

## City of Waukesha IT Technical Assessment

### Requesting Department Use

Fiscal Year: 2020    Requester: Tom Wagner    Title: Captain    Dept: Police

### Project Overview and Goals:

Our current operating procedure is to use EMD cards and Fire cards that are used by the Dispatchers to ask the appropriate medical questions and fire questions to send the appropriate response. The Pro QA (Quality Assurance) system is electronic and will interface with CAD (Computer Aided Dispatch) to speed up entry time, and will also interface with the NICE audio logger that we are requesting. The three products will also speed up our QA time(s) and import audio and "tag" it to a QA report. If we combine the ProQA-EMD and ProQA-FD software, the vendor will apply a \$20,717 discount for Multi-Discipline, which is a discount for purchasing and implementing multiple PDS disciplines.

The current quote from Priority Dispatch is \$139,795.00 which covers the Priority Dispatch System Extended Service Plan (ESP) from February 2020 through January 2023. Priority Dispatch also offers a payment option of \$83,877 due 1/20/20, with the remainder \$55,918 due 1/20/21. The updated quote from Pro Phoenix for the required Interface is \$11,340.00 with an annual maintenance fee of \$1927.80, which gives the total projected cost of \$151,135 (\$139,795.00 + \$11340) plus annual maintenance cost of \$1927.80.

In the interest of public safety, we have always been committed to providing the best level of service to our citizens. We are dedicated to lessening the amount of time it takes from the time of the 9-1-1 call to the time the first responder is on the scene committed to the emergency issue.

### 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:



# Vendor Use

**This section is to be filled out by the vendor.**

**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.**



### 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

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

What Web Browsers are supported?

☐ Internet Explorer ☐ Chrome ☐ Firefox ☐ Browser Agnostic ☒ Other: Doesn't currently interface with web browser but may be offered in the future.

\* Browser agnostic preferred

What Browser version is supported?

Internet Explorer:

Chrome:

Firefox:

What Web service is used: ☐ IIS - Version

☐ 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
- ☐ .NET Framework, version
- ☐ 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.

### 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? 2016 or 2019 What Service Pack? SP2

☐ LINUX - What version?

\*MS Server is the standard

What database will be used?

☒ MS SQL What version? 2016 What SP? Service Pack 2

☐ Oracle What version?

☒ Other May also use installed database 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: Hardware Dongle used for licensing

\*Virtual Servers are the standard

If yes, which Hypervisors?

☐ Hyper-V Notes: ☒ VMware Notes:

Will any of the following servers be needed?

☐ Test ☐ QA ☐ Train ☒ Not Applicable ☐ Other Notes:

Agency to decided per Pro-QA Technical Support

\*Test environments are the standard

\*QA environments are preferred

### Client Requirements

☐ N/A: Web-Based solution

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

☐ No ☒ Yes Notes: Roaming Profiles for Dispatchers

Is Citrix/RDS/VDI fully vendor supported?

☒ No ☐ Yes Notes:

\*Citrix is the standard.

What client operating system will be used?

☒ Windows 7 - What SP? Not specified

☒ Windows 10 - What SP? Not specified

☐ 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

☐ Digital certificates (IE based app. or ASP)

☒ Adobe Reader DC

☐ Add-ins for existing applications (IE MS Office, etc.)

☐ Other

☐ Not Applicable

### User Account Control

Does the application require users to login?

☐ No ☒ Yes Notes: Based on Operator ID

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: Except for roaming profiles

Does the application integrate with Active Directory Federation Services?



☒ No      ☐ Yes    Notes:

\*ADFS is the standard for hosted solutions.

#### Application Info

What will be the frequency of updates (i.e. dot (.) or SP)? Quarterly updates

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

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

If yes, are they concurrent licenses? ☐ No      ☒ Yes    Notes:

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:

# IT Department Use

The section is to be filled out by the IT department.

### 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? If not, we cannot ensure the system’s availability, nor can we insure the integrity of the information stored in the system.

☒ Yes ☐ No If 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 If 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

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

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



STOP!! If you answered “No” to any of the above, your project does not meet technical standards. Please consult the IT Director for further guidance.

