

PUBLIC SAFETY and JUDICIARY COMMITTEE

AGENDA

Called by: Burt Gerl, Chairman

Members: Aaron Booker, Brad Lindmark, Tim Nabors, Angie Goral, Kevin McCarthy, Dorothy Redd

DATE: WEDNESDAY, OCTOBER 19, 2022

TIME: 5:30 PM

LOCATION: ROOM 510
COUNTY ADMINISTRATION BLDG
404 ELM STREET
ROCKFORD, IL 61101

AGENDA:

- A. Call to Order
- B. Roll Call
- C. Approval of July 20, 2022 Minutes
- D. Public Comment – This is the time we invite the public to address the Public Safety and Judiciary Committee with issues and concerns. We ask you to limit your comments to three minutes. Personal attacks or inappropriate language of any sort will not be tolerated. We will allow a maximum of five speakers on a first come basis with sign up at the meeting. Speakers may not address zoning matters which are pending before the ZBA, the Zoning Committee or the County Board. Personnel matters or pending or threatened litigation may not be addressed in open session. An individual may speak a maximum of three times per calendar year on the same topic. This prohibition shall include the repetition of the same topic in a statement on what is purported to be a different topic. After acknowledgement by the chair, please stand and state your name. Thank you.
- E. Resolution Awarding New Jail Management Software
- F. Jennifer Muraski, Coroner - Update
- G. Future Agenda Items
- H. Adjournment

Winnebago County Board
Public Safety and Judiciary Committee Meeting
County Administration Building
404 Elm Street, Room 510
Rockford, IL 61101

Wednesday, July 20, 2022
5:30 PM

Present:

Burt Gerl, **Chairman**
Aaron Booker
Kevin McCarthy
Brad Lindmark
Tim Nabors
Angie Goral
Dorothy Redd

Others Present:

Joe Chiarelli, County Board Chairman
Marlana Dokken, Director, Chairman's Office of Criminal Justice
Initiatives

AGENDA:

- A. Call to Order
- B. Roll Call
- C. Approval of March 23 and May 18, 2022 Minutes
- D. Public Comment – This is the time we invite the public to address the Public Safety and Judiciary Committee with issues and concerns. We ask you to limit your comments to three minutes. Personal attacks or inappropriate language of any sort will not be tolerated. We will allow a maximum of five speakers on a first come basis with sign up at the meeting. Speakers may not address zoning matters which are pending before the ZBA, the Zoning Committee or the County Board. Personnel matters or pending or threatened litigation may not be addressed in open session. An individual may speak a maximum of three times per calendar year on the same topic. This prohibition shall include the repetition of the same topic in a statement on what is purported to be a different topic. After acknowledgement by the chair, please stand and state your name. Thank you.
- E. Crime and Public Safety Commission - Discussion
- F. Resolution Approving an Intergovernmental Agreement Between the Winnebago County Sheriff's Office and Other Municipalities Within the County of Winnebago for Major Crash Assistance Team
- G. Future Agenda Items
- H. Adjournment

Chairman Gerl called the meeting to order at 5:30 PM.

Motion to approve the March 23 and May 18, 2022 Minutes

Moved and Seconded.

Motion passed by unanimous voice vote.

Public Comment

Chairman Gerl omitted reading the Public Comment section of the Agenda due to no one present to speak.

Crime and Public Safety Commission - Discussion

- A discussion followed.

Resolution Approving an Intergovernmental Agreement Between the Winnebago County Sheriff's Office and Other Municipalities Within the County of Winnebago for Major Crash Assistance Team

Motion was Moved and Seconded.

- A discussion followed.

Motion passed by unanimous voice vote.

Future Agenda Items

None

Motion to Adjourn. Moved and Seconded.

Motion passed by unanimous voice vote.

Respectfully submitted,

Amy Ferling
Administrative Assistant



Resolution Executive Summary

Prepared By: Corrections Bureau and Purchasing Department
Committee: Public Safety and Judiciary Committee
Committee Date: October 19, 2022
Resolution Title: Resolution Awarding New Jail Management Software
County Code: Winnebago County Purchasing Ordinance
Board Meeting Date: October 27, 2022

Background Information:

The Sheriff's Department Corrections Bureau, since 2007, has utilized Motorola OffenderTrak Software as their Jail Management System (JMS) in order to comply with record and facility management standards. Motorola informed Correction's that they will no longer be serving OffenderTrak and the program will be discontinued as of January 1, 2023.

