



ANITA LOPEZ LUCAS COUNTY AUDITOR

One Government Center, Suite 600
Toledo, OH 43604-2255
www.co.lucas.oh.us/Auditor

E-mail: alopez@co.lucas.oh.us
Phone: (419) 213-4406
Fax: (419) 213-4888

MEMORANDUM

TO: All Data Processing Board Members

FROM: Anita Lopez, Secretary of Board

DATE: December 3, 2012

SUBJECT: Data Processing Board Meeting

The Lucas County Data Processing Board Meeting will be held on **Thursday, December 6, 2012 at 11:00 a.m. in the Commissioners' Conference Room A, Suite 800 of Government Center.** Previous minutes, agendas and requests can be viewed online at <http://www.co.lucas.oh.us/index.aspx?nid=2253>.

- Agenda:
1. Approval of Minutes
 2. Requests
 - A. Dog Warden – Shelter Software and Hardware
 - B. LCIS – Unity Client Server Software
 3. Old Business
 - A. Board of Elections discussion
 - B. Tax Accounting Project Update
 4. New Business
 5. Adjournment

LUCAS COUNTY DATA PROCESSING BOARD MINUTES

Thursday, November 1, 2012

Voting Members Present:

Cynthia Waldmannstetter, Auditor's Rep.
Jeanine Perry, Recorder
Dan DeAngelis, Board of Elections
Sharon Haupricht, Domestic Relations Court Rep.
Lila Shousher, Treasurer's Rep.
Adam Hansen, Clerk of Courts Rep.

Advisory Present:

Jason Gears, LCIS

Attendees:

Jim Shaw, Sanitary Engineer
Eric Horn, Children Services
Anita Lopez, Auditor
Bill Benner, Auditor's Department
Mark Austin, Treasurer's Department

Recording Secretary:

Karen Schnitkey

-
- Cindy Waldmannstetter called the meeting to order.
 - Motion to approve the minutes of the October 4, 2012 meeting made by Jeanine Perry and seconded by Lila Shousher; motion carried.

Purchasing Requests

Treasurer/Real Estate

Jason Gears presented a request to purchase a replacement server for the PCI Cashiering System. The original server was purchased in 2005 by the Lucas County Treasurer and in 2008 they agreed to share the system with the Auditor to mitigate cost and standardize on a single system. The server is now almost 8 years old and currently does not have hardware support.

Dell Server and Licensing – Total cost \$15,866.09

Auditor Total = \$7933.05

Treasurer's Total = \$7933.05

Funding for the Auditor's portion is available in Real Estate Assessment fund #2030-0170. Treasurer's funds are available from their DETAC equipment fund #2160-1340. Motion to approve the purchase was made by Ms. Haupricht, seconded by Mr. Hansen; motioned carried.

Children Services

Eric Horn presented a request to purchase ninety (90) Dell PC's to replace a portion of the departments outdated PC's that were acquired in 2001. These older PC's are difficult to service due to lack of parts and are limited in functionality due to slow processors and lack of memory. Mr. Horn also requested the purchase of two (2) SQL Server Standard Core Licenses to replace their legacy database software Sybase. The change will allow them to minimize the number of platforms they have to support and save on support costs. Ms. Lopez inquired as to whether this purchase was on State Term and Sole Source. Mr. Horn indicated that it was.

90 Dell Optiplex PC's - \$61,110.00

2 SQL Server Standard Core Licenses - \$8,000.00

Funds are included in the 2012 appropriations with account #2050 2110 530100. Motion to approve the purchase was made by Ms. Shousher, seconded by Ms. Haupricht; motioned carried.

Juvenile Court

Jason Gears presented a request on behalf of Eric Zatko to purchase several copiers to be used throughout the court. These copiers will replace older copiers that are being retired due to high cost of maintenance and non-working components. Cost is approximately \$32,000 and funds are available in their General Fund, Equipment Line item: 2900-8154-517110.

The court is also seeking approval for the purchase and installation of two (2) cameras to monitor the Booking/Control Room. Network access will be required for viewing through a PC or network device. The cost is approximately \$3,000 and funds are available in their General Fund, Equipment Line item; 2900-8154-517110. Motion to approve the purchase made by Ms. Shousher, seconded by Ms. Perry; motion carried.

Sanitary Engineer

Jim Shaw presented a request to link five (5) security video cameras to the Lucas County network via computer. Network resources will not be used to store the video. Motion to approve made by Ms. Perry, seconded by Mr. DeAngelis; motion carried.

Old Business

Board of Elections

Dan DeAngelis mentioned that BOE procedures are running fine.

Tax Accounting Project

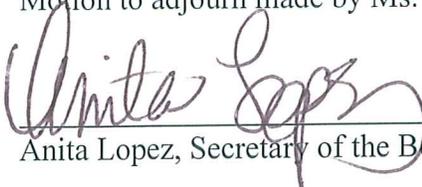
Ms. Waldmannstetter stated that Tyler Technology consultants will be on site over the next two weeks and will be establishing a test environment with Lucas County Data. Increased activity over the coming months with consultants and internal staff will focus on implementation of the computer aided mass appraisal portion of the project and introduction of the new public Aries.

New Business

LCIS

Ms. Waldmannstetter presented an informational item regarding a change to the LCIS organizational structure in bringing on board a GIS Systems Administrator. The position will report to Cindy Waldmannstetter and be located in LCIS. The position does not impact the LCIS operating budget as it will be paid for from the Real Estate Assessment Fund. Ms. Lopez added that the decision was made to locate the position in LCIS as it is a technical position and would be managed by Ms. Waldmannstetter.

Motion to adjourn made by Ms. Shousher, seconded by Mr. Hansen; motion carried.


