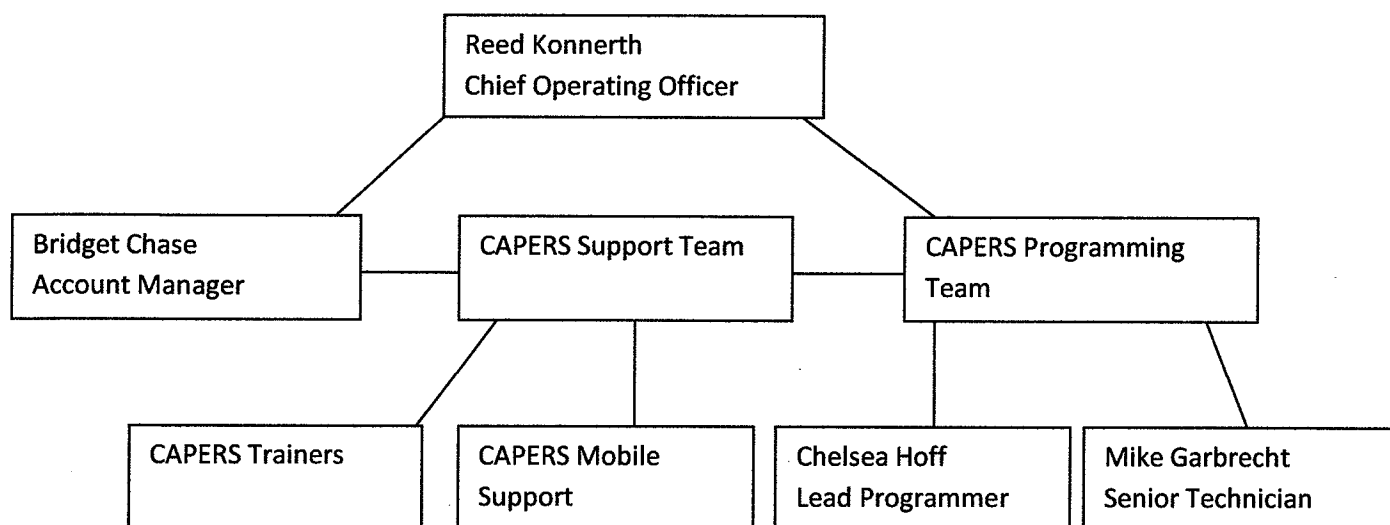
Project Organization, Personnel and Staffing

CAPERS project management team incorporates all aspects of implementation including aspects of planning, implementation and post-implementation projects. CAPERS is also committed to continued service after the implementation of software. Your account manager, Bridget Chase, CAPERS National Account Manager will be in direct contact with FAM to make sure the software is meeting all of the agencies needs.

After FAM decides to incorporate CAPERS as its system solution, the CAPERS project management team will meet with the administrative personnel for the department to develop the timeline that suits both FAM and CAPERS. CAPERS team will work with FAM's project management team to ensure that each stage of implementation is handled in a timely manner. Each of these areas of implementation will be tracked through the use of Microsoft Project. CAPERS will be responsible for all communication with any third party vendors needed to develop interfaces necessary.

FAM implementation contacts will be Reed Konnerth, Chief Operating Officer and Implementation Manager and Bridget Chase, National Account Manager. Reed has been coordinating and managing the scheduling and implementation, as well as go-live support, for the last three years for CAPERS. Reed has consulted with agencies ranging from 7 sworn officers to full-size agencies with over 150 sworn officers and multi-jurisdictional call centers. Reed has been with CAPERS for three years now in overseeing the sales and operations for the software. Reed's biggest strength is the communication of timelines and updates to the communications centers. Each step of the installation process will be clearly laid out and explained to the communications center. Clear benchmarks and milestones will be mapped. The delivery of the software will be well timed and we are confident that it will be to a well trained organization. Resumes of the Project Management Team will be provided upon request.

CAPERS Project Team Diagram



Project Schedule

CAPERS team will set up the initial project management status. CAPERS will be responsible for purchasing and configuring the servers necessary to run CAPERS. CAPERS will be responsible for all installation of software's and interfaces necessary. FAM will be responsible for providing CAPERS with necessary information needed to develop the CAPERS database and will provide scheduling necessary to provide training to all officers. Timeline/timeframe above given by CAPERS is a suggested and/or realistic estimate, actual timeline/timeframe of implementation and go-live will be based upon FAM Department's needs, scheduling, and comfort level at set stages of implementation and agreed upon by CAPERS.

