

CITY CLERK
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C-3367-2
03/19/2014

Memorandum of Understanding (MOU)

Date: March 19, 2014
Customer Name: Arizona Glendale Police Department
Attention: David Madeya
Address: 270 South Stone Avenue
Tucson, Arizona 85701



Project Type: VINE Emergency Override Line (EOL) Automation Project

Last Service Agreement/Contract Date: June 30, 2013

Contract Changes: This MOU will serve as an agreement between Appriss and the Glendale Police Department to further enhance current service offering by formalizing an automated process for providing EOL to agencies in outage status. This process will be used in conjunction with the agency outage process. This will allow the flexibility for EOL to be customized for affected agencies.

Components of the Emergency Override Line (EOL) Project:

- 1) Automation of EOL instructions
 - a. When the affected agency is set to outage status, EOL instructions will be sent to designated agency contacts via an electronic fax and/or email (there may be multiple contacts per agency) using an automated process. The list of designated agency EOL contacts is attached for reference.
 - b. EOL removal instructions will be sent using the same automated process when service is restored for the affected agency.
 - c. If the fax cannot go through, a ticket will be created in our Customer First Center (CFC) to reach out to the agency for additional information.
- 2) EOL Notification to Agency Contacts
 - a. When the affected agency is set to outage status, automated notifications will be triggered to designated agency contacts to state that the EOL instructions are sent.
 - b. Notification attempts will trigger using a calling pattern, until the notification is confirmed via a key press. (This will only apply to phone notifications) The standard calling pattern will be every hour for 24 hours or until the notification is confirmed.
 - c. Notifications may be sent via phone and/or email where applicable.
- 3) EOL VINEWatch report
 - a. The EOL Event information can be viewed using the VINEWatch Agency Outage and Restoration Report (VINEWatch user has to have access rights to the report) by hitting 'Yes' in the EOL Event column.
 - b. The EOL Event report shows if the EOL line was used at all during the event including how many times used in the header 'EOL Processed = X'.
 - c. The EOL Event report also shows the following:
 - i. Fax and Email notifications view and print capability
 - ii. Notification History which show attempts and final status and can be exported/printed.
 - iii. Start time of the EOL Event notifications.
 - iv. End time of the EOL Event notifications.
 - v. Final Status
 - vi. Delivery address
 - vii. Type

viii. EOL Event report can also be printed.

Please sign & return this MOU by 3/24/2014 Thank you

This MOU, unless specifically noted in the Contract Changes section above, extends all service terms and other contract provisions of the prior contract period. No interruptions in delivery of service will occur in relation to this MOU.



10401 Linn Station Road
Louisville, KY 40223-3842
502-561-8463 800-816-0491
www.apriss.com

AUTHORIZATION:

APPRISS, INC., BY:

Signature

Date

Lalla O'Bryan
Vice President, Client Relationships

CUSTOMER BY:

Bosticher

Signature

6/17/14

Date

Brenda S. Foxner, City Manager

Name Title

ATTEST:

[Signature]

City Clerk

Approved as to form

[Signature]