The Sheriff's Department Correction's Bureau and the Information Technology Department started and completed a broad search for an OffenderTrak replacement. After review of three JMS software demos, Black Creek Integrated Systems Corp. was the only system adequate in meeting the requirements that are needed to replace the OffenderTrak program. The new program also offers additional jail services that have not been part of the outdated OffenderTrak program.

After selecting the best software program, the Purchasing Department was engaged and negotiated an additional \$120,000 discount off the entire project.

The total amount for the project is \$596,850 plus an additional \$30,000 for hardware. The amount of \$200,000 is coming from the PSST fund (ORG 40115 - OBJ 43167) and the remaining dollar amount will come out of the Sheriff's commissary account.

Recommendation:

The Corrections Bureau Captain and the Chief Information Officer recommend awarding an agreement to Black Creek Integrated Systems Corp. for **SallyPort®** Jail Management System software. **SallyPort®** Jail Management System software is a state-specific JMS designed to meet the state and federal requirements for each user agency.

Legal Review:

SAO Reviewed and all their recommendations have been included in the final agreement

Follow-Up:

Purchasing staff will make sure all agreements are executed and filed. Corrections and DoIT staff will work closely with Black Creek to implement the new jail management system.

RESOLUTION
of the
COUNTY BOARD OF THE COUNTY OF WINNEBAGO, ILLINOIS

Sponsored by: Burt Gerl, Committee Chairman
Submitted by: Public Safety and Judiciary Committee

Resolution Awarding Jail Management Software

WHEREAS, the Winnebago County Sheriff's Department Correction's Bureau requires the use of Jail Management Software (JMS) in order to comply with Illinois Compiled Statute 20 ILCS 2630/2.1 and Illinois Administrative Code Title 20, Section 701.30-701.40; and,

WHEREAS, the Winnebago County Sheriff's Department Correction's Bureau has been using Motorola OffenderTrak as its existing jail records management system since 2007; and,

WHEREAS, Motorola has stopped functional development of the existing jail records management system--OffenderTrak; and,

WHEREAS, the Public Safety and Judiciary Committee of the County Board for the County of Winnebago, Illinois, has reviewed the scope of work, Resolution Exhibit A, for the aforementioned service and recommends awarding agreement for **SallyPort®** Jail Management System Software as follows:

BLACK CREEK INTEGRATED SYSTEMS CORP.
P.O. BOX 101747
IRONDALE, ALABAMA 35210

NOW, THEREFORE, BE IT RESOLVED, by the County Board of the County of Winnebago, Illinois, that the County Board Chairman is authorized to issue, on behalf of the County of Winnebago, an agreement, similar in language to Resolution Exhibit B, with BLACK CREEK INTEGRATED SYSTEMS CORP., P.O. BOX 101747, IRONDALE, ALABAMA 35210.

BE IT FURTHER RESOLVED, that this Resolution shall be in full force and effective immediately upon its adoption and the Clerk of the County Board is hereby authorized to prepare and deliver certified copies of this Resolution to the Captain of the Corrections Bureau, Chief Information Officer, Director of Purchasing, Finance Director, County Board Office, and County Auditor.

**Respectfully submitted,
PUBLIC SAFETY AND JUDICIARY
COMMITTEE**

AGREE

DISAGREE

BURT GERL, CHAIRMAN

BURT GERL, CHAIRMAN

AARON BOOKER, VICE CHAIRMAN

AARON BOOKER, VICE CHAIRMAN

DOROTHY REDD

DOROTHY REDD

KEVIN MCCARTHY

KEVIN MCCARTHY

ANGIE GORAL

ANGIE GORAL

BRAD LINDMARK

BRAD LINDMARK

TIM NABORS

TIM NABORS

The above and foregoing Resolution was adopted by the County Board of the County of

Winnebago, Illinois this ____ day of _____ 2022.