Project Approach and Work Plan

Should FAM decide to implement CAPERS, our Project Management team will be onsite within two weeks after award to perform a site survey and meet with administrators. It will be during this meeting that the initial layout of the software will be discussed, sample data for conversion will be supplied, and a training timeline will be developed. Prior to this meeting, Intelligent Solutions will spec out and order the necessary servers to run the software. During the week immediately following the initial onsite meeting, Intelligent Solutions technicians will begin to spin up and configure the servers and install the initial CAPERS software to turn over to the CAPERS Programming Team. Over the next few weeks the CAPERS Programming Team will customize and install the software to the servers. CAPERS standard implementation timeline below is an indication of our capability to expedite the installation, training, and "go Live" phases of the system implementation, and of course are adjustable at the request of the agency. The implementation of the system shall not surpass 150 days unless requested by FAM.

CAPERS is once again unique in the industry with our ability to have our agencies live within a very short timeframe (normally between 3 and 9 months). We have heard that several of our competitors may take up to two YEARS or more to have their agencies "live". CAPERS understands the importance of efficiently and smoothly moving to a new platform, especially when the legacy database begins to fail.

CAPERS Go-Live Guarantee

CAPERS on-site, at no additional cost, Go-Live Guarantee: CAPERS will be on-site for one full week (24 hours a day) to ensure a smooth Go-Live and give a personalized support experience. FAM can be reassured that CAPERS is on-site to support FAM offering technical expertise and peace of mind.

CAPERS Premier Showcase Benefits

- You get everything
- Any new modules, software are included
- Receive exclusive cost benefits, at one flat rate
- Receive unlimited amount of initial training
- Every member of the department will be trained
- Experience priority support
- Speak directly with a programmer
- Most issues solved within one phone call
- Reduced annual maintenance for assistance in obtaining local departments

SECTION: Implementation Timeline

CAPERS Project Timeline:

- Perform analysis of FAM's environment and develop project timeline (2nd week)
- Purchase servers - (2nd week)
- FAM to verify workstation configurations (1st week)
- Internet Explorer 9 Install
- .NET downloaded
- FAM to provide following: (1st week)
- List of Officers Names, Badge #'s and ranks, List of Squad #'s
- Contact information per interface needed
- Department contact information
- Installation of CAPERS to servers (4th week)
- Training dates scheduled for officers (4th week)
- Install interfaces (10th week)
- Administrative meeting for customizations (11th week)
- Install servers on site at FAM (13th week)
- Training begins (14th week)
- Training database/officer practice (17th week)
- CAD, RMS configurations (18th week)
- CAD, RMS Go Live (20th week)
- Mobile configurations (20th week)
- Mobile Go Live (21st week)

****Note: CAPERS Timeline is based upon previous implementation experiences, and are adaptable at the request of our clients. CAPERS offers flexibility to adhere to the scheduling needs of our clients, whether it be to adhere to a specific Go-Live date for funding purposes or to extend our typical implementation timeframe to add an additional level of comfort during training.**

possible. To quote one of our clients with a non-emergency question about a simple configuration change on a Sunday, "Thank you... Certainly wasn't expecting this to be handled on a Sunday night ... you're good!" His question was asked at 10:38pm and one of our support technicians logged into the communications center's system, made the change to their system, and responded that it was taken care of at 10:41pm, on a Sunday night. That is the type of dedication to customer satisfaction that you can expect from CAPERS.

SECTION: Training and Education

Installation and training are crucial to FAM' success with CAPERS. Unlike several of our competitors, CAPERS includes on-site installation AS WELL AS comprehensive training for NO ADDITIONAL costs to our departments and communications centers. We feel that the success of the officers on any new software is critical, and the best method to ensure the officers are comfortable with the software is to make sure the training encompasses their day-to-day job responsibilities. Each user group will receive designated training beginning with Administrators. Upon reward of contract, CAPERS will be on-site within 2 weeks for the initial planning and scheduling consultation. It will be during this initial meeting that will determine the number of training days needed for the communications center. CAPERS does not have a set number of days for training. We take each department on a different basis depending on computer skills, size of the communications center, any special policies or procedures, and the specific needs of the administrators and staff.

All CAPERS training sessions will be conducted on-site and all training associated charges are included in this proposal at NO CHARGE. CAPERS spends a minimum of 8 hrs with each staff member. As part of the CAPERS Go-Live Guarantee, CAPERS will be on-site for 1 week during implementation to assist with additional support for each shift.

Continued training for new hires shall be done via train-the-trainer, utilizing the CAPERS "training mode" in order to give FAM the most freedom in scheduling and be the most cost effective solution for on-going training of additional personnel. CAPERS will also come on-site to train on any major system Upgrades at NO CHARGE to FAM as long as FAM remain current with the Support and Maintenance contract. Additional post-implementation can be done via on-line training upon request with adequate scheduling time.

