

REQUEST FOR BOARD ACTION

HENDERSON COUNTY BOARD OF COMMISSIONERS

MEETING DATE: September 3, 2019

SUBJECT: Public Safety Software Suite

PRESENTER: Sheriff Lowell Griffin

ATTACHMENTS: Yes

1. Budget Amendment
2. Software Project Letter
3. Software Selection Memo

SUMMARY OF REQUEST:

At the Board's May 15, 2019 meeting, the Sheriff updated the Board on the need to update the Public safety Software Equipment utilized for the 911 Center. The software suite that is currently being utilized has become outdated, unstable, and customer support is virtually non-existent. As a result, the current records management system from Tritech is no longer meeting the needs of emergency services or the community. At that time, the Sheriff's Office was researching options for a new vendor. Following discussion, it was the consensus of the Board was to have the Sheriff finalize their recommendation and bring it back to the Board.

After careful consideration, with input from all emergency services partners, and many hours of research, *Southern Software* has been selected as the desired replacement for the current software system. Because many of our surrounding agencies utilize Southern Software, it will allow the opportunity to quickly share and manage data across jurisdictional boundaries.

The total project cost of \$589,414 is itemized on the attachment. Of that total, \$309,610 is 911 fund eligible, subject to 911 Board approval-based on prior projects approved. To begin the project now, staff requests that available funding in the IT Depreciation Fund be utilized for budget purposes, but offset by any 911 funds actually received.

The Sheriff will be present to discuss this request with the Board.

BOARD ACTION REQUESTED:

The Board is requested to approve the software system of Southern Software to replace existing Tritech software. The Board is further requested to approve the attached Budget Amendment appropriate \$589,414 in Fund Balance from the IT Depreciation Fund, into a project account in the Capital Project Fund.

SUGGESTED MOTION:

I move the Board of Commissioners approve the software system of Southern Software to replace existing Tritech software, and the attached Budget Amendment to appropriate \$589,414 in Fund Balance from the IT Depreciation Fund, into a project account in the Capital Project Fund.

**LINE-ITEM TRANSFER REQUEST
HENDERSON COUNTY**



Department: Capital Project Fund

Please make the following line-item transfers:

What expense line-item is to be increased?

Account	Line-Item Description	Amount
<u>405400-526201-1908</u>	<u>Non-Capital Technology</u>	<u>\$ 589,414</u>
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What expense line-item is to be decreased? Or what additional revenue is now expected?

Account	Line-Item Description	Amount
<u>404400 - 401000</u>	<u>Fund Balance Appropriated (IT Depreciation Fund)</u>	<u>\$ 589,414</u>
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Justification: *Please provide a brief justification for this line-item transfer request.*
 Appropriation from IT Depreciation Fund – Fund Balance to replace the Public Safety Software Suite.
 Approved by the Board September 3, 2019.

Budget	9/3/2019
Authorized by Department Head	Date
Authorized by Budget Office	Date
Authorized by County Manager	Date

For Budget Use Only

Batch # _____

BA # _____

Batch Date _____

Over the past 18 months, key members of the Henderson County Sheriff's Office have been working hard to determine the best solution for replacing our outdated public safety software suite with new and updated software. As you have previously been made aware, the software suite that is currently being utilized by our agency has become terribly outdated, unstable, with customer support being virtually non-existent. As a result, the current software from Trittech is no longer meeting the needs of our agency or the community that we serve.

After very careful consideration, with input from all of our emergency services partners, and many hours of research, we have selected *Southern Software* as the desired replacement for our current software system. Southern Software is a North Carolina based company with an excellent reputation for cutting edge technology and top-notch customer support. Southern Software is currently being utilized in over 1,000 agencies nationwide, including over 100 agencies in North Carolina. In fact, because many of our surrounding agencies utilize Southern Software, it will give us the opportunity to quickly share data across jurisdictional boundaries. (Hendersonville PD, Transylvania SO, Polk SO, Haywood SO, are just a few of the local agencies that utilize Southern Software) Southern Software also has a price tag that is FAR less than any comparable competitor.