ATTESTED BY:

JOSEPH CHIARELLI
CHAIRMAN OF THE COUNTY BOARD
OF THE COUNTY OF WINNEBAGO, ILLINOIS

LORI GUMMOW
CLERK OF THE COUNTY BOARD
OF THE COUNTY OF WINNEBAGO, ILLINOIS

EXHIBIT A

PROPOSAL / SCOPE OF WORK



Black Creek Integrated Systems Corp.
 P.O. Box 101747
 Irondale, AL 35210
 Phone: 205-949-9900

AGENCY: Winnebago County, Illinois
ATTENTION: Captain Robert Lukowski
ADDRESS: 650 West State Street
 Rockford, IL 61102
PHONE: (815) 319- 6749
EMAIL: lukowskir@wcco-il.us

BCIS QUOTE NO.: PC22043.03
QUOTED BY: THL/dhk
DATE: October 6, 2022

This Scope of Work details Black Creek's response to a request from Winnebago Co., IL, for a proposal to implement Black Creek's **SallyPort®IL** Jail Management System for the Agency. This proposal supersedes all proposals previously issued by Black Creek for this project.

1.0 Deliverables

1.01 Application Software & Interfaces

- 1.01.01 **SallyPort®IL** 4.0 Booking and Inmate Management Software: includes the following modules: Booking with digital mug shot image capture and display capability, Demographics, Video Lineup, Arrest/Charge/Release, Inmate Property, Classification, Medical, Inmate Fund, Inmate Contacts/Visitation, Threat Group, Billing and Shift Log. For installation on Customer's server. Includes 90 days of telephone support from date of installation.
- 1.01.02 30 ea. Full Access **SallyPort®IL** User License: for installation on networked workstations or supported mobile devices.
- 1.01.03 Unlimited **SallyPort®IL** User Read-Only License: for installation on networked workstations or supported mobile devices. Allows only viewing of inmate data and report generation.
- 1.01.04 Inmate Scheduling Module: Allows an Agency to schedule, track, and manage all inmate activities such as Programs, Hearings, Transports, etc. Information can be displayed in calendar format or as a printable report.
- 1.01.05 V.I.N.E. Interface: provides automated data communications between **SallyPort®IL** and Appriss V.I.N.E. system.
- 1.01.06 Livescan Interface: provides two-way (bidirectional), automated data exchange between **SallyPort®IL** and the Livescan application. Compatible with Biometrix4All, Comnetix, L1, Idemia, DataWorks, ID Networks, Mentalix, Morphotrust.
- 1.01.07 Active Directory Interface: Allows secure login using Active Directory credentials.
- 1.01.08 Telephone System PIN Interface: passes inmate personal identification number to inmate phone system on inmate booking and passes deactivation information on inmate release. Compatible with Securus, GTL, NCIC, Paytel.
- 1.01.09 In Custody Inmate Data Exchange/View: provides in-custody inmate information between **SallyPort®IL** and other entities requesting data for in-custody inmates, such as for display on an agency's public facing website or other use. Used to harvest data for Full Court Enterprise data exchange.
- 1.01.10 Commissary Booking Interface: Interface between Commissary application and **SallyPort®IL** to activate/deactivate an inmate account upon booking/release; does not include debits from/credits to inmate fund accounts. Compatible with Keefe, Swanson, Trinity, Aramark. Refer to 4.01.04 and 4.01.05.
- 1.01.11 CorEMR Electronic Medical Records Interface: unidirectional export of standard inmate information upon bookings, releases, and movements. Refer to 4.01.04 and 4.01.05.