SECTION : Maintenance and Support

System Upgrades and Updates Included:

CAPERS releases updated software two times per year. These updates may consist of anywhere from minor bug fixes, to newly enhanced modules. CAPERS is unique, as we have and will continue to provide enhanced modules to any of our departments who are up to date on their annual maintenance contracts. Recently, the CAPERS Research & Development Team released a new, fully enhanced Mobile application. This application immediately became available to all of our maintenance paying departments for NO ADDITIONAL COSTS.

Updates and Upgrade Releases			
Major Release	2 per year	New enhancements and software suggestions from current departments	All Customers
Support, Feedback Releases	Quarterly	Contracted enhancements, Government-mandated changes, software suggestions	All Customers
Quick Fix Releases	As needed	Software warranty items & bug fixes	Impacted Customers

As these updates and enhancements become available, we will be in continued communication with our departments either through contact with your Account Manager, Bridget Chase, or through our quarterly newsletter, CAPERS Chronicles. CAPERS has and will continue to, include within support and maintenance, updates and customizations/modifications to comply with State and Federal legislative requirements at NO ADDITIONAL COSTS.

Depending on the size of the updates and/or enhancements the implementation timeframe can vary. For minor bug fixes, and minor enhancements, our Support Team will implement these remotely. However for larger enhancements, or new modules, a member of our Support Team may be onsite to assist the agency with training for the new enhancements. As previously stated, there are NO ADDITIONAL COSTS for the enhancements OR the follow up training. Training (both remote and on-site) on new enhancements is at the request of FAM and is unlimited. Installation of new releases is highly recommended, not mandatory.

If FAM decides at a future date to upgrade System hardware, and is current with their Maintenance and Support contract, there will be NO Additional Fee to install the CAPERS software on the new compatible hardware. Updates do not require data conversion. If the agency upgrades a system that is interfaced to the CAPERS System, updates to the interface will be provided as needed. There will be NO associated fee, as long as FAM remains current in their

Maintenance and Support contract. If the State upgrades CAPERS software, interface/integration compatibility will remain intact, at NO ADDITIONAL COST provided the FAM remains current in their Maintenance and Support contract. At no time will CAPERS ever charge FAM for new versions or enhancements to the software. We do not believe that Public Safety agencies has to shell out tens of thousands more dollars to receive software that will help their agencies perform their jobs.

CAPERS is offering the FAM a five (5) year warranty on all hardware and software included in CAPERS system proposal commencing at Final System Acceptance. This warranty will allow at no extra charge to FAM to cover parts, software, labor, travel expenses, meals, lodging and any other costs associated with CAPERS fixing the repair. CAPERS has included at NO CHARGE the first year of support and maintenance and the first 4 paid years of maintenance at a fixed rate with 5 year Maintenance and Support Contract. Additionally, CAPERS will reduce the Annual Support and Maintenance contract by an additional 20% for each agency or agency that becomes a CAPERS' customer as a result of referral by FAM.

CAPERS is committed to delivering the best customer service and support to our clients. Your Account Manager, Bridget Chase will be on site at least once per quarter, to keep FAM informed of upcoming software features, and to be sure that the CAPERS software is fully meeting the needs of FAM. While our hours of operation are Monday through Friday 8am-5pm CST; our support time is 24x7x365. CAPERS offers several channels for support services that are available 24 hours a day. Our CAPERS staff is available for non-emergency support during regular business hours. CAPERS offers a help desk support system where our departments can enter service ticket requests for support as well. Your CAPERS Account Manager can also be reached by email or phone, and initiate a support ticket if need be for you. In the event of an emergency we offer an 800 number that our departments can call for immediate support. CAPERS emergency response time is guaranteed within 1 hour of a call. Though that is our guarantee, we tend to achieve a much speedier response time. Average hold time before contacting live person for support help <1 minute. CAPERS Call tracking system consists of a web portal help desk. Tickets are entered via web portal. Clients have the ability to enter their own tickets, call us and we'll put in a ticket or email us. Customers are notified either by email or phone call by their Account Manager of new releases. CAPERS clients are encouraged to participate in the annual CAPERS User Group meeting held in Chicago, IL.

CAPERS clients are usually remarking at how quickly we are able to get back to them and address even what may seem like a minor question, especially on weekends. We strive to be there for our departments as much as possible, and our support division likes to be as helpful as

SECTION: CAPERS Systems Descriptions

CAPERS systems solutions were developed by the men and women who use it daily. CAPERS® solutions are developed with direct feedback from our clients. With a powerful engine and strategic usability we have designed and programmed our software to be superior in performance and use. CAPERS systems software applications are fully capable of handling the volume requirement of the FAM today, and in the future.