City Attorney

Overview of Services and Software as a Service (SaaS) Model and Maintenance

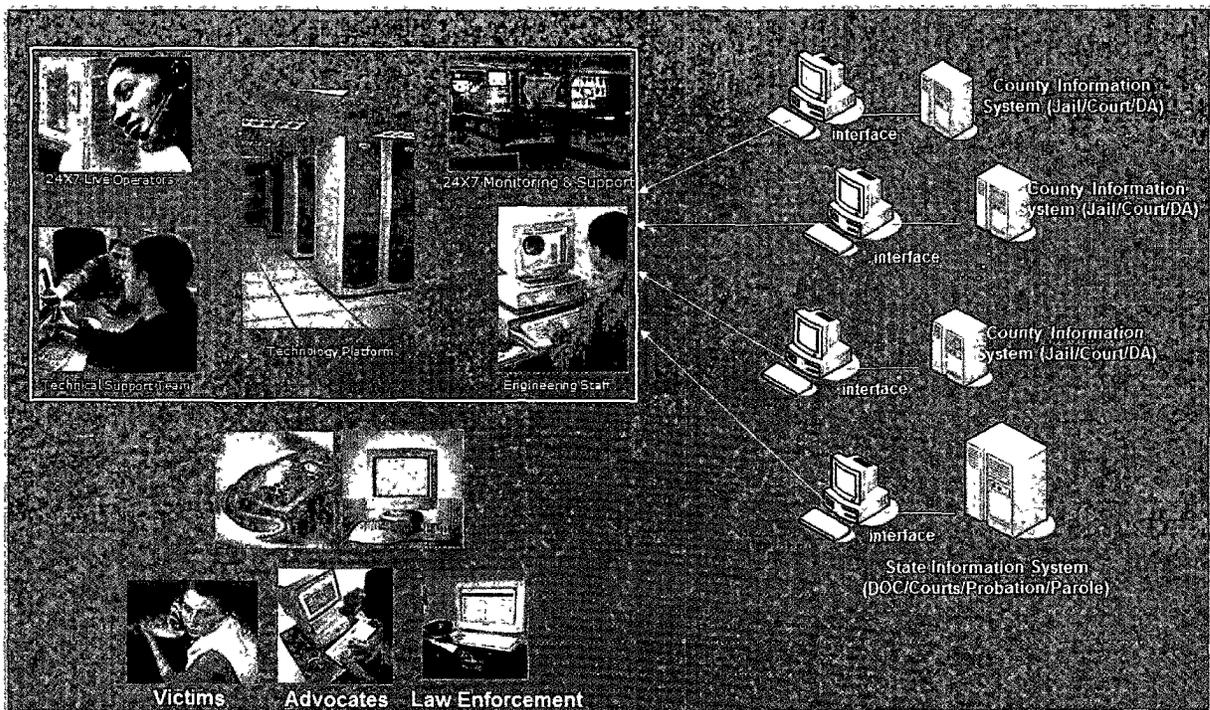
The VINE maintenance fee according to the SaaS model which is used by Appriss includes:

- Service fees
- System support
- Equipment maintenance

Appriss monitors and maintains over 2,800 VINE agencies and interfaces that share common components within the SaaS model (such as software, technical support, and hosting center).

Overview of SaaS Model

What is needed for automated victim notification?



Reasons why 47 states share one solution:

- Common application across states – Victim Notification
- The technical investment to start from scratch would cost millions of dollars
- If each state had to replicate the components below, It would cost significantly more than a shared system:
 - 24 hour operator staff
 - 24 hour data monitoring for each agency
 - Development and ongoing support of the software
 - Staff to repair data disruptions when they occur
 - Training and public education services
- All of these costs are distributed among the states
- A 2004 Study performed on the North Carolina VINE program estimated that the cost to build the same services for NC internally would be 12 times higher than the shared system approach!
- Predictable financial planning – each state knows how to budget for the program
- Technology enhancements are shared by all – no direct charges to the states
- By sharing an existing system we can be assured that it works
- The shared system meets all of the Bureau of Justice Guidelines for a statewide automated victim notification system

The common components are detailed below, to include information specific to the Glendale Police Department.

- Booking Systems – *Appriss will always inform the Glendale Police Department via the Change Order form, of any costs associated with the Change Order from either Appriss or the 3rd party Jail Management System vendor. Any fees that are charged by the Booking System vendor are the responsibility of the agency. Appriss will only charge fees that are involved with the work that is performed by Appriss personnel to complete the new booking system change. If the booking system change involves a currently supported VINE interface, the Appriss fee is waived. All booking system change orders require signatures from both Appriss and the Glendale Police Deptment before any work is performed.*
- VINE PCs – *1 PC replacements are scheduled for 2014-2015.*
- Monitoring of systems and agency data - (*Attachment #3-VINE Support Document*)
 - The data flow for Glendale Police Department is monitored 24/7/365 with live operator support.
 - Your agency was installed with Maestro
 - Maestro is the Appriss tool developed to enhance data monitoring capabilities and improve the transmission of data from the jail to VINE.

