

City of Waukesha IT Technical Assessment

Requesting Department Use

Fiscal Year: 2019 Requester: Judge Steven Wimmer Title: Judge Dept: Muni Court
Requester: Becky Ehrmann Title: Office Manager

Project Title: TiPPs (Titan Public Safety Solutions)

Project Overview and Goals:

Yearly request for TiPPs software to replace existing Phoenix software. The Phoenix software has not been in compliance of reporting the Municipal Court Statistics since 2008. It affects the reporting to all courts and the State as to how the City of Waukesha Municipal Court process their cases. Phoenix system is unable to break down the requirements that are needed by the Supreme Court of Wisconsin. We can only give them the number of citation for the year and type but not breakdowns by dispositions. The Supreme Court is aware of the situation with the Phoenix system.

The Municipal Court's goals are to increase collections by having automated entry vs manual entry which can take several days to complete. When TiPPs first came out the court was not interested in it since they did not have a cash register program and went with Phoenix back in 2008, since the Court package was free. TiPPs has the capacity to automatically update information to SDC (State Debt Collection) and TRIP (Tax-Intercept program) with a push of a button. It currently takes us about 1 to 2 weeks to submit all outstanding debts to SDC and TRIP. TiPPs automatically reports to DOT (Department of Transportation) when someone updates information on a case, whether it is a disposition or a suspension order. It currently takes us about two to three days to manually enter all suspension for failure to pay to DOT. There is less chance of human errors when the system updates automatically to all the respective programs. "The TiPPs system would increase effectiveness of reporting and decrease the liability against the City for wrongful interception of TRIP or SDC due to human error."

TiPPs currently has an interface with Badger TraCs, which is used by the City of Waukesha Police Department for entry citations, to retrieve the Wisconsin Uniform Citations and Wisconsin Uniform Municipal Citations onto TiPPs.

The TiPPs system would require assistance from the IT department in the installation and computer technology issues. The court staff and IT staff would require training for the new system. All staff would have support from other TiPPs users within Wisconsin. In discussing our needs with TiPPs, concurrent licensing (See Option 2 on the Proposal Summary Sheet) would work for our needs and gives us the ability to use the laptops in Court and our workstation. In addition, we would need Option 3 Cash Register for the Municipal Court and Police Department (1 view only license in Option 2: Add-Ons for the Police department).



TiPPs home base is in Madison, WI., so they have a vast knowledge of how Wisconsin Court works and their needs. TiPPs updates their software when new law changes become effective within 30 days or less.

Currently Phoenix is not working to the maximum capacity that Phoenix states it can do. Every time there is an upgrade, our letters and reports does not work, because they changed a file name. Then our IT department must fix every letter and reports, which takes up their time, money and from other projects they are currently working on. In addition to the upgrades, some fields are missing and when we tell them – they say we must pay for an upgrade. Then the Court must show them proof that we did have the field prior to upgrades to avoid payments. Phoenix are not very quick to fix issues, it usually takes them 1 week to 1 year or more to fix an issue. Majority of the time it is the same issues that we come across every time they do an upgrade. They also have a lot of turn-overs for IT programmers that we constantly must show the new programmers how their program works. TiPPs currently has 100 plus standard reports and an unlimited number of custom letters and documents. TiPPs letters and reports are integrated within their system whereas Phoenix uses Crystal Reports that uses field names to extract information from Phoenix. These reports are currently created by the City of Waukesha IT department, specifically Lisa Chou-Pan.

The City of Waukesha Finance Department requested a report that would show how much of the fines were dismissed, paid, time served, community service credit, etc., but the Phoenix system is not able to generate the report without a lot of errors. Finance Department wanted to use this report as a study to see the patterns of collections and ability to share the information with the Common Council.