CAPERS® Suite Short-List:

• Computer Aided Dispatch (CAD)

CAPERS® CAD combines ease of use with a robust dispatching grid. Whether you prefer command line functions, or click management, **CAPERS® CAD** simplifies the dispatch procedure.

The **CAPERS® CAD** is the result of diligently interviewing dispatch personnel who have the very important task of managing resources. Visual cues, versatile features and a user-friendly interface highlight the efficiency of **CAPERS® CAD**. Real time updates, resource management, visual aids, alerts for unsafe locations and possible suspects. Because your data is centralized, it can be queried from CAD at any time. NCIC Integration included for easy look up, and alerts of "hits" upon queries. User configurable screen settings. Recommendation of Units included, as well as Call Stacking, and Drag and Drop easy assignments.

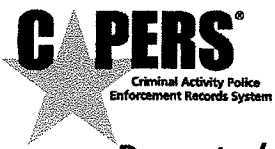
• Records Management System (RMS)

CAPERS® Record Management System is designed with efficiency and accuracy for maximum performance in your environment. We worked closely with an array of personnel in a number of police departments to achieve our RMS design. Multiple search capabilities when you have partial information allow for more successful investigations. Auto complete fields ensure accurate entry, diminishing duplicate data. Our program centralizes records involving the same individual, location or other relevant data (which ties these records together) and works smarter. Using the UCR and NIBRS reporting standards you're assured accurate data entry and reporting, the first time without wasting additional resources. Each module allows the user to Report/Export data for secondary uses.

Standard Features Including:

Entity — Identifiable information is presented in a fluid order. Easy drop-downs organize input for fast review and updating persons. Giving you the ability to track/search/report on/and link entities to incidents/property/vehicles/gangs/&other entities

Arrests — record and track detailed information pertaining to all aspects of the arrest. Time and location of arrest, officer who transported and searched, associated times, additional charges, sobriety checks, court information, etc.



Property / Evidence Management – Logs detailed information on each item: model, serial number, photos, video, etc. Includes full chain of custody for every item. Ability to generate property reports and receipts in order to Release item to Lab, Court, Owner, etc. (Enhanced version including Bar Coding)

Tickets – efficient data and tracking for all ticket types: Citation, Ordinance, Parking, etc

Reports – over 250 configurable Reports

Investigations – easy tracking and case management, with multi-level configurable security

Search – quickly and easily search any data and save/recall searches, drill down multi-level searches

H.R. – track civilian and officer training and certification expirations, performance reviews, etc.

Court – manage court cases/dockets/fines/parole etc.

Additional Standard Features Include:

- Address
- Bicycle Registration
- Contacts
- False Alarms
- Gangs
- Racial Profiling
- Incidents
- Juvenile
- Media Blog
- Merge Data
- Officer Daily Log
- Overnight Parking
- Search
- Supplement
- Vehicle
- Vehicle Stickers
- Warrant
- Watches/Alarm/Security Checks
- Fleet Management

CAPERS RMS offers:

- Centralized Data
- Customized Security
- CAD Integration

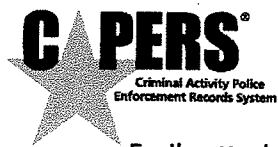
And is:

- Browser Based
- Site Licensed
- Easily Installed

At CAPERS® we work aggressively to simplify your tasks at hand. Improving the performance and efficiency of your department by automating those tasks. Through rigorous analysis of our clients' needs we continue to create and enhance modules to perfect your system. We continue to raise our standards and devote time to further development. As your department quickly adapts to each situation, CAPERS® is there to meet your needs. Always know where your units are and close the gap on response time. Use the technology to your advantage. Assist in route planning during dispatch.

Raise the bar on your evidence tracking. With CAPERS evidence module (included in our RMS) your department will have the potential to reliably monitor and maintain ALL inventory, without letting anything slip through the seams.

CAPERS Fleet Management allows you to keep the responsibility of squad maintenance in the hands of your department. Easily track repairs, mileage, schedule maintenance and operating expense of vehicles. Giving you the ability to upload receipts, documentation and images.



Easily attach NCIC reports/mug shots/accident scene maps and pictures/evidence videos/pictures, etc. to records for easy case management. The RMS system allows users to attach any type of file needed to a record.