Anita Lopez, Secretary of the Board


Cindy Waldmannstetter, Director, LCIS

KAS

LUCAS COUNTY DATA PROCESSING BOARD MINUTES

Thursday, November 8, 2012

Voting Members Present:

Cynthia Waldmannstetter, Auditor's Rep.
Jeanine Perry, Recorder
Dan DeAngelis, Board of Elections
Sharon Haupricht, Domestic Relations Court Rep.
Lila Shousher, Treasurer's Rep.
Don Colby, Common Pleas Court Rep.
Pete Gerken, Commissioner
Bernie Quilter, Clerk of Courts
Meghan Gallagher, Board of Elections

Advisory Present:

Keith Bledsoe – Wastewater Treatment

Attendees:

Adam Hansen, Clerk of Courts
Peter Ujvagi, Commissioner's Office
Kelly Roberts, Office of Management & Budget

Recording Secretary:

Karen Schmitkey

-
- Cindy Waldmannstetter called the meeting to order.

Requests

Wastewater Treatment

Keith Bledsoe presented a request to link security video cameras to the Lucas County network via computer. Motion to approve made by Mr. Quilter, seconded by Ms. Perry; motion carried.

Executive Session – Applications Systems Analyst Recommendation

Motion to enter into Executive Session for the purpose of discussion on the recommendation of the Application Systems Analyst made by Commissioner Gerken, seconded by Ms. Perry; motion carried by a roll call vote as follows; Yea – Waldmannstetter, Haupricht, Colby, Perry, Gerken, Shousher, Quilter, Gallagher, DeAngelis.

Motion to exit Executive Session made by Commissioner Gerken, seconded by Ms. Perry; motion carried.

Motion to approve the recommendation for the Applications Systems Analyst made by Commissioner Gerken, seconded by Mr. DeAngelis; motion carried.

Motion to adjourn made by Ms. Waldmannstetter, seconded by Commissioner Gerken; motion carried.


Anita Lopez, Secretary of the Board


Cindy Waldmannstetter, Director, LCIS

KAS

Office of the Dog Warden

Julie Lyle
Chief Dog Warden

December 6, 2012

Anita Lopez
Lucas County Auditor
One government Center, Suite 600
Toledo, OH 43604

Dear Ms. Lopez,

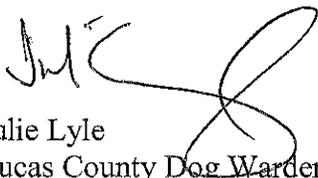
The Lucas County Dog Warden is requesting approval to purchase Chameleon/CMS animal control/shelter software. The total initial cost for this software is not expected to exceed \$39,420 (depending on the amount of existing data, if any, to be converted). The expected annual recurring cost will be \$12,720.

The Dog Warden is also requesting to purchase additional equipment to utilize the shelter software to the fullest potential and to make our operation more efficient and streamlined. The cost of this equipment is not to exceed \$27,350. All quotes have been secured through LCIS at State Contract pricing.

- Dell Optiplex 7010 Desktop with monitor and Microsoft Office 2010.
- Dell Latitude E6430 Notebooks (5).
- 4 Wireless Access Points and associated hardware.
- Opticon OPN 2001 Pocket Memory Scanners (5).
- Symbol LS2208 USP Scanner Kit (3).
- SAP Crystal Reports 2011 (1).
- PetDetect Printer PD-70011 (2) and rolls of collar media (55).
- Sony EX640 55" LED TV (2) with mounting equipment.

Funds for the Chameleon Software are available in the Dog and Kennel Contract Services line item. Funds for the equipment are available in the Dog and Kennel Equipment line item.

Sincerely,



Julie Lyle
Lucas County Dog Warden



CDWG.com | 800.594.4239

OE400SPS

SALES QUOTATION

QUOTE NO.	ACCOUNT NO.	DATE
DCPQ679	10394664	11/27/2012

BILL TO:
 JASON GEARS
 1 GOVERNMENT CTR STE 400
 INFORMATION SERVICES

SHIP TO:
 LUCAS COUNTY DATA PROCESSING
 Attention To: JASON GEARS
 1 GOVERNMENT CTR STE 400
 INFORMATION SERVICES

Accounts Payable
 TOLEDO , OH 43604-2290

TOLEDO , OH 43604-2290
 Contact: JASON GEARS 419.213.4386

Customer Phone #419.213.4386

Customer P.O. # SONY 55IN WEB
 QUOTE

ACCOUNT MANAGER	SHIPPING METHOD	TERMS	EXEMPTION CERTIFICATE
SEAN BERGQUIST 877.325.3701	FEDEX Ground	Request Terms	GOVT-EXEMPT

QTY	ITEM NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
2	2635354	SONY EX640 55" LED TV TAA Mfg#: KDL55EX640 Contract: National Joint Powers Alliance 111309-CDW Edge-lit LED, 1080p, Motionflow XR240, WiFi (adaptor included), Bravia Engine 2, Photo Frame Mode, 4 HDMI / 2 USB, USB Media Player, Internet Browser	1,208.99	2,417.98
2	794348	PEERLESS TILT MOUNT 37-60" TAA Mfg#: ST660 Contract: National Joint Powers Alliance 111309-CDW	94.33	188.66
2	2569212	SVN 3Y LCD TV(1,000-1,499.99)DOP Mfg#: 176200 Contract: National Joint Powers Alliance 111309-CDW Electronic distribution - NO MEDIA	68.20	136.40
SUBTOTAL				2,743.04
FREIGHT				363.84
TAX				0.00

US Currency

TOTAL ★ **3,106.88**

CDW Government
 230 North Milwaukee Ave.
 Vernon Hills, IL 60061

Fax: 312.705.8283

Please remit payment to:
 CDW Government
 75 Remittance Drive
 Suite 1515
 Chicago, IL 60675-1515