Phoenix home base is in India so there is a language barrier and understanding of how court works. Phoenix has no grasp of new the new law changes and the Court must make many changes within the system and improvise how to enter the changes until Phoenix updates – this could take 1 year or more to fix. The Court had an incident where Phoenix was supposed to fix a monetary error on a report, but they had created a new report which generated to a 4,000 page and they were unable to put the old report back on. This report was created in the beginning when we obtain the Phoenix system to make sure the monetary breakdowns to all categories are correct.

There are currently 117 courts in Wisconsin that are using TiPPs and the City of Madison will be using TiPPs in the fall of 2018. There would be a lot of support with other courts in Wisconsin in addition, to the support team from TiPPs. Based upon the other Court's feedback, the TiPPs support teams are very quick to help and resolve all issues.

Project Costs: \$92,295
Annual Support: \$14,000

Proposed Project / Technology

Check one: ☒ Replacement ☐ New ☐ Upgrade ☐ Other:



Will any of the following need to be purchased: PCs, Handheld devices, Laptops, printers, scanners, etc.

☐ N/A ☐ Yes ☒ No

If yes, please explain:

City of Waukesha IT Technical Assessment

Vendor Use

General overview from vendor of the application topology and what the application does:

The following questions are designed to help determine the appropriate infrastructure costs in conjunction with system type/criticality information.

Company Name: Titan Public Safety Solutions

Project Title: TipssCourts, TipssWebPayments

Application Architecture

What is the Application Architecture (if known)? The options are as follows:

☒ Client / Server ☐ Client ☐ Web Based ☐ Other:

*Web-Based is preferred

Where is the Application Architecture installed? The options are as follows:

☒ On-Premises ☐ Hosted ☐ Other:

If the Application Architecture is hosted, what model is used?

☐ Infrastructure as a Service ☐ Software as a Service ☐ Platform as a Service

☒ N/A ☐ Other:

If the Application Architecture is hosted, and the City stops using the solution, is there a charge to get our data back

☐ Yes ☐ No

If the Application Architecture is hosted, what certifications do they hold?

☐ SAS 70 ☐ SSAE 16 ☐ FedRAMP ☐ Other:

Web Application Requirements - TipssWebPayments

☒ N/A: This is a Client/Server Solution

What Web Browsers are supported?

☐ Internet Explorer ☐ Chrome ☐ Firefox ☒ Browser Agnostic ☐ Other:

*** Browser agnostic preferred**

Is the application fully HTML5 compliant?

☐ No ☒ Yes

***HTML 5 compliance is Preferred**

What Browser version is supported?

Internet Explorer: 10 and up Chrome: 68.0.3440 Firefox:

What Web service is used: ☒ IIS - Version 7.0 ☐ Other – Version

***IIS Preferred**

What third party software needed?

- ☐ A Java add-on is on the client, version #
- ☐ Active X add-on on the client
- ☐ Silverlight add-on on the client
- ☒ .NET Framework, version 4.6
- ☐ Digital certificates (IE based app. or ASP)
- ☐ Adobe
- ☐ Add-ins for existing applications (IE MS Office, etc.)
- ☐ Other
- ☐ Not Applicable (none needed)

***None Needed is preferred.**

Web Application Security

Can HTTPS/SSL be enabled?

☐ No ☒ Yes

***HTTPS is Preferred**

Can weak ciphers such as SSL 2 and 3, TLS 1 be turned off?

☐ No ☒ Yes

***Applications dependent on weak ciphers will be rejected.**

What security standards are supported?

☒ PCI ☐ FIPS 140-2 ☐ Other:

Server Requirements

☐ N/A: This is a Hosted Solution

Specify the type of server the main component of the application will be installed on?

☒ MS Server What Version? 2012 What Service Pack?

☐ LINUX - What version?

***MS Server is the standard**

What database will be used?

☒ MS SQL What version? 2012 What SP?

☐ Oracle What version?

☐ Other What version?

☐ N/A

***MS SQL is the standard**

Is database fully vendor supported?

☐ N/A ☐ No ☐ Yes Notes:

***Vendor supported is preferred**

Does the vendor require the application and Database to reside on same hardware?

☒ No ☐ Yes Notes:

If no, can the application and Database reside together for the test system?

