



Law Enforcement Technology Shared Services

06/04/10 Meeting

Information Technology Services • 128 E. Buffalo Street • Ithaca, NY 14850 • (607)274-5417 • Fax (607)274-5420

DATE: June 4, 2010

TIME: 9:00-11:00 AM

LOCATION: Department of Emergency Response (small conference room)

PRESENT: Kim Moore (TC ITS), Chief Ryan (Dryden), Kari Stamm (DA), Sheriff Meskill (TCSO), Alan Karasin (Ithaca IT), Sgt Wright (Ithaca PD), Chief Boyce (Cayuga Heights), Sgt Steinmetz (Cayuga Heights), Greg Potter (TC ITS)

EXCUSED: Chief Ferretti (Trumansburg)

ABSENT: Lt Williams (Groton)

SPECIAL SESSION Opened 9:05 am

1. County Mobile Data Project / RMS/ CAD Upgrade / Replacement

New World/Spillman Preferred Vendor Discussion

General summary of roundtable discussion by vendor:

New World:

Agencies agree that the technology was "older" and "DOS" like in its appearance. While the software had some positive points, i.e. its ad-hoc report writing tool and the ability to import previously created agency forms and enter data directly to them, overall the product does not meet agency needs:

- Searching through individual ORI's for data is cumbersome and time consuming.
- Using thumb drives for the Mobile environment is not an option. Agencies need real time access to Mobile.
- Three separate modules (three individual log-ins, one for CAD, one for RMS and one for Mobile) is cumbersome and time consuming.
- The vendor specifically ignored Tompkins requirement that they demonstrate the mobile client in a simulated 9600 baud environment.
- Licensing is not true enterprise. We are allowed up to 150 users, and also learned during the demos that the Mobile Client is required for field reporting, which is individually licensed separate from the 150 RMS license, and does not work behind Citrix, leaving any agency not directly connected to the Tompkins network in a technical quandary as to how to get their data from their agency to the RMS database on the County's network.

Once the group agreed that New World would not meet their functional needs, the conversation shifted to the company's overall attitude toward Tompkins at the demonstrations. The overall "short", almost "angry" responses to questions that were raised by the users were detrimental. Kim apologized for the communication concerns that came up during the demonstration, specifically the ORI searches, licensing and the Mobile client. She explained that the Core Project Team had been part of multiple previous demonstrations and these items were not brought up at any of the previous demos, although our needs and network limitations had been clearly documented and explained to New World over these past 8 months.

Agencies held general conversations about the number of issues and concerns that they have heard from neighboring Counties regarding New World.

Kim reviewed her experiences with New World customer references. Kim indicated that the experience was clouded by the vendor as they insisted upon attempting to facilitate the calls, including dictating call times and wanting to be included in the calls and to have prior access to the questions that were to be asked. She contacted two customers that are close to Tompkins County, but were not included as references: Broome & Cortland Counties. She also contacted two other agencies recommended by New World. Overall, the responses indicated an overall level of being generally just satisfied, if that, with New World. More often, the general sense of "lots of promises, not a lot of delivery" seemed pretty common. The one positive reference was from a customer that has just completed contracts but has not yet begun implementation. Overall, the conversations were "stiff" and most often carefully worded in their responses.

Spillman:

Agencies agreed that their users liked the "windows" look to the Spillman interface. They felt all of the search and integration features were part of the Spillman product and demonstrated appropriately. Agencies stated that the overall "sense" of Spillman is young and progressive, with a strong track record and a desire to stay forward with technology, spreading their NY customer base, and proven experience with excellent "after the sale" customer service. Discussions included:

- One user log on for all modules is important to our users.
- Demonstrated ability to support basic mobile functions at 9600 Baud.
- Clear enterprise level licensing
- Completely customizable permissions by user/agency
- No more duplicate entries! One search covers ALL modules and ORI's

All agreed Spillman demonstrated a clear desire to partner with Tompkins County through its attentive responses to user questions during the demos.

Kim reviewed her experiences with Spillman customers. While the conversations with New World customers averaged 15 minutes, the Spillman customers ranged from 29 to 52 minutes. References did not have prior knowledge to expect Kim's calls, and all references were positive. They indicated that overall, while no system is perfect, Spillman strives to keep their customers happy, their support is stellar and the support amongst Spillman user groups is a bonus. Spillman references have continued to stay in contact with Kim, even offering site visits and additional Spillman references not specifically listed in the RFP response. Kim reported this to Spillman, and they were completely comfortable with Tompkins contacting any of their customers.

Preferred Vendor:

While all agencies agree that no one solution will be perfect for everyone, the group agreed that Spillman is clearly the preferred vendor for this project. All agree that they could see their agency entering into a long term relationship with this vendor. Vote was unanimous by all agencies for Spillman (Tburg voted via e-mail, Groton was contacted by Chief Boyce during the voting)

Next Steps:

Agencies should compile and additional user question/concerns about specific functionality within Spillman and return to Kim ASAP.

2. June 9 Meeting Cancellation

Agreed - cancel June 9 meeting. Will resume schedule for next meeting July 14, 2010.

Adjourned 11:50 p.m.