Ashley Kittelson
 Practice Services Sales Representative
 1-888-224-4408
 ashley-kittelson@idexx.com
 www.idexxcomputersupplies.com



Date: 11/26/2012

Client ID#: 143645
 Contact Name: Jason Gears
 Clinic Name: LUCAS COUNTY DOG WARDEN
 Client Address: 410 S ERIE ST
 City, State Zip: TOLEDO, OH 43602
 Country: #N/A
 Client Phone: 419-255-6141
 Client Fax: #N/A
 E-mail Address: 0

\$\$\$ DOLLAR\$
 1.00

Shipping Method: Select Terms

QTY	Description	Connection	Price
Printers:			
PetDetect Printer:			
2	Petdetect Printer PD-700II @ \$449.95 per printer	USB	\$899.90
Imaging (Scanners, Video Capture):			
55	Rolls of collar media @ 21 per roll	NA	\$1,155.00
1	Enter any discounts here in dollars & change the text		(\$400.00)

Package Total: \$1,654.90

ACKNOWLEDGEMENT - AGREEMENTS: IDEXX Computer Systems will provide additional standard contractual documents prior to or with system delivery, including:

- * Terms and Conditions of Sale
- * Limited Warranty/Maintenance and Support Agreement

SITE PREPARATION: You are responsible, at your expense, for ensuring that tested and grounded outlets are available at your facility, and for stringing necessary electrical and computer cabling in accordance with our required specifications.

TAXES & SHIPPING: Prices do not include shipping charges, taxes or duties (Canada). Applicable sales taxes will be calculated for each jurisdiction of sale/license and, together with shipping charges, added to the final invoice.

ACCEPTANCE: This Order Form is subject to technical review and acceptance at IDEXX Computer System' offices. Payment terms for all orders are subject to IDEXX Computer Systems' credit review and approval.

Purchaser's Signature

Date

Notes:



CDWG.com | 800.594.4239

OE400SPS

SALES QUOTATION

QUOTE NO	ACCOUNT NO	DATE
DCMW155	10394664	11/26/2012

BILL TO:
 JASON GEARS
 1 GOVERNMENT CTR STE 400
 INFORMATION SERVICES

Accounts Payable
 TOLEDO , OH 43604-2290

Customer Phone #419.213.4386

SHIP TO:
 LUCAS COUNTY DATA PROCESSING
 Attention To: JASON GEARS
 1 GOVERNMENT CTR STE 400
 INFORMATION SERVICES

TOLEDO , OH 43604-2290
 Contact: JASON GEARS 419.213.4386

Customer P.O. # NOV 26TH QUOTE

ACCOUNT MANAGER	SHIPPING METHOD	TERMS	EXEMPTION CERTIFICATE
SEAN BERGQUIST 877.325.3701	UPS Ground (1- 2 day)	Request Terms	GOVT-EXEMPT

QTY	ITEM NO	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
5	1436453	OPTICON OPN 2001 POCKET MEMORY SCNR Mfg#: OPN2001-00 Contract: National Joint Powers Alliance 111309-CDW	116.97	584.85
3	1209004	SYMBOL LS2208 USB SCANNER KIT Mfg#: LS2208-SR20007R-UR- Contract: National Joint Powers Alliance 111309-CDW	159.68	479.04
1	2512175	SAP CRYSTAL REP 2011 WIN NUL Mfg#: 7090310 Contract: National Joint Powers Alliance 111309-CDW	468.51	468.51
SUBTOTAL				1,532.40
FREIGHT				17.27
TAX				0.00

US Currency
TOTAL 1,549.67

CDW Government
 230 North Milwaukee Ave.
 Vernon Hills, IL 60061

Fax: 312.705.8283

Please remit payment to:
 CDW Government
 75 Remittance Drive
 Suite 1515
 Chicago, IL 60675-1515



CDWG.com | 800.594.4239

OE400SPS

SALES QUOTATION

QUOTE NO.	ACCOUNT NO.	DATE
DCLD068	10394664	11/21/2012

BILL TO:
 JASON GEARS
 1 GOVERNMENT CTR STE 400
 INFORMATION SERVICES

SHIP TO:
 LUCAS COUNTY DATA PROCESSING
 Attention To: JASON GEARS
 1 GOVERNMENT CTR STE 400
 INFORMATION SERVICES

Accounts Payable
 TOLEDO , OH 43604-2290

TOLEDO , OH 43604-2290
 Contact: MIKE BUTLER 419.213.4669

Customer Phone #419.213.4386

Customer P.O. # CISCO WIRELESS
 QUOTE

ACCOUNT MANAGER	SHIPPING METHOD	TERMS	EXEMPTION CERTIFICATE
SEAN BERGQUIST 877.325.3701	FEDEX Ground	Request Terms	GOVT-EXEMPT

QTY	ITEM NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
4	2102785	CISCO-802.11A/G/N CTRLR-BASD AP-EXT Mfg#: AIR-LAP1262N-A-K9 Contract: National Joint Powers Alliance 111309-CDW	732.54	2,930.16
12	1043440	CISCO 2.4 GHZ,2.2 DBI WHITE DIPOLE Mfg#: AIR-ANT2422DW-R= Contract: National Joint Powers Alliance 111309-CDW	17.63	211.56
12	1173551	CISCO 5GHZ 3.5 DBI WHITE DIPOLE Mfg#: AIR-ANT5135DW-R= Contract: National Joint Powers Alliance 111309-CDW	17.63	211.56
4	1347893	CISCO PWR INJECTOR 1250-SERIES SPARE Mfg#: AIR-PWRINJ4= Contract: National Joint Powers Alliance 111309-CDW Power injector	98.16	392.64
1	2683253	HP LJ PRO 400 M401N Mfg#: CZ195A#BGJ Contract: National Joint Powers Alliance 111309-CDW	290.02	290.02
1	2726549	HP 3Y NBD EXCH LJ M401 Mfg#: U5Z48E Contract: National Joint Powers Alliance 111309-CDW	54.78	54.78
4	391875	Electronic distribution - NO MEDIA CISCO AIR LINE CORD NORTH AMER SPARE Mfg#: AIR-PWR-CORD-NA= Contract: National Joint Powers Alliance 111309-CDW Power Cord	12.29	49.16
			SUBTOTAL	4,139.88
			FREIGHT	53.66
			TAX	0.00