☐ No ☒ Yes Notes:

Are virtual servers supported?

☐ No ☒ Yes Notes:

***Virtual Servers are the standard**

If yes, which Hypervisors?

☒ Hyper-V Notes: ☐ VMware Notes:

***Vmware is the standard**

Will any of the following servers be needed?

☐ Test ☐ QA ☐ Train ☐ Not Applicable ☐ Other Notes: This is up to your standards. We do not require these

***Test environments are the standard *QA environments are preferred**

Client Requirements - TipssCourts

☐ N/A: Web-Based solution

Is the application able to run in a Citrix/Remote Desktop/VDI environment?

☐ No ☒ Yes Notes:

Is Citrix/RDS/VDI fully vendor supported?

☐ No ☒ Yes Notes:

What client operating system will be used?

☐ Windows 7 - What SP?

☒ Windows 10 - What SP? Work on windows 7 and up

☐ Other: What SP?

***The most current Windows OS is the standard.**

What third party software needed?

☐ A Java add-on is on the client, version #

☐ Active X add-on on the client

☒ .NET Framework, version 4.6

☐ Digital certificates (IE based app. or ASP)

☐ Adobe

☒ Add-ins for existing applications (IE MS Office, etc.) must have MS Word installed

☐ Other

☐ Not Applicable

User Account Control

Does the application require users to login?

☐ No ☒ Yes Notes:

Does the application integrate with Active Directory for authentication?

☒ No ☐ Yes Notes:

***Active Directory is the standard for on-premises applications.**

Does the application integrate with Active Directory for user account creation?

☒ No ☐ Yes Notes:

Does the application federate with Active Directory through Active Directory Federation Services?

☒ No ☐ Yes Notes:

Does the application federate with Active Directory through Azure AD?

☒ No ☐ Yes Notes:

***Azure AD is the standard for hosted solutions.**

Does the application support Multifactor Authentication?

☒ No ☐ Yes Notes:

Additional Application Info

Can adequate system backup & recovery procedures be implemented? This includes the ability to test the restore processes on a “regular” basis.

☒ Yes ☐ No

If the system requires transmission of information to a remote party, can it be adequately protected? (This would include encryption for data transmission, and at rest.)

☒ Yes ☐ No

What will be the frequency of updates (i.e. dot (.) or SP)? 1-2 times per year

What will be the frequency of upgrades (i.e. major releases)? -

Is the application licensed per user? ☒ No ☐ Yes Notes:

If yes, are they concurrent licenses? ☐ No ☒ Yes Notes: Options are per workstation or per concurrent license



Is access to the Internet required for this application? ☒ Yes ☐ No

If yes, please describe what access is needed and how it will be used: Recommendation for
TipssWebPayment is to be restricted by IP address

Additional Information

Please use this section to add additional information, information that you feel the check boxes did not allow you to accurately explain, or any other technical information. You may also attach additional supporting documents.



City of Waukesha IT Technical Assessment

City IT Department Use

For standard systems:

In order to appropriately answer the “commensurate” or “adequate” nature of a particular response, the information in the Technical Assessment Pre-Screen should be considered.

Does the system meet City of Waukesha’s technical standards?

☒ Yes ☐ No Please explain:

Is the expected combination of local and vendor support sufficient? This affects availability and integrity. It is important to recognize that vendor size & stability affect the answer to this question, in addition to their contracts, procedures, etc.

☒ Yes ☐ No Please explain:

If the Vendor requires remote access for system support, can it be adequately secured? This might involve one-time passwords, VPN connections, encrypted access, etc. If the vendor requires constant “root” level access, will not allow passwords to be changed regularly, requires “always-on” modem access, etc. the answer is “NO”.

☒ Yes ☐ No

If the system requires transmission of information to a remote party, can it be adequately protected? (This would include encryption for data transmission, and at rest.)