Now that we have selected the software company that will be the best fit for our agency, we would like to move forward with the purchasing process as soon as possible. (Because Southern Software is available through HGAC, a formal bidding process or RFP will not be required.)

Because our current software continues to be plagued with serious issues, time is of the essence. In addition, over \$200,000 in software maintenance fees will be due to our current vendor in January of 2020. If we can move forward quickly we may be able to avoid those payments and instead use that money to offset some new software costs. (Over \$230,000 has been allocated in the FY20 IT budget for our current vendor's software maintenance.)

It is also important to note that a large portion of this project is 911 fund eligible. Please see cost breakdown below:

911 Fund Eligible Portion- \$309,610 (subject to 911 Board approval-based on prior projects approved)*

Non-Eligible Portion- \$222,333

Total Southern Software- \$531,943

Neverfail virtual license and 5 years support (for failover-requested by IT)- \$7,471

Contingency (requested by IT)- \$50,000

Total Project- \$589,414

Please let us know how you would like for us to proceed.

Sincerely,
Chief Deputy Vanesa Gilbert

To: Amy Brantley, Assistant County Manager

From: Sheriff Lowell S. Griffin

Date: August 15, 2019

Subject: Software Selection

After numerous software demonstrations, Q&A sessions, stakeholder meetings and site visits, we have selected Southern Software to replace our current software system. Southern Software is a North Carolina based company with an excellent reputation for cutting edge technology and top-notch customer support. Southern Software is currently being utilized in over 1,000 agencies Nationwide, including over 100 agencies in North Carolina. In fact, because many of our surrounding agencies utilize Southern Software, it will give us the opportunity to quickly share data across jurisdictional boundaries. (Hendersonville PD, Transylvania SO, Polk SO, Haywood SO, are just a few of the local agencies that utilize Southern Software.) Vendors that were under consideration by our software replacement committee and command staff included Superior, Tyler Technologies, Spillman/Motorola, and Southern Software. Selection was based on the following criteria:

- The total costs of the system, including direct and indirect costs.
- All cost associated with ongoing maintenance.
- The capability to provide the required software features.
- The flexibility of the proposed solution, as well as the ease of use.
- Interoperability and data-sharing capabilities with surrounding agencies.
- Vendor's proven ability to deliver products, training and support.
- Software upgrades provided at no additional charge.
- The capability to perform required conversions/mapping of existing data files and codes.
- Vendor proximity.
- The financial stability, longevity, and strength of the vendor.
- Proven track record of successful law enforcement customers, including product reliability and customer support.
- The quality and relevance of references.

Of existing customers surveyed or queried, 100% provided positive feedback and satisfaction.* Some customer quotes include the following:

"I would very highly recommend Southern. Of all our software, past and current, we have had the least problems from Southern. In fact, I do not recall one single problem. The issues I have had to call them on have all been things I forgot how to do. I called them last week on a routine issue and got a call back within about 15 minutes." - Cpt. Tracey Cox-Hendersonville PD.

"I worked on this project extensively when we changed over. I have to say that it was the easiest transition that I have been through. Customer support is second to none! Zero issues..."- Monica Howard-Hendersonville PD.

"During our CAD project with Southern Software, we combined the Sheriff's Office, 911, Waynesville Police Department, and Canton Police Department on all on one CAD system. Southern had numerous planning meetings with us during this process. We had one week of administrator training that I attended and built response plans, premise alerts, gate codes, etc. to accommodate our needs. We then had user training with all the agencies employees, which Southern Software trainers customized the training for each agency's needs. So honestly when our system went live it was perfect. " – Chanda Morgan-Haywood County Sheriff's Office.

"We have been very pleased with Southern Software and their customer support. I have and do recommend Southern Software..." James McGuinn- Polk County Sheriff's Office.

"Our overall experience with SS was amazing. The day of the cutover they sent in a team of people...not just 1 as is typically seen. They were here for a week and everything was seamless. They brought in an expert in each phase of the process and left nothing to chance. When they left there were no issues of any kind and their service after the fact has been great." Brian Short-Vance County Sheriff's Office.

**Existing customers were surveyed extensively by Sheriff Griffin at various Sheriff's Association meetings, by 911 staff during statewide PSAP Manager Meetings, and via email.*