- 1.01.12 NCIC (CommSys Application) Interface: ConnectCIC State Interface middleware product for interface with IL LEADS message switch for state and local transactions; includes ConnectCIC Basic Inquiry Package with Real-time Data Mining, Computerized Criminal History (CCH) Inquiry, and Wanted/Missing Persons (WMP-I) Inquiry.
- 1.01.13 Watch Tour Manager® Application Plug-In for **SallyPort®IL**: Allows the configuration and electronic tracking and recording of watch tours. Data is collected using a Black Creek-approved mobile device (check with Black Creek for a list of compatible devices) that incorporates an NFC reader, an integral camera, a QWERTY keyboard, and Wi-Fi connectivity; watch tour data is collected by scanning NFC tags. Notes or ad hoc entries can be attached to watch tour entries using the integral keyboard. Images and full-motion video entries can also be attached using the integral camera. Watch Tour Manager® allows highly flexible configuration of watch tours by locations and schedules. Real-time indication of watch tour progress and alarm conditions can be displayed when utilized in conjunction with a wireless LAN. Includes search and reporting utilities. Data can be downloaded to the storage server via one of the following methods:
(1) In real time when utilizing a wireless LAN installed throughout the facility, or
(2) on a batch basis when in range of a Wireless Access Point(s) installed in a central location in the facility.
- 1.01.14 50 ea. Watch Tour Manager®/Electronic Shift Log Mobile Client Access License: Provides connection to the Watch Tour Manager® application for data collection devices. Mobile devices may not share licenses; each mobile device in use must have its own individual license in order to be registered in the system. A list of compatible mobile devices will be provided upon request.
- 1.01.15 Mobile Device Server License: required for communication between **SallyPort®IL**, Watch Tour Manager®, Shift Log, and mobile devices or other network systems; supports up to (50) concurrent mobile device connections. Software to be installed on server provided by Customer.
- 1.01.16 RMS Interface (two-way): Provides a bidirectional automated data exchange between the Records Management System and **SallyPort®IL**; **SallyPort®IL** will interface with the RMS Application, thus allowing **SallyPort®IL** users the option to create new inmate booking records populated with the RMS arrest data without duplicate manual data entry. Additionally, **SallyPort®IL** will provide mutually agreed upon inmate data to the Records Management System to eliminate dual entry. Compatible with: Hexagon (Intergraph), MARK43, CoHero, ARMS. *[NOTE: At the time of this quotation, Black Creek has provided it's standard bidirectional (2-way) RMS interface. If upon receipt of the RMS interface specification document, there are additional functionality requirements not addressed, this interface may require revision at additional expense to the Agency.]*
- 1.01.17 Fingerprint Plug-in: allows the capture and storage of inmate fingerprint templates at intake for use in confirming positive identification upon release and subsequent bookings. Requires HU20 Fingerprint Scanner.
- 1.01.18 Barcoding Plug-in: allows Agency to create Agency-specific QR codes for use in **SallyPort®IL** and Electronic Shift Log; requires compatible handheld mobile device with QR code scanning capabilities. A list of compatible mobile devices will be provided upon request.
- 1.01.19 Custom Interface: Programming services to provide custom interface(s) to DigiTicket and the Court Management System (specifics to be determined). *[NOTE: At the time of this quotation, Black Creek has provided the quote based on preliminary information provided by the Agency. If upon receipt of the interface specification document(s), there are additional functionality requirements not addressed, this interface may require revision at additional expense to the Agency.]*

1.02 Hardware

- 1.02.01 6 ea. T-LBK462-HSB Signature Capture Pad: heavy-duty signature capture pad for use in recording and storing electronic signatures on any form in **SallyPort®IL** where an inmate or officer signature is required; includes 1"x5" LCD, tempered glass signing surface. USB-connected.
- 1.02.02 6 ea. HU20 Fingerprint Scanner: forensic-quality fingerprint capture device. Delivers accurate and reliable results for identification and verification. Scanner includes 72" USB cable for connection to networked **SallyPort®IL** computer workstation; requires Fingerprint Interface.
- 1.02.03 25 ea. Location NFC Tag Assembly: ruggedized, encapsulated Bluetooth low-energy beacon; utilizes a secure algorithm to prevent duplication. One per tour requirement.
- 1.02.04 300 ea. Watch Tour NFC Tag Assembly: ruggedized, encapsulated Bluetooth low-energy beacon; utilizes a secure algorithm to prevent duplication.
- 1.02.05 Freight Charges: ground transportation, best way.

1.03 Ancillary Services

- 1.03.01 3 ea. Discovery Days: Onsite meeting days to coordinate with agency staff to review procedures and requirements of the project; includes eight (8) hours/day of discovery services by a qualified representative conducted during normal business hours, Monday-Friday, 9:00 a.m. to 5:00 p.m.
- 1.03.02 3 ea. Installation/Commissioning Days: Remote services of certified electronic technician for assistance in system installation and/or setup; includes eight (8) hours/day of installation services conducted during normal business hours, Monday-Friday, 9:00 a.m. to 5:00 p.m. CST.
- 1.03.03 3 ea. Training Days: Onsite training in use of system utilizing a Train-the-Trainer format; includes eight (8) hours/day of training conducted during normal business hours, Monday-Friday, 9:00 a.m. to 5:00 p.m.
- 1.03.04 3 ea. Go-Live Support Days: Onsite Go-Live support; includes eight (8) hours/day of onsite technical support by a qualified representative conducted during normal business hours, Monday-Friday, 9:00 a.m. to 5:00 p.m.
- 1.03.05 Data Conversion
 - 1.03.05.01 **Enhanced** Data Conversion in accordance with Attachment A.
 - 1.03.05.02 Data that cannot be mapped to equivalent fields in **SallyPort®IL** will be entered in a Comments field on the Inmate's record.
 - 1.03.05.03 All data conversion presumes existing data can be provided in an industry-standard format.
 - 1.03.05.04 Conversion of data fields beyond those listed in the Enhanced Data Conversion column presented in Attachment A can be performed at additional cost; fields for conversion can be finalized during contract negotiation.
- 1.03.06 Project Management performed by Black Creek's designated Project Manager.
- 1.03.07 Travel Costs: includes airfare, travel days, hotel, rental car, and meals.