Us Currency
TOTAL 4,193.54

Please remit payment to:
 CDW Government
 75 Remittance Drive
 Suite 1515
 Chicago, IL 60675-1515

CDW Government
 230 North Milwaukee Ave
 Vernon Hills, IL 60061
 Fax: 815.705.8233
 This quote is subject to CDW's Terms and Conditions of Sales and Service Projects at
<http://www.cdw.com/content/terms-conditions/product-sales.asp>
 For more information, contact a CDW account manager.



Pricing Proposal

Quotation #:	6065235
Description:	Office
Created On:	Nov-26-2012
Valid Until:	Dec-21-2012

LUCAS COUNTY INFORMATION SRVCS

Mike Butler
Toledo, OH 43604
UNITED STATES
Phone: (419) 213-4669
Fax: (419) 213-4024
Email: MButler@co.lucas.oh.us

All Prices are in US Dollar(USD)

Product	Qty	Your Price	Total
1 Microsoft Office Professional Plus 2010 - License - 1 PC - Select, Select Plus - Win - Single Language Microsoft - Part#: 79P-03586	1	\$320.00	\$320.00
Total:			\$320.00

Additional Comments

Retrieve your quote:

<https://www.shidirect.com/Quotes/Quoteinfo.aspx>

The Products offered under this proposal are subject to the SHI Return Policy, unless there is an existing agreement between SHI and the Customer.

Dell recommends Windows.

View/Print Cart

 [Print Page](#)

Lucas County Information Services Contract Code

E-quote Number: 1018863076445

E-quote Name	Dog Warden Computers	E-Quote Description	5 Notebooks & 1 Standard PC
Saved By:	Mike Butler	Phone Number:	(419) 213-4669
	MButler@co.lucas.oh.us	Purchasing Agent:	
Saved On:	Wednesday, November 21, 2012	Notes/Comments:	
Expires On:	Sunday, January 20, 2013	Additional Comments:	
Premier Page Name	Lucas County Information Services Contract Code #		

Description



OptiPlex 7010 Desktop

Date & Time: November 21, 2012 1:35 PM CST

SYSTEM COMPONENTS

OptiPlex 7010 Desktop	Qty	1
OptiPlex 7010 Desktop w/ Standard Power Supply, Windows 7 Professional, No Media, 32-bit, English	Unit Price	\$834.16

Catalog Number: 84 RCRC1276802-3296221

Module	Description	Show Details
OptiPlex 7010 DT	OptiPlex 7010 Desktop w/ Standard Power Supply	
Operating System(s)	Windows 7 Professional, No Media, 32-bit, English	
Processors	3rd Gen Intel Core i5-3470 (6M, 3.2GHz w/HD2500 Graphics)	
Memory	4GB, NON-ECC, 1600MHZ DDR3,1DIMM	
Keyboard	Dell KB212-B USB 104 Quiet Key Keyboard,English	
Monitors	Dell P1913S Standard, 19VIS,VGA/DVI, OptiPlex, Precision & Latitude	
Graphics Cards	Intel® Integrated Graphics DP/DP/VGA w/DP-to-DVI Adapter	
Boot Hard Drives	250GB 3.5" SATA 6Gb/s with 8MB DataBurst Cache™	
Mouse	Dell MS111 USB Optical Mouse	
Systems Management Mode	Intel® Standard Manageability	
Removable Media Storage Device	16X DVD+/-RW SATA	
Thermal	Heat Sink, Performance, Desktop	
Speakers	Dell AX510 Sound Bar for all UltraSharp Flat Panel Displays (Black)	

Power Supply	OptiPlex 7010 Desktop w/ Standard Power Supply
Documentation	OptiPlex 7010 Documentation English
Productivity Software	No Productivity Software
Energy Efficiency Options	No ESTAR Settings
Resource DVD	No Resource DVD
Hardware Support Services	4 Year Basic Hardware Service with 4 Year NBD Limited Onsite Service After Remote Diagnosis
Low Power Mode	1 Watt ready low-power mode
Setup and Features Information Tech Sheet	No Tech Sheet
Shipping Packaging Options	Shipping Material for System, Desktop
System Recovery	Recovery Media for Windows® 7 Professional, SP1, 32bit, Multiple Language
System Recovery	Dell Back-up and Recovery Manager for Windows 7
System Recovery	Resource DVD - contains Diagnostics and Drivers
Processor Branding	Intel Core i5 Desktop Sticker

TOTAL: \$834.16

Fully Customizable Latitude E6430 ATG



Date & Time: November 21, 2012 1:34 PM CST

SYSTEM COMPONENTS

Fully Customizable Latitude E6430 ATG	Qty	5
Dell Latitude E6430 ATG, Windows 7 Professional, No Media, 32-bit, English	Unit Price	\$3,129.89
Catalog Number:	84 B14004_FCN	