Simple drop downs allow for easy access to predefined reports. Administrators work closely with CAPERS® staff to develop automated reports that easily export to a .PDF, Excel, or .TXT file, are emailed, or sent to a printer.

- **Mapping with AVL (MAPPING)**

Improve officer safety and accountability with CAPERS® MAPPING and Automatic Vehicle Locator (AVL) systems. CAPERS® MAPPING allows dispatchers to see the location of each squad. Supervisors can print reports on specific squad activity for an entire time period increasing the efficiency of each shift.

In order to *SIMPLIFY* the use of our system we have diligently selected icons that have the quickest and most direct visual impact with a user. Officers' locations, alerts, fires, etc. are clearly labeled with a corresponding icon. These visual hierarchies along with simplistic navigation and tool bars provided through the mapping system conform to make a strong, reliable performing module your department can only benefit from.

- **Mobile CAD/RMS/Field Reporting (MOBILE)**

CAPERS® MOBILE provides officers and supervisors with the same tools available to dispatch and in RMS. MOBILE includes Field Reporting, officer reporting in real-time, Traffic Collision and Crime Scene Diagramming while on scene, on-scene media attachments to any module, and supervisor updates from unlimited locations.

- **Jail Management System (JAIL)**

CAPERS Jail Management System is seamlessly integrated with CAPERS all other CAPERS Modules ensuring the safety of your officers and booking agents. Any data updates or additions are immediately viewable in any CAPERS module including the Jail Management System. CAPERS® JAIL offers a complete booking and processing area, Medical/RX tracking, Visitation tracking, Customized Mapping of your cells as a visual aide, Jail Cautions & Alerts including rival Gang warnings, and Customizable Colored Timers to name just a few of this feature rich System.

CAPERS® JAIL offers Bar Code scanning of Cells for Automated Scan Checks, giving your Jail Management staff a precise audit trail of cell checks, and making the process of cell checks much more efficient.



System Testing and Acceptance

Confirmation of FAM's requirements will occur in two ways. First, a demonstration as a result of this RFP will occur upon selection of CAPERS to show each section of CAPERS and discuss any additional modules needed by FAM. Once FAM selects CAPERS as a solution, CAPERS support and the County's account representative will meet with administrative personnel to discuss changes needed to drop down menus, module layouts, and customized applications to determine FAM's scope. CAPERS appreciates all of our clients' input as to customizations or additional features that may be added to the system, barring an unreasonable request, CAPERS has included these useful modifications to our clients for NO CHARGE. We believe it is in not only our clients' best interests but also in CAPERS to be the most flexible system solution available.

CAPERS will demonstrate full functionality and provide an Acceptance Test Plan to FAM. During the build of the necessary servers to run CAPERS, it will be during this build that all aspects of the system will be tested. The CAPERS Project Manager is responsible for full testing of each system that is installed. During this process, all areas of the system are tested and completed as part of the testing checklist. Any issues that are found during testing are immediately taken care of by a CAPERS technician. After these issues are resolved, the testing begins again until all areas are fully functional. It will also be during this process that a FAM specific task list will be developed to incorporate the integration of System and System Components. During this process FAM will have full ability to track the system for any issues and/or completion of the process. Any redundant data entry that is found will be communicated directly with FAM to determine the necessary process to eliminate, or work around any redundant entry. This process of communication will remain open for the entire system build process, allowing FAM the ability at any time to understand and track the system process. After selection of CAPERS by FAM, a timeline will be developed through mutual discussion to determine the implementation date. Times will vary depending on the scope of third party involvement with interface development as well as the availability of officers for training.

Primary Project Deliverables

Project Phase 1 Completion
<ul style="list-style-type: none"> ➤ Contract signing ➤ Purchased servers ➤ FAM to verify workstation configurations ➤ Internet Explorer 9 Installed ➤ .NET downloaded ➤ Contact established with 3rd party vendors for all interfaces ➤ Delivery of current data by FAM ➤ Initial Data Conversion review meeting scheduled ➤ Detailed final project schedule determined and put in place ➤ Software customizations and interface work begins
Project Phase 2 Completion
<ul style="list-style-type: none"> ➤ Software Installation ➤ Server Setups Completed ➤ Code Tables- setup with standard codes
Project Phase 3 Completion
<ul style="list-style-type: none"> ➤ Administration Training- Training on Maintenance of System ➤ Training has been scheduled for all other users ➤ Data conversion process is completed, and final review has been accepted.
Project Phase 4 Completion
<ul style="list-style-type: none"> ➤ Data conversion process is completed, and final review has been accepted. ➤ User Training completed- All users that will be using the system (all divisions receive training) ➤ Testing- all agreed to requirements of the agency have been met by the software ➤ Go live

Invoicing:

The standard invoicing and payment process for CAPERS clients is as follows:

50% Invoiced Upon Contract Signing, Net 30 Days Payment Term

50% Invoice Upon Completion of All Project Phases, Net 30 Days Payment Term

While CAPERS has a standard invoicing process and payment terms, we do strive to be as flexible as possible for our clients. FAM may negotiate the terms of CAPERS invoicing and payment process, during initial contract negotiations.