2.0 Customer and Black Creek Roles and Responsibilities

2.01 Owner Responsibilities

- 2.01.01 Furnish, install, and maintain **SallyPort®IL** server hardware, operating system, and MS SQL Server software/licenses for database(s); database(s) can be maintained on separate physical servers or on a single, appropriately sized, virtualized physical server. Refer to Attachment B for requirements.

- 2.01.02 Furnish, install, and maintain the facility network; a minimum gigabit network is recommended, and the network must have consistent, reliable bandwidth.
- 2.01.03 Furnish, install, and maintain networked client workstations, including operating system, capable of accessing the Agency's Intranet.
- 2.01.04 Maintain updates to the servers such as virus protection and/or Windows® OS updates.
- 2.01.05 Provide Black Creek access to existing JMS data or provide a backup file of existing JMS data for data conversion purposes.
- 2.01.05 Provide compatible mobile tablet devices and associated kiosk application licenses or approved alternative kiosk software.
- 2.01.06 Furnish, install, and maintain compatible wireless access points.
- 2.01.07 Furnish, install, and maintain the mobile device gateway server hardware and operating system.
- 2.01.06 System backups. (**SallyPort®IL** has a daily schedule task that creates a backup file; however, the Customer will need to ensure this file, along with the entire Install Directory, is backed up on a regular basis.)
- 2.01.07 Provide **SallyPort®IL** server with network access to third party vendors such as Swanson, Securus, etc., to facilitate required interfaces.
- 2.01.08 Provide remote access to Black Creek to **SallyPort®IL** server for remote installation, diagnostic, and support purposes.
- 2.01.09 Provide interface specification documents for all interfaces required.

2.02 Black Creek Responsibilities

- 2.02.01 Provide all Deliverables.
- 2.02.02 Install application software and interfaces.
- 2.02.03 Provide software maintenance and support during initial **90-day warranty period** and during an active annual support plan period thereafter.

3.0 Acceptance Criteria

- 3.01 The Customer shall provide written notification of system acceptance to Black Creek upon completion of 30-day system acceptance testing period beginning on the software Go-Live Date.

4.0 Clarifications and Exclusions

4.01 Clarifications

- 4.01.01 Prices quoted F.O.B. Factory, freight prepaid & included.
- 4.01.02 Pricing valid for 90 calendar days from date of proposal.
- 4.01.03 Pricing does not include charges from other vendors (e.g., Keefe, Central Square, etc.) that may be incurred to implement quoted interfaces.
- 4.01.04 Black Creek has provided its standard interface for each specified system/application. Interface pricing is subject to revision after receipt of an interface specification document for each interface; if additional functionality requirements are discovered upon receipt of the interface specification document(s), interface(s) may require revision at additional expense to the Customer. Interface pricing can be finalized during contract negotiation, or via change order to the contract if nonconformity is noted during Discovery.
- 4.01.05 Proposal assumes quoted interfaces conform to industry standard formats and that the vendor/agency is willing to share data with Black Creek.

4.02 Exclusions

- 4.02.01 Sales Tax.
- 4.02.02 Liquidated Damages.
- 4.02.03 Retainage.
- 4.02.04 Performance and payment bonds (may be provided at 1.5% of contract amount).
- 4.02.05 Any equipment or service not previously described in this scope of work.