- Research and resolution of Incidents – Over 20 Incidents Resolved for the Glendale Police Department over the last 12 months.
- Script Changes – changes to the wording for both phone, email and text messaging scripts for all languages.
- VINE Service Representative Support (VSR) – 24/7/365 VSR support
- CFC (Appriss CustomerFirst Center) – 24/7/365 technical support includes research to restoration from Tier 1 and 2 level support
- Professional Services Team- Tier 3 level support and Implementation
- VINELink - (Public portal) website maintenance; the maintenance and routine updates for Spanish VINELink are also covered by the annual maintenance fee.
- VINEWatch - (Administrative website portal) maintenance/information
- VINE Print Materials - Appriss provides VINE print materials as part of the current Glendale Police Department's VINE contract and the annual VINE maintenance fee. Appriss has the ability to switch out quantities of print materials in exchange for SWAG items. This balancing of less print materials for additional SWAG items is included within the VINE annual maintenance cost.
- Equipment Maintenance - The equipment maintenance on Appriss' part is significant and includes:
 - Changing Sophos Antivirus Security Software to Symantec Norton Antivirus Security - to better protect our systems and servers
 - Replacement of servers - performed on a 3 year schedule to maintain the most current technology and to continuously improve the storage of data
 - Upgrades to the remote support console - to improve access
 - Upgrades to the SNMP monitoring - to include more robust monitoring at the agency level

In addition to the mechanics of the VINE system Appriss also provides

- Enhancements to products – such as E-mail verification enhancements; product enhancements to increase functionality (ex: March 2014 EOL Enhancement).
- Appriss does not charge additional dollars for product enhancements that are beneficial and applicable to all customers subscribing to the service(s). Numerous product enhancements are made on a regular basis.

How the costs are distributed:

- Each state's pricing is based on:
 - Features they wish to use (Jails)
 - Number of offenders and local interfaces

- The Glendale Police Department has:
 - 1 Jail
 - 1 Jail Management System
 - Over 193 offenders
 - Annual Maintenance fee per year is \$16,854.00 (Standard VINE)
- There has not been an increase in the annual fee for Glendale Police Department since 2010.
 - There is typically a 2% standard increase per year.

In Summary - What the Glendale Police Department receives:

- Core Victim Notification Application (described above)
- Public Web Access (VINELink)
- Glendale PD has an average of 2,542 site searches per month.
- Glendale PD averages 96 new registrations each month
- Web Tools for Victim Advocates and Agency Staff (VINEWatch)
- National VINE Hosting Center Architecture
 - All file servers used to process inbound and outbound calls and email
 - Database servers for managing all Glendale PD data
 - Web Hosting Services including a server farm with load balancing and redundant architecture to deliver all applications in a high availability mode
 - Backup services that provide daily database backups for all Glendale data
 - Fault tolerant architecture with redundant hardware on all servers, routers, switches, communication channels and other network components
 - Access to a remote warm site that can take over all VINE services for Glendale PD within 24 hours in the event that the primary hosting facility is disabled
- 24X7 Live Operator Services
 - Operators managed inbound calls for Glendale VINE.
 - English and Spanish Support, and translation services available in over 40 languages
- Support of all local interfaces
 - Support of 1 jail interfaces
 - First level helpdesk support for VINE, VINEWatch, and notification-related questions

VINE Emergency Override Line (EOL) Automation Project Overview

When a data interruption occurs and CFC staff cannot resolve the issue, the affected organization is put into an outage status. When data is not being received during an outage- in order to ensure VINE notifications continue to be sent to registered victims, one component of this outage process includes providing the affected organization with Emergency Override Line (EOL) instructions as an alternate method for updating offender custody status in VINE while in outage.