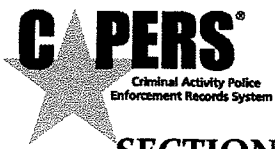


SECTION: What Makes CAPERS the Best Solution?

CAPERS® offers the most modern and technological up-to-date software solution available in the industry today. Using direct feedback from our users and prospective clients, we continually upgrade to support both the needs of our customers while anticipating future trends in 911. Our system guarantees 99.999% Up-time, meaning your agency never has to have the fear of technology letting you down in a time of need.

The most modern browser based public safety solution at the best value (lowest cost of ownership) for the community and citizens. We possess the unique combination of thin client technologies, integrated products, technology, industry knowledge, and customer dedication that helps our customers' to succeed, today and into the future.

We welcome ask our customers about the stability of the CAPERS software and our excellent customer service, CAPERS prides ourselves on our speedy knowledgeable support by our U.S. based staff.



SECTION: Cost Proposal (Confidential) List Price Showcase Price

CAPERS® Multi-Jurisdictional CAD \$140,000 TS \$75,000

- ☐ Drag-and-Drop Assignments
- ☐ Watch/Vacation Tab
- ☐ Call Queue
- ☐ Call Stacking
- ☐ Dispatch Recommendation
- ☐ Messaging (Base to Squad/Squad to Squad)
- ☐ Dispatch Police, Fire, and EMS
- ☐ Custom SOPs
- ☐ E911, NCIC Integration

CAPERS® Multi-Jurisdictional RMS \$200,000 TS \$85,000

- ☐ Incidents Module
- ☐ Addresses Module
- ☐ Tickets Module
- ☐ Entities Module
- ☐ Gang Module
- ☐ Case Management Module
- ☐ Fleet Module
- ☐ Crime Analysis Module
- ☐ Daily Log Module
- ☐ Performance Module
- ☐ Vehicle Module
- ☐ Watch Module
- ☐ Permit & Alarms Module
- ☐ Reporting Module
- ☐ Lost & Found Module
- ☐ Property & Evidence Bar Coding including Hardware
- ☐ CAD Interfacing
- ☐ Training Mode Included

CAPERS® Fire RMS \$50,000 TH \$25,000

CAPERS® Mobile \$75,000 TH \$30,000

- ☐ CAD and RMS in Squad or Tablet

CAPERS® Mapping and AVL \$50,000 TH \$25,000

CAPERS Travel & Per Diem..... \$15,000

CAPERS Bundled 5 Pack Interface \$30,000

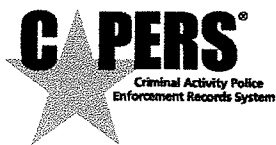
CAPERS Data Conversion \$40,000

CAPERS Installation.....Included at No Charge

CAPERS Project ManagementIncluded at No Charge

CAPERS Training.....Included at No Charge

Hardware: Standard Servers.....Included at No Charge



FAM is being offered Showcase Pricing,
please refer to the costs outlined in the RED right hand column.

Recurring Cost:

CAPERS Annual Maintenance and Support.....\$121,000...\$60,000

(FIXED MAXIMUM RATE FOR 5 YRS, 1ST YEAR INCLUDED AT NO CHARGE)

FUTURE SOFTWARE UPDATES AND UPGRADES INCLUDED WITH ANNUAL MAINTENANCE.

T = Initial Training, Installation Included

S = Server Included

D = Domain name and SSL Certificates Included

H = Additional hardware may be needed but not included

PRICING CONTINUED EXPLANATION/BREAKDOWN:

CAPERS is offering FAM a unique pricing opportunity in exchange for being "premiere site". Meaning FAM will be willing to field calls of inquiry related to CAPERS solutions from prospective future clients of CAPERS, and be willing to host visits to the participating agencies for agencies that wish to see CAPERS systems in action. Included in the pricing is site licensing to FAM for CAPERS CAD, CAPERS RMS including Field Reporting, and CAPERS MOBILE, along with related installation and training. CAPERS will provide free updates and upgrades on all modules provided FAM remains current in Support and Maintenance contract. The free updates, upgrades and the low initial implementation cost gives FAM the highest return on investment.