Module	Description	Show Details
Latitude E6430 ATG	Dell Latitude E6430 ATG	
Operating Systems	Windows 7 Professional, No Media, 32-bit, English	
Processor	3rd gen Intel® Core™ i5-3320M Processor (2.6GHz, 3M cache, Upgradable to Intel® vPro™ technology)	
Memory	4.0GB, DDR3-1600MHz SDRAM, 1 DIMM	
Internal Keyboard	Internal English White Backlit Dual Pointing Keyboard	
Graphics	Intel® HD Graphics 4000	
Primary Storage	128GB Mobility Solid State Drive	
Security Hardware	No Dell ControlVault, No Fingerprint Reader, No Smartcard Reader and No Contactless Smartcard Reader	
LCDs	14.0" HD (1366x768) Outdoor Viewable Anti-Glare WLED-backlit with Touchscreen	
Modem	No Modem	
AC Adapter	65W A/C Adapter (3-pin)	
E-Modular Primary Optical	2x DVD	

Device	3A DVD
Camera/Microphone	Noise Cancelling Digital Array Microphone
Carrying Handle	Without Carrying Handle
Wireless LAN (802.11)	Intel® Centrino® Ultimate-N 6300 802.11n 3x3 Half Mini Card
Systems Management	Intel vPro™ Technology's Advanced Management Features
Productivity Software	Microsoft® Office Trial
Primary Battery	6-cell (60WH) Primary Lithium Ion Battery, (2.8Ah) ExpressCharge Capable
Hardware Support Services	5 Year Basic Hardware Service with 5 Year NBD Limited Onsite Service After Remote Diagnosis
Complete Care	5 Year CompleteCare Accidental Damage Protection
Energy Star & EPEAT	Energy Star 5.2 Enabled / EPEAT
System Recovery	Resource DVD - Contains Drivers
System Recovery	Recovery Media for Windows® 7 Professional, 32bit, Multiple Language
Mobile Broadband	Gobi™ 4G LTE Mini Card (Dell Wireless™ DW5802 for Verizon Wireless)
Asset Protection Software - Installed	Absolute Computrace Complete 5 Year License
Processor Branding	Intel Core i5 vPro Label

TOTAL: \$15,649.45

	Total Price
Sub-total	\$16,483.61
Shipping & Handling	\$0.00
Tax	---
Total Price¹	---

In the event that you are subject to a tax holiday, you will not be charged tax.

As low as **\$437/month*2**



[Apply Now](#) | [Learn More](#)
Why should I apply?

**Animal Shelter Management Software for
Lucas County's Animal Care & Control**

November 2nd, 2012

Version: Original

Presented By

Keith Brakey, CFO

HLP, INC

Chameleon Software Solutions

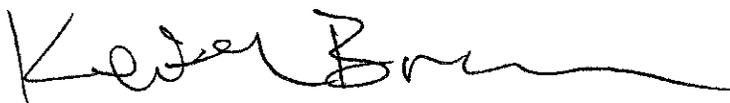
9888 West Belleview Ave. #110

Littleton, CO 80123

voice.800.459.8376 fax.866.844.3924

sales@chameleonbeach.com

www.ChameleonBeach.com

A handwritten signature in black ink, appearing to read "Keith Brakey", with a long horizontal flourish extending to the right.

Keith Brakey

CFO, HLP Inc.

Lucas County Board of Commissioners
(419) 213-2801
c/o Lucas County Dog Warden
410 S Erie
Toledo, OH 43604

November 2, 2012

Subject: Shelter Management Software RFP Response

Dear Sirs and Madams,

HLP, Inc., makers of Chameleon Software, hereby transmits to the Lucas County Board Commissioners a proposal in response to the Invitation to Bid for Shelter Management Software. This letter is HLP's formal offer to perform the project described in this proposal. All terms and conditions of this RFP are understood and acknowledged by the undersigned, and the individual signing this letter is authorized to bind HLP to the project as described. Additionally, HLP Inc. has not received any addendum to the Request For Proposal after the initial transmittal.

The total price for HLP's proposed solution is \$29,220.00 for the first year, excepting optional services not expressly requested by the County or its representatives. Optional services detailed in the request for proposal have been quoted and are included in the below proposal. Details supporting the calculation of this figure are provided in the response below, and the proposed pricing will remain valid for a period of sixty days.

Statement of Deviation from proposal requirements (specifically addressing deviations in sections 3-6)

3.0 – Third Party Systems

As third party applications, HLP Inc. can not guarantee seamless integration with any software/processes not currently being used in client agencies. That said, Chameleon Software is known to integrate with POP3 email services and can generate crystal reports in flat file format for the import into other software (PeopleSoft's website affirms that they can process flat file imports).

4.0 – "in addition to the general functional requirements"

Chameleon/CMS currently functions on thin clients in many organizations and can also be accessed over the web using Remote Desktop/Citrix technologies. Browser based versions are available as a separate license and not included in the core CMS application at this time.

5.0 General Project Requirements

Staffing – HLP Inc. does not normally complete installations via an onsite project manager. Onsite training and customization is included in the quote. All other services can be performed remotely and have been successfully executed hundreds of times at previous implementations.

6.0 Other Requirements

Licensing – HLP Inc. does not offer licenses in perpetuity. The licensing agreement is dependent on an annual agreement for support and maintenance. Please reference the software license agreements contained within for detailed description of license terms.

Warranty Maintenance and Support – With regard to **"Any software flaws that impact the ability for Lucas County to meet mandated deadlines must be addressed and fixed within 24 hours of notification of the issue at no cost to**

to the County" Each version is tested internally, beta tested at a client site, and deemed stable prior to installation. While we do not expect any software flaws, the definition of a "flaw", lack of ability to effect Lucas County deadlines and inability to anticipate the level of remedy needed, make the conditions too ambiguous to guarantee 24 hour remedy.

Warranty Maintenance and Support –HLP, Inc. conducts telephone support within the scope of the licensing agreement but does not maintain a 24 support call center. Please refer to the software license agreement for a detailed description of support provisions.

Software Documentation – HLP Inc. holds its database schema and all subsequent database structures as proprietary. No entity, including Lucas County, has or will be issued a data dictionary as described in the proposal.