Appriss has formalized an automated process for providing EOL to organizations in the outage status. This process will be used in conjunction with the agency outage process. The 3 components of the project are outlined below:

- 1) Automation of EOL instructions
 - a. When the affected organization is set to outage status, EOL instructions be sent to designated agency contacts via an electronic fax and/or email (there may be multiple contacts per agency) using an automated process
 - b. EOL removal instructions are sent using the same automated process as service is restored for the affected organization
 - c. If the fax cannot go through, a ticket will be created in our Customer First Center(CFC) to reach out to the agency for additional information.
- 2) EOL Notification to Agency Contacts
 - a. When the affected organization is set to outage status, automated notifications will be triggered to designated agency contacts to inform them that EOL instructions are coming
 - b. Notification attempts will trigger using a customized calling pattern, until the notification is confirmed via a key press. (This will only apply to phone notifications) The standard calling pattern will be every hour for 24 hours or until the notification is confirmed.
 - c. Notifications may be sent via phone and/or email where applicable.
- 3) EOL VINEWatch report
 - a. The EOL Event information can be viewed using the VINEWatch Agency Outage and Restoration Report (VINEWatch user has to have rights to the report) by hitting 'Yes' in the EOL Event column.
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 - v. Final Status
 - vi. Delivery address
 - vii. Type
 - viii. EOL Event report can also be printed.

EOL Outage Email

Your agencies victim notification system is down, the Emergency Override Line (EOL) will need to be used.

Site

User

Password

Organization Agency:

ATTN: Booking Department

From: Appriss (providers of VINE/SAVIN – Victim Notification) Customer First Center

24Hr Support Phone: (866) 561-7057

Special Comments:

PLEASE CONTACT APPRISS CUSTOMER FIRST CENTER AT (866) 561-7057 TO CONFIRM RECEIPT

Your site is currently experiencing an issue with its automated victim notification system. In order to ensure that the Victims/Registrants against your Offenders are still notified during this outage, we are initiating the Emergency Override (EOL).

Attached, you will find the instructions and a list of your Offenders that have registrations against them.

You will need to perform the instructions along with your normal updates through your Jail Management System only if an Offender is no longer in Custody (escapes, released, transferred, etc.) during this issue.

We will notify you to stop using these instructions once we have the issue resolved. Please contact us if you have any questions.

Thank you for your attention to this matter.

Procedures for using the Emergency Override Line:

PLEASE POST THIS INFORMATION FOR ALL SHIFTS

Please be advised we are experiencing an issue. Victims will not be notified unless you follow the Emergency Override Line procedure (EOL).

EOL Procedure:

1. Dial 1-866-647-7409
2. Put in the Site ID number followed by the # sign. Site ID:
3. Put in the User ID number followed by the # sign. User ID:
4. Put in the Password followed by the # sign. Password:

5. Press 1 to change custody status
6. Enter the offender ID number or booking number
7. Change to desired custody status
8. Choose the option to start notification
9. If you have any other inmates to release choose the option to change the status of another offender. If you do not have another offender to release you may simply hang up.

This procedure should be used if any of the inmates on the following page are released or transferred out of your custody during this outage.

Thank you.

If you have any questions please call the Appriss Customer First Center at 1-866-561-7057.

Number of Offenders with Registrations is "X"

#

First Name

Last Name

Middle Init

OID

Juvenile

Custody Status

Custody Detail

Registrations

EOL Outage Fax

Appriss, Inc.

10401 Linn Station Rd, Ste 200

Louisville, KY 40223

Your agencies victim notification system is down, the Emergency Override Line (EOL) will need to be used.