☒ Yes ☐ No

Does the system provide adequate toolsets for User Identification, Authentication and Access Control? Generally, minimum requirements include a Unique User I.D. for each system user, a password associated with each User I.D., and password complexity allowing a minimum of eight mixed-case alpha and numeric characters (the ability to handle more characters and special characters is preferred). NOTE: If the application is MS Active Directory-aware, it meets our minimum criteria.

☒ Yes ☐ No

CITY OF WAUKESHA, WISCONSIN
EQUIPMENT REPLACEMENT FUND EXPENDITURE
Budget Years: 2019 - 2023

Department: Municipal Court
Dept. Head: Becky Ehrmann
Project Contact: Becky Ehrmann & Chris Pofahl

Description of Expenditure: Replacement of Court Software from Phoenix to TiPPs

Addition or Replacement: Replacement

Initial Cost	\$ 92,295
Anticipated Annual Maintenance Cost/Cost of Operation	\$ 16,925
Maintenance Cost Over 5 years	\$ 84,625
TOTAL INVESTMENT	\$ 176,920
Est. Salvage Value of Former Capital Asset	
EST. INITIAL INVESTMENT	\$ 92,295

Justification for Equipment Replacement Fund Expenditure

Our current system, Phoenix, is not living up to the maximum capacity that Phoenix states it can do. Every time there is an upgrade, our letters and reports do not work, because they changed a file name. Then our IT department must fix every letter and report, which takes up their time, and diverts them from other projects they are currently working on. In addition to the upgrades, some fields are missing and when we tell them – they say we must pay for an upgrade. Then the Court must show them proof that we did have the field prior to upgrades to avoid payments. Phoenix is not very quick to fix issues. It usually takes them 1 week to 1 year or more to fix an issue. A majority of the time it is the same issues that we come across every time they do an upgrade. They also have a lot of turn-over for IT programmers and we constantly must show the new programmers how their program works. We have lost reports that were created in the beginning, because instead of fixing the errors they changed the reports.

Phoenix's home base is in India, so there is a language barrier, as well as a lack of knowledge and understanding of how the US court system works. Phoenix has no grasp of the new law changes and the Court must make many changes within the system, and improvise how to enter the changes until Phoenix updates, which could take 1 year or more to fix. Tipps had advised me that Phoenix may charge a fee to update to Phoenix at the Police Department - I do not have the figures for this charge available at this time.

Fund-Org.-Object-Project	Funding Sources	FY '19	FY '20	FY '21	FY '22	FY '23	Total
0400-1917-42210	State Shared Rev.	\$ 92,295	\$ -	\$ -	\$ -	\$ -	\$ 92,295
	Total	\$ 92,295	\$ -	\$ -	\$ -	\$ -	\$ 92,295

Fund-Org.-Object-Project	Expenditures	FY '19	FY '20	FY '21	FY '22	FY '23	Total
0400-1917-68160-81204	Muni Court Software	\$ 92,295	\$ -	\$ -	\$ -	\$ -	\$ 92,295
	Total	\$ 92,295	\$ -	\$ -	\$ -	\$ -	\$ 92,295

How will this improve our service level and efficiency?

The Municipal Court’s goals are to increase revenue by having automated entry vs manual entry, which can take several days to complete. When TiPPs first came out, the Court was not interested in it since they did not have a cash register program at that time. We ultimately went with Phoenix back in 2008, (which is a Police Department system), since the Court package interface was free. TiPPs now offers a cash register module, and has the capacity to automatically update information to SDC (State Debt Collection) and TRIP (Tax-Intercept program) with a push of a button. It currently takes us about 1 to 2 weeks to submit all outstanding debts to SDC and TRIP. It automatically reports to DOT (Department of Transportation) when someone updates information on a case with the TiPPs system. It currently takes us about two to three days to enter all suspension for failure to pay. There is less chance of human errors when the system updates automatically to all the respective programs.

TiPPs home base is in Madison, WI, so they have a vast knowledge of how Wisconsin Courts work, and their needs. TiPPs updates their software when new law changes become effective, within 30 days or less.