Source Code Escrow – As outlined in HLP's response, we do hold current source code in escrow. Lucas County may not access source code as a condition of ceasing to use Chameleon Software for animal control operations. Please refer to the Source Code Escrow documentation below for a thorough description of the client's rights to access source code.

Hardware and infrastructure requirements – HLP Inc. is not submitting an estimate of hardware costs because we feel it reasonable to assume that a government agency of Lucas County's size already has the hardware and infrastructure to utilize our software. It will be at Lucas County's sole discretion which type and how many workstations need to be installed and cannot anticipate whether the County already has said hardware.

Future Considerations – HLP cannot anticipate the level to which statutory changes might affect the software or its subsequent use in the future. We therefore cannot guarantee software revisions within 30 days. That said, we currently cannot conceive of a statutory change that would impact the core application beyond customization of currently customizable values or reports, all of which are covered in our support and maintenance agreement.

HLP looks forward to the possibility of establishing a relationship with Lucas County and the Dog Warden, and we are happy to answer any questions or provide additional information upon request.

Sincerely,

A handwritten signature in black ink, appearing to read "Keith Brakey", with a long, sweeping horizontal line extending to the right.

Keith Brakey
CFO, HLP Inc.

Table of contents

Authentication of Proposal	1
Transmittal Letter	2
Executive Summary	5
Understanding and Background	5
Ability to Execute	5
7.6.1	5
7.6.2	7
7.6.3	8
7.6.4	12
7.6.5	12
7.6.6	13
Appendix A.Response	17
Pricing Sheet	24
Financial Proposal without ChamGPS (optional item in Appendix A)	25
Financial Proposal with ChamGPS (optional item in Appendix A)	26

Executive Summary

Chameleon Software has been an industry leader in functionality and service since 1984. We are well regarded as the most full featured and powerful software in the animal welfare and services industry. HLP Inc., the makers of Chameleon Software are also the only industry solution dedicated solely animal management software and is not a subsidiary of a company or organization with any alternative mission beyond animal welfare/service organizational management.

Chameleon Software is the only significant software solution in the animal welfare industry that is tailored to the individual client. We offer unlimited support and employ the most experienced and successful animal welfare professionals in the software service industry. Together, our support staff has over 100 years on the ground in animal oriented organizations around the country.

Chameleon/CMS has been an undisputed industry leader since its first installation. HLP, Inc. regularly develops new technology and applications that improve the organizational experience. Integrated GPS vehicle tracking, advanced business reporting, barcode-based processes, a full suite of licensing solutions, automatic email capability and significant online interactivity are but a few of the forward thinking developments that HLP pursues year after year. We are consistently the first company to introduce such technology solutions to the market.

Regardless of organizational needs, Chameleon/CMS consistently proves itself to be a comprehensive solution for some of the smallest organizations in the country as well as the largest animal control systems in the nation.

Understanding and Background

Lucas County has a multitude of needs in the animal welfare arena. What sets Lucas County apart from many jurisdictions is the comprehensive nature of their technology needs. Lucas County's services range from retail sales to field services and licensing. Chameleon/CMS is uniquely tailored to organizations with a wide range of needs. No other software or technology solution can provide a comprehensive and effective suite of functions.

As stated previously, HLP, Inc. not only offers the most comprehensive solutions but also the most advanced. Chameleon/CMS utilizes barcode integration for everything from retail sales to license renewals, applications that generate custom and targeted emails based on database conditions and even mapping integration in field services, all at no additional cost to the organization.

One of the most attractive aspects to Chameleon/CMS is its customizability to an organization's specific needs. Not only can Chameleon/CMS service each individual's organizational needs but also adjust to changing organizational priorities over time. We are supremely confident that all of Lucas County's needs addressed in this RFP will be more than effectively handled.

Ability to Execute

7.6.1. Vendor information and Profile

Date established - 1984

Partnerships – HLP Inc. does not have formal partnership to the extent that HLP Inc. has any financial interest in the profitability of any other organization. HLP Inc. has service agreements with multiple other vendors including four microchip vendors.

Gross Sales for 2011 – It is not the policy of HLP to release formal financial statements. However HLP, Inc. is listed with Dun and Bradstreet under the number 78-373-5905 for financial reference. 100% of business income is a direct result of shelter management software system work.

Location of offices – HLP Inc.'s corporate headquarters are located in Littleton, Colorado and maintains employee offices in California, Arizona, New Mexico, Illinois, and Florida.

Number of total employees – HLP Inc. has 17 employees.

Number of Clients – Chameleon/CMS has been successfully installed at more than 300 shelters, including 16 of the top 20 animal control jurisdictions by population.

Business expertise, functional environments and best practices – As is detailed above and further in the proposal, Chameleon has over 25 years development experience, focused solely on the animal welfare and control industry. We have the most comprehensive software with a solution for every known aspect of an animal control organization. We currently serve other Ohio organizations and are confident that our breadth of experience, diverse and large client base, as well as high volume operations in the busiest animal control jurisdictions in the country, make us especially aware of the industry best practices and they are incorporated into our core application.

Key Personnel – During the implementation of Chameleon Software for Lucas County, multiple personnel will be tasked by HLP to complete varying aspects of the project. These professionals are widely regarded as technical experts in their fields, as it pertains to the animal welfare industry. Lucas County is welcome to request any staff member changes with regard to their project. HLP Inc. will do our best to accommodate Lucas County's request.

As a private company, the resume or CV's of our staff are considered to be confidential when they are submitted during an inquiry regarding employment. Again, HLP Inc. staffers are widely regarded to be at the top of their field. In the event that Lucas County has concerns regarding the certification, education or competence of an individual assigned to the project, we would be happy to discuss remedies.