Email: CFCD@appriss.com

Organization Agency:

ATTN: Booking Department

Fax:

From: Appriss (providers of VINE/SAVIN – Victim Notification) Customer First Center

Fax: (800) 865-4305

24Hr Support Phone: (866) 561-7057

Special Comments:

PLEASE CONTACT APPRISS CUSTOMER FIRST CENTER AT (866) 561-7057 TO CONFIRM RECEIPT

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Number of Offenders with Registrations is

#

First Name

Last Name

Middle Init

OID

Juvenile

Custody Status

Custody Detail

Registrations

EOL Restore Email

PLEASE CONTACT APPRISS CUSTOMER FIRST CENTER TO CONFIRM RECEIPT (1-866-561-7057)

ATTN:

Booking Department:

From: Appriss (providers of VINE/SAVIN – Victim Notification) Customer First Center

We have restored services for your agency to the VINE (automated victim notification) system. You are no longer required to use the Emergency Override Line (EOL) procedure to update your offender data or to make victim notifications.

Your agency has been enabled for Search and Registration. The public can search for offenders and register for notification by phone or online through www.VINELink.com. Automated notifications to your registered victims will resume.

Please call 1-866-561-7057 for further assistance.

Thank you for your patience and assistance in this matter.

Appriss Customer First Center

PLEASE CONTACT VINE CUSTOMER FIRST CENTER TO CONFIRM RECEIPT (1-866-561-7057)

ATTN:

Booking Department:

From: Appriss (providers of VINE/SAVIN – Victim Notification) Customer First Center

We have restored services from your agency to the VINE (automated victim notification) system. You are no longer required to use the Emergency Override Line (EOL) procedure to update your offender data or to make victim notifications.

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Appriss Customer First Center

EOL Restore Fax

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Thank you for your patience and assistance in this matter.

Appriss Customer First Center

Service Agreement Renewal Notice



10401 Linn Station Road
Suite 200
Louisville, KY 40223

Date: March 10, 2014
Customer Name: Glendale Police Department
Address: 6835 North 57th Drive
Glendale, AZ 85301

Service Agreement #: 96-040398-R14

Project Type: VINE Service

Original Service Agreement Date: 13 June 1996

Last Service Agreement Date: 01 July 2013

Service Agreement Renewal Date: 01 July 2014

Service Agreement Renewal Term: 12 months

Next Service Agreement Renewal Date: 01 July 2015

Contract Changes: As noted in Service Agreement #96-040398-R13, a 6% increase in the amount of \$1,011.24 per year or \$84.27 per month is assessed as of this renewal term, July 1, 2014. This pricing will be held for the period of three (3) years, through June 30, 2017.

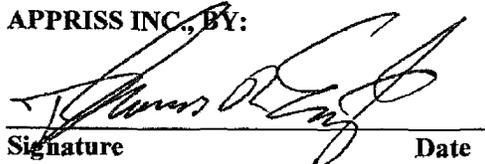
Project Pricing: \$17,865.24 Annually or \$1,488.77 Monthly

Please sign & return this service agreement renewal by May 19, 2014 to avoid delayed processing. Thank you.

This Service Agreement Renewal Notice, unless specifically noted in the Contract Changes section above, extends all service terms and other contract provisions of the prior contract period. No interruptions in delivery of service will occur in relation to this Service Agreement Renewal. The data transmitted will be used for victim notification, and may be used in applications for law enforcement, government, security, risk management, and fraud detection purposes.

AUTHORIZATION:

APPRISS INC., BY:



Signature Date

Thomas R. Seigle
President

Approved as to form

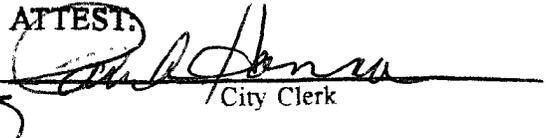
CUSTOMER BY:



Signature Date
Brenda S. Fischer, City Manager
Name Title

ATTEST:



City Attorney


City Clerk

Thank you for partnering with Appriss to keep communities safe and informed.