Discussion of server needs will continue based upon what the needs of FAM actually are, however standard system servers are **included at no charge**. Any hardware provided by CAPERS shall include a warranty of 5 years. This pricing offer is a bundled price, and thus removing any component of the offer may alter the pricing. CAPERS programming staff have been able to convert data ranging from more modern systems to DOS based programs and home grown Excel formats. NCIC and 911 System interfaces are included. The pricing proposal will be honored by CAPERS for 195 days from 06/15/2012.

The pricing also **INCLUDES** the following:

- **SERVERS** (standard servers included at No Charge)
- System **INSTALLATION** (included at No Charge)
- Travel/Per Diem (for CAPERS staff related to the installation, training, & any follow up)
- **TRAINING** (as outlined in the "TRAINING" section of this proposal)
- NCIC and 911 System **Integration** (included at No Charge)
- Years 2-5 of paid Support and Maintenance, for FAM (**including FREE Updates and Upgrades**), are locked at a set price maximum of \$60,000 per year with 5 year contract. CAPERS will reduce the Annual Support and Maintenance fee by 20% for each New CAPERS client as a result of the State's referral (Maximum Discount at \$0.00 Annual Maintenance and Support).
- Site Licensing of all modules for FAM.
- Includes Free Customizations
- Includes Data Conversion and Interface Bundle

Total Implementation Price for CAPERS Systems: \$325,000



CONCLUSION:

Our philosophy at CAPERS is one of having an honest and open line of communication with our clients and creating the best solution to handle the ever evolving needs of our users, at the most accommodating price possible. CAPERS is offered as a site license, to allow for growth. Should the agency continue to grow we do not feel the agency is punished financially for that growth. We make it a point to include as many features and functions as possible for an all-in-one solution.

CAPERS stays ahead of the curve with new technology, due to our connection with Intelligent Solutions, we gain access to new technologies and hardware prior to their release commercially. Due to this, we have an advantage in that CAPERS makes adjustments to our systems, so that when our clients are able to purchase the latest Internet Browsers, Microsoft products, and hardware CAPERS systems are updated, tested, and compatible.

CAPERS strength is truly, our desire to be the best available solution, and we believe that our excellent customer service, continued investments in new features and functionality, free updates and upgrades, and our affordable pricing cannot be beat. We would like to thank you for the opportunity to present our software as an option for FAM to consider. We would like to congratulate you for taking the first steps to improve the level of Public Safety you offer to the personnel and visitors of the FAM. We understand that implementing new software can seem like a daunting task. However, our experience in consulting with police departments and emergency communications operations, as well as our commitment to our work and to our level of customer service will make this transition smooth and efficient. We are available for a free onsite consultation and demonstration of the software at any time. Thank you again.

Kindest Regards,

Bridget Chase

National Account Manager
9930 W. 190th Street • Suite L
Mokena, IL 60448
Cell: 312.952.4911
Fax: 708.479-6546
E-Mail: bchase@caperssoftware.com
www.caperssoftware.com



ADDITIONAL VALUE

CAPERS offers the best value and Return On Investment by Including the following at NO Additional Charge:

Including **Site Licensing** for all modules giving your agency unlimited growth potential

Includes Standard Servers **at No Charge**

Includes Installation **at No Charge**

Includes NCIC, and 911 System integration **at No Charge**

Includes Comprehensive System Training (for dispatch/administrators/& officers) **at No Charge**

Includes Most Customizations **at No Charge**

CAPERS Support and Maintenance offers knowledgeable support with rapid response 24/7/365 and **FREE Updates and Upgrades** as well. CAPERS recently released a brand new Mobile application, and every agency current on Support and Maintenance received that upgrade at NO CHARGE. Free Upgrades alone could be a savings of over \$1 million dollars compared with other vendors' systems over a 5-10 years span. Giving the **free Updates and Upgrades**, means that in 5-10 years the county won't have to pay to do one massive "upgrade" (basically budget to buy a brand new system at a slightly discounted price), which is the case many of the CAD/RMS vendors.

CAPERS system solutions are highly configurable and customizable, feature and functionality rich, and always current with the **most up to date technology** available. Never worry about your CAPERS software being out of date, or non-compatible with new technology! Due to our relationship with our parent company, ISI (a technologies firm); CAPERS has access to all the latest and greatest Windows, Microsoft, web browsers, and other technology products prior to them being released to the commercial public. We have already made our system compatible, tested, and released by the time new technology is out on the market.