At the conclusion of the contract, HLP Inc. will have provided Lucas County with onsite training (5 days), unrestricted access to personnel for training prior to implementation and unlimited access to support staff (during working hours) as long as the support and maintenance license persists. At the conclusion of implementation, Lucas County will be managing a locally installed instance of Chameleon/CMS. For this reason, they will have full access to manage and make modifications within the Chameleon/CMS Software license. Traditionally, clients will conduct more in depth projects, such as an upgrade, in close contact with support personnel.

HLP Inc. traditionally assigns project leaders or "Team Managers" based on the timing of the subject client. Each of our installation support staff have conducted implementation dozens, if not hundreds, of times and are all considered more than competent to conduct any size implementation. For this reason, the staff assigned to implementation is usually more dependent on staff availability and timing rather than qualifications.

The Implementation process is extremely fluid and dependent on the subject client's particular needs. Prior to discussing resource allocation, scheduling and goals, it is very difficult to assign any scheduling or staffing.

HLP believes strongly that a full team of staff can give you the best service. The training and support provided to our client will encompass most of the staff and individual tasks will be delegated to the staff person(s) with the expertise and immediate availability for each specific need.

Our staff comes to us with decades of background in animal services and expertise in the computer field. The majority of our staff has worked here for many years, which has allowed them to gain a tremendous amount of additional experience with our clients. Senior staff has worked for HLP for over 20 years. Our junior staff has come to us with shelter backgrounds, experienced in Chameleon and now comprehensively trained by us with many installs successfully completed.

Having completed hundreds of successful projects, HLP has developed time-tested project management techniques. Our Sales and Administration teams are available to provide any assistance and information needed throughout the procurement phase. As a new site comes onboard, a project manager will monitor performance throughout each phase of the project and assign the appropriate staff member(s) for your various needs. Support staff are available to assist with the installation of Chameleon/CMS prior to onsite training to allow your staff a chance to become familiar with the software. Training staff will be scheduled to prepare your team to utilize the software based on predetermined priorities and goals. Conversion staff, if conversion services are purchased, will be scheduled to begin preliminary work and full conversion of agreed upon records. After the successful implementation of Chameleon/CMS, our Support staff and resources are available to meet the ongoing needs of your agency.

1) Approach Plan

- 1) HLP, Inc. receives Purchase Order from client. At this point, HLP staff will schedule on our calendar the installation, conversion, and training. Dates will depend on available calendar time when P.O. is received. We schedule on a "first come, first served" basis.
- 2) HLP will ship installation CD, with instructions for software installation through our internet site, and a HLP staff contact list. This will be shipped 2-3 days after receiving the PO.
- 3) HLP staff will call, per schedule, to install software remotely. This will normally take less than one day and requires client staff to assist install on-site.
 - a. Setup of system checked out, HLP assistance provided where needed.
 - b. Install instructions sent to site to get Chameleon/CMS files from web site.
 - c. HLP support is available for installation in all aspects at no additional charge via phone, email and website instruction.
 - d. The length of time required for installation will depend on the preparedness of the site.
- 4) Client staff will practice entering records into Chameleon/CMS database. HLP staff will support this activity remotely and provide training videos. HLP Trainer will clear practice database when he/she arrives on site.
- 5) Conversion, as scheduled, will proceed to be completed.
- 6) HLP staff arrives on-site as scheduled to provide final implementation and training.
- 7) **Unlimited** Support is provided throughout the process via phone, email and website. This support continues with your licensing.

7.6.2 Client References

During and post-implementation, Lucas County will have access to the technical expertise of over 400 Chameleon users nationwide through our online member discussion forum, unlimited access to highly experienced support technicians and is welcome to attend our no-cost annual training conference to obtain and maintain technical expertise. Provided

below is a specific list of clients available for reference and have included the information for three organizations which we feel are comparable to Lucas County by size or geographic location.

Sacramento County Animal Care and Regulation

Tara Diller
3839 Bradshaw Rd, Sacramento, CA 95827
Phone (916) 368 7387

San Diego County Animal Control

Dan Desousa
5480 Gaines St, San Diego, CA 92110
Phone (619) 236 4250

Toledo Area Humane Society

Deb Johnson
1920 Indian Wood Cir, Maumee, OH 43537
Phone (419) 891 0705

Toronto Animal Services, City of

Carl Bandow
35 Spadina Rd, Toronto, ON M5R 2S9
Phone (416) 338 7297

7.6.3 Implementation Methodology/Project approach

Chameleon Software has been developed over 25 years and is in use in hundreds of animal welfare organizations. We are confident that the modifications made during that development make Chameleon/CMS a comprehensive and effective product "out of the box". Installation will include a stock list of values, validations and reports, commonly accepted as industry standard. In many cases, no modification is made whatsoever, before or immediately after implementation. In the event that modifications are needed/requested, HLP Inc. will always ensure that Lucas County is aware of the impact of each individual modification. Additionally, HLP Inc. will work with Lucas County to make modifications to the core application such that technical expertise regarding the change may be retained by Lucas County, in the event that doing so does not violate the Chameleon/CMS Software Licensing Agreement.

We would highly encourage Lucas County to develop a working document outlining all of the knowledge that they need to attain to manage the software independently. We are happy to work with Lucas County to conduct whatever training they feel necessary to meet their goals of technical expertise.

With respect to the project scope and "scope creep", HLP Inc. will be contracted as a service provider for the very specific installation, modification and implementation of Chameleon Software. In this case, we feel that the scope of the project is extremely limited and concise. In the event that Lucas County request anything other than installation, training in and implementation of the subsequently mentioned list of software/services, we could not entertain such requests until Chameleon/CMS installation is complete and would likely require an additional P.O. We would assume that Lucas County be responsible for the management of subsequent requests for any additional work that might impact the scope of installation and implementation.