5.0 Pricing Summary

| | | | |
|-------------|-----------------------------------|--------|---------------------|
| 5.01 | Application Software & Interfaces | | \$483,365.00 |
| 5.0 | Hardware | | \$8,216.00 |
| 5.03 | Ancillary Services | | <u>\$211,744.00</u> |
| 5.04 | PROPOSAL SUBTOTAL | | \$703,225.00 |
| 5.05 | First-in-State Discount (15%) | DEDUCT | <u>(105,484.00)</u> |
| 5.06 | FINAL PROPOSAL TOTAL | | \$596,850.00 |

6.0 Annual Support

- 6.01 Provide Software Support in accordance with **SallyPort®IL** Annual Support Plan (refer to Attachment C).
- 6.02 Annual Support Plan pricing is for 12-month period. Actual cost will be prorated from support plan inception date to 12/31.
- 6.03 Annual Support Year 1 Post-warranty (full year): \$120,817.00

7.0 Terms of Payment

- 7.01 Per mutually agreed upon Schedule of Values.

8.0 Delivery

- 8.01 Per mutually agreed upon project schedule.

Best regards,
BLACK CREEK INTEGRATED SYSTEMS CORP.



Thom Lanphear
General Sales Manager
tlanphear@blackcreekisc.com

ATTACHMENT A: DATA CONVERSION



SallyPort[®]

JAIL MANAGEMENT SYSTEMS

Conversion Plans For Existing Customer Data

| | Basic | Standard | Enhanced | Comprehensive |
|---|-------|----------|----------|---------------|
| Criminal History Number or PIN Number | ● | ● | ● | ● |
| Booking Number | ● | ● | ● | ● |
| Booking Date | ● | ● | ● | ● |
| Booking Time | ● | ● | ● | ● |
| Arresting Agency | ● | ● | ● | ● |
| Last Name | ● | ● | ● | ● |
| First Name | ● | ● | ● | ● |
| Middle Name | ● | ● | ● | ● |
| Suffix | ● | ● | ● | ● |
| Date of Birth | ● | ● | ● | ● |
| SSN | ● | ● | ● | ● |
| State ID # | ● | ● | ● | ● |
| FBI # | ● | ● | ● | ● |
| City of Birth | ● | ● | ● | ● |
| State of Birth | ● | ● | ● | ● |
| Address Information | ● | ● | ● | ● |
| Sex | ● | ● | ● | ● |
| Eye Color | ● | ● | ● | ● |
| Hair Color | ● | ● | ● | ● |
| Race | ● | ● | ● | ● |
| Ethnic Origin | ● | ● | ● | ● |
| Mugshots | ● | ● | ● | ● |
| Scars, Marks, and Tattoos (Images) | | ● | ● | ● |
| Charges | | ● | ● | ● |
| Holds/Warrants | | ● | ● | ● |
| Cautionaries | | ● | ● | ● |
| Classification | | | ● | ● |
| Incident/Disciplinary Reports | | | ● | ● |
| Assessments | | | ● | ● |
| Keep Separates | | | ● | ● |
| Release Date | | ● | ● | ● |
| Release Time | | ● | ● | ● |
| Release Reason | | ● | ● | ● |
| Will include all of the data fields listed, as well as any other data that can be matched to existing fields within SallyPort [®] . Data that cannot be matched will be provided in a mutually agreed upon format with the agency. | | | | ● |

Customer must provide existing data in a standardized format. (Not freeform text)
 Images must be provided in an industry standard format and must be associated with inmate records.

ATTACHMENT B: HARDWARE SPECIFICATIONS

JMS SERVER

| <u>Parameter</u> | <u>Minimum</u> | <u>Optimal</u> |
|------------------|-------------------------------|-------------------------------|
| Operating System | Windows® Server 2016 Standard | Windows® Server 2019 Standard |
| Database | Microsoft SQL Server 2019 | Microsoft SQL Server 2019 |
| Web Server | IIS 7.5 or Higher | IIS 7.5 or Higher |
| Processor | 4 cores, 2.2GHz | 6 cores, 2.2GHz or higher |
| Memory | 32GB DDR4 | 64GB DDR4 |
| Storage | 512GB NVMe SSD | 1TB NVMe SSD |
| Display | 1920x1080 | 1920x1080 |
| Network | 200mbps | 300mbps or Higher |
| Remote Access | LogMeIn Client | Unattended |
| Internet Ports | SSL Port 443 | SSL Port 443 |
| Web Browser | Google Chrome | Google Chrome |