CAPERS Go-Live Guarantee ensures that your implementation process goes smoothly, your Project Manager, Reed Konnerth, and Account Manager, Bridget Chase coordinate with the CAPERS Support staff to guarantee a CAPERS staff member is on-site to Support the FAM 24 hours a day for 1 full week during the go-live. This Support gives an added even more post-training confidence to each user.



Insurance Coverage

(Confidential)



CERTIFICATE OF LIABILITY INSURANCE

OP ID: JY

DATE (MM/DD/YYYY)

01/24/12

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.

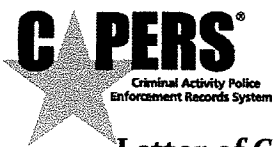
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in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

PRODUCER Snyder Insurance & Financial Joseph T. Snyder & Assoc. Ltd. 1021 75th Street Darien, IL 60581-		630-960-4848 630-960-4870	CONTACT NAME: PHONE (A/C, No. Ext): FAX (A/C, No): E-MAIL: ADDRESS: PRODUCER CUSTOMER ID #: INTEL-1
INSURED Intelligent Solutions Inc. Attention: Mike Koziol 9930 West 190th Street Mokena, IL 60448	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: The Hartford		22357
	INSURER B:		
	INSURER C:		
	INSURER D:		
	INSURER E:		

COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		
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 SUBR INSR WORD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> GENERAL LIABILITY		83SBAUR7782	10/01/11	10/01/12	EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					MED EXP (Any one person) \$ 5,000
						PERSONAL & ADV INJURY \$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:					GENERAL AGGREGATE \$ 2,000,000
	POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/>					PRODUCTS - COMP/OP AGG \$ 2,000,000
A	<input type="checkbox"/> AUTOMOBILE LIABILITY		83UECZO0087	10/01/11	10/01/12	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input type="checkbox"/> ANY AUTO					BODILY INJURY (Per person) \$
	<input checked="" type="checkbox"/> ALL OWNED AUTOS					BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> SCHEDULED AUTOS					PROPERTY DAMAGE (Per accident) \$
<input checked="" type="checkbox"/> HIRED AUTOS						
<input checked="" type="checkbox"/> NON-OWNED AUTOS						
	<input type="checkbox"/> UMBRELLA LIAB	<input type="checkbox"/> OCCUR				EACH OCCURRENCE \$
	<input type="checkbox"/> EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE				AGGREGATE \$
	DEDUCTIBLE \$					\$
	RETENTION \$					\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	Y/N <input type="checkbox"/>	83WECAO2649	10/01/11	10/01/12	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in NH)	N/A				E.L. EACH ACCIDENT \$ 500,000
	If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. DISEASE - EA EMPLOYEE \$ 500,000
						E.L. DISEASE - POLICY LIMIT \$ 500,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)						
Technology Service Provider						

CERTIFICATE HOLDER	CANCELLATION
COPY-00	
SAMPLE COPY	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

© 1988-2009 ACORD CORPORATION. All rights reserved.



Letter of Credit

(Confidential)



Company Name: Intelligent Solutions, Inc.
Address: 9930 W. 190th Street ~ Unit L
Mokena, Illinois 60448
Telephone: 708-479-6532
Fax: 708-479-6546

Owner: Richard L. Fugett *President*
Officer: Michael Koziol *Chief Financial Officer*

Federal Identification Number (FEIN): 36-3687358
Dun & Bradstreet Number: 048160217
Type of Business: Computer Consulting, IT and Computer Programming
Incorporation: January 24, 1990
Illinois Sales Tax Reseller Number: 2244-1867

Bank Reference

<u>Bank</u>	<u>Contact</u>	<u>Address</u>	<u>Phone / Fax</u>	<u>Account #</u>
State Bank of Countryside	Nancy Lind	6734 Joliet Road Countryside, IL 60525	708-485-3100 708-485-3108 Fax	1087097000 4005195008

Trade References

	<u>Firm Name</u>	<u>Address</u>	<u>Phone / Fax</u>	<u>Account #</u>	<u>Contact</u>
1)	CDW Direct, LLC	200 N. Milwaukee Avenue Vernon Hills, IL 60061	847-465-6000	1452809	Brandon Smith
2)	Synnex Corporation	39 Pelham Ridge Drive Greenville, SC 29615	800-456-4822 x4397	295481	Amy Doser
3)	Graybar Electric	900 Regency Drive Glendale Heights, IL 60139	630-893-3600	115655	Paul Lawrence
4)	Windy City	23630 Network Place Chicago, IL 60673	800-379-1191	054533	Matt Winkler
5)	Westcon Collaboration	575 Exchange Court Aurora, IL 60504	630-723-0232	1125388	Tim Newman