DESKTOP CLIENT

| <u>Parameter</u> | <u>Minimum</u> | <u>Optimal</u> |
|--------------------|--------------------------|--------------------------|
| Web Browser | Google Chrome | Google Chrome |
| Processor | 4 Cores 2.4GHz | 4 Cores 2.8GHz or Higher |
| RAM | DDR4 8GBs | DDR4 16GBs |
| Storage | 128GB SSD | 128GB SSD |
| Operating System | Windows® 10 Professional | Windows® 10 Professional |
| Display Resolution | 1920x1080 | 1920x1080 |
| Network | 200mbps | 300mbps or Higher |

MOBILE/TABLET CLIENT

| <u>Parameter</u> | <u>Minimum</u> | <u>Optimal</u> |
|-----------------------------|----------------|------------------------|
| Operating System | Android 10 | Android 11.0 or higher |
| If applicable> Samsung KNOX | Enabled | Enabled |
| Factory Reset | Disabled | Disabled |
| Multi Window | Disabled | Disabled |
| S Voice | Disabled | Disabled |
| Air View Mode | Disabled | Disabled |
| Air Command Mode | Disabled | Disabled |
| Smart Clip Mode | Disabled | Disabled |

The web app is accessible using any currently supported web browser:

- Chrome (54.0.2841.87 or higher)
- Edge (38.14393 or higher)
- Safari (10.0.1 or higher)
- Opera (41 or higher)
- Firefox (49.0.2 or higher)

An SSL certificate secures traffic between the user’s browser and the JMS server.

ATTACHMENT C: *SallyPort*[®]IL ANNUAL SUPPORT PLAN DESCRIPTION

Black Creek's *SallyPort*[®]IL Unlimited Support Plan begins upon system Go-Live. The *SallyPort*[®]IL Unlimited Support Plan is an enhanced plan with no limits on the amount of telephone contact time or Internet support from Black Creek technical support personnel. It was designed for agencies who depend on a quick response time when faced with questions concerning their software and its operation and who wish to budget a single annual amount for that support. This comprehensive plan includes the following features:

- Unlimited hours of telephone assistance from persons skilled in the use and support of *SallyPort*[®]IL.
- One (1) hour response time to inquiries: Black Creek will make every attempt to contact you within one (1) hour of receipt of an inquiry during normal business hours (defined below).
- Software updates: Black Creek will provide updates to the software as they are issued during the life of the Plan.
- E-mail notification of software notices and updates.
- Remote software support: A Black Creek Technical Support Representative will "log on" to your system from Black Creek's facility in Irondale, al, to assist in problem resolution.
- Membership in Black Creek's Software Users' Group.

Plan pricing assumes services will be requested and provided during Black Creek's normal business hours, Monday through Friday, between 8:00 a.m.–5:00 p.m. CST; calls received outside these hours are billable at the Extended Services rates in effect at the time of service. For calls received outside normal business hours and during weekends and holidays, service provided is billed at the Extended Service rates in effect at that time. Plan terms are effective for the period January 1st to December 31st, unless otherwise negotiated.

In order to accurately and precisely identify service requests, Black Creek will provide the Owner with "Problem Report" forms requiring detailed descriptions of each suspected problem. This document will serve as the instrument that identifies and describes the problem and gives the technician the information necessary to diagnose and correct the problem. Black Creek has found that accurate reporting minimizes miscommunication and therefore greatly decreases the problem resolution time. Once the problem is identified, Black Creek will troubleshoot and make software corrections via a remote connection to the system. Black Creek's ability to troubleshoot and make software corrections via this remote connection also greatly reduces the amount of time spent correcting any problems.

There are Tier 1, Tier 2, and Tier 3 support staff for *SallyPort*[®]IL.

- Tier 1 staff take incoming calls and triage the calls to the appropriate Tier 2 staff for resolution.
- Tier 2 are trained staff who can address most problems using the tools available to them and the Agency-provided VPN connection to the Agency's *SallyPort*[®]IL application.
- Tier 3 staff are Software Engineers or Programmers who may have to initiate a bug patch or hot fix if the issue reported proves to be more than can be addressed via phone or remote access.

On average, support calls are answered immediately by a live person and there is no call wait time. Support calls are triaged by Tier 1 staff to appropriate Tier 2 personnel. The company is sufficiently staffed to respond to all Critical severity calls immediately; however, the average support call is a Medium or Low Severity level, and on average, those are handled within 10-15 minutes.

SallyPort[®]IL includes an embedded help feature, but with the Unlimited Support Plan, agencies can be confident that when they require additional assistance, they can rely on Black Creek Support Staff to resolve any issue that arises, anytime of the day or night.