Chameleon Software has been implemented in multiple environments similar to Lucas County. With regard to your specific requests for detailed information,

1. Very few existing systems impact the implementation of Chameleon/CMS. For this reason, there is little need to analyze existing systems. Chameleon Software operates in a windows environment with a SQL Server back end which is current technical environment for the vast majority of our clients. In the event that there are existing systems, such third party dispatch, Chameleon/CMS can function independently of such applications. In the event that Lucas County wishes to integrate with existing systems, we can provide a plan and costs for any additional custom integration.
2. During implementation, we expect virtually all processes within the scope of the Dog Warden's activities to be "value added". During implementation, the onsite representative will take an opportunity to assess and recommend additions or changes to all processes, based on their onsite observations and interaction with line staff and management. Lucas County Dog Warden may choose to abandon, integrate or retain any or all existing processes. It has been our experience that Chameleon Software represents industry standard processes and should replace most, if not all, current processes.
3. We expect that the technical experts, being Lucas County Dog Warden, will maintain a fluid dialogue with HLP Inc. regarding fit/gap issues as they present themselves. We pride ourselves on finding creative and/or custom solutions to fit virtually every customer's needs.
4. Data conversion is completed using common SQL Server tools. The process itself we consider proprietary and is overseen by individuals that will be assigned specifically to Lucas County's conversion.
5. Chameleon/CMS database schema is considered proprietary and cannot be shared, manipulated or accessed by third party. We assess no additional cost for any product associated with the conversion and will quote conversions separately in the financial information in section 8. Lucas County will not retain any conversion tools or data map during or after implementation.
6. Chameleon Software implementation is driven by the scheduling and resource allocation of Lucas County. The installation process is relatively straight forward and simple. The extent to which Lucas County desires further customization, testing or unusual environments will dictate implementation schedule. HLP Inc. uses no additional "tools" to manage resource allocation and/or scheduling. We are very flexible and will guide the implementation process based on Lucas County's ability and need.
- 7-9 Due to the high variability based on client need, a sample is not available beyond the above mentioned common implementation schedule. It is not uncommon for a client to fluidly decide on customization during implementation, after utilizing Chameleon Software in a test environment, discussing aspects of implementation with an HLP Inc. representative or direct questioning from an HLP Inc. staff member when they hit a decision point in implementation. It is our impression, through demonstration and discussion, that Lucas County will be a relatively standard Chameleon/CMS installation and that the need for customization or deviation from a standard installation will be minimal.
10. Only Lucas County is intimately aware of the staff and stakeholder's aptitude for learning new processes and technology. Traditionally, IT staff and key staff are involved during initial installation. During this time, HLP Inc. staff will work with IT to help them understand the technical backend and help them understand how to support simple procedures such as user security, connection methods and basic applications. While we encourage client IT personnel to become technical experts, they commonly see that we are fully committed to supporting all aspects of the software and choose to focus on other projects. From this point, many clients wait until the onsite phase of training before exposing functional staff to Chameleon.

During onsite installation, the HLP Inc. will conduct approximately 2 days of classroom training and 3 days of Q&A, problem solving, customization and management training.

We welcome virtually any proposed training plan/schedule that Lucas County desires. We commonly conduct training via webinars, conference call, audio and video presentation, additional onsite training and "how-to" documentation. We are happy to entertain discussions/training with management staff, IT or outside stakeholders prior to, or during, implementation. This will be highly dependent on Lucas County's schedule and desire to train prior to installation. We do recommend that users are either solely trained during, or trained in extremely close proximity to, live usage of the software. We have found that functional staff training too far in advance of live usage is not effective.

HLP, Inc. offers quality on-site software training. Our goal with any training schedule is to leave the site operational when our training staff leaves the site. To accomplish this, we will help mold procedures to meet automation needs. When we leave a site your staff will be engaged in shelter operations from their Chameleon work station, not leaving a classroom ready to "practice".

Every site is different in its training needs, available time, staff experience, staff expertise, and rate of absorption. The HLP Trainer will do an assessment of the site to determine how the training time will be divided and how much time will be spent where. Each day there will be a reassessment based on the progress made that day and new problems and requests as they arise. In general, 80% of training time is spent with on-the-job-training.

It is inevitable that some time during a typical training week may also be spent in system tuning. We will check systems operation and reorganize database if needed, as well as verify back-up routines. For the application we will check and clean validations, check and install latest versions, and review operations techniques to eliminate unnecessary steps.

Training time schedules vary widely. The size of the site or sites, the number of staff, the number of departments, and the time available away from operations are just a few of the mitigating factors. The trainer will begin with an on-site evaluation of these conditions. The trainer will contact the shelter prior to arrival to discuss training priorities and goals. A sample training agenda is provided below, which is altered to best meet the needs of your facility.

- Monday & Tuesday - Conduct training classes for all employees. Try to group them by department. All staff are trained in the same basics using the kennel window as this not only will eventually be required for the employee to do their job in some way, but it will teach them the necessary program functions to use any part of Chameleon/CMS. The training classes can be done in a training room, or in their actual workplace, depending on what you have available, how many people, etc. They can be adjusted to last between 3 and 6 hours (6 hours is an entire day considering lunch, breaks, etc.), depending on the number of employees needing to be trained, and scheduling issues. Hands on training is by far the most effective.

Most likely no employee will receive enough training in a classroom environment to do their job without further instruction. Of course those receiving 6 hours will be more ready than those who received only a 3 hour introductory class. For that reason the next step is live on-the-job training. There is no better or faster way to learn. In fact in some situations we can skip all pre-training and go directly to a workstation. During this training period we identify any "super-users" who we will invite to any remaining training sessions. These users will be valuable as assistants in the tasks to follow. It's very important that supervisors free these people from their normal duties and let us have them when we ask.

- Wednesday – Go live, usually by department throughout the day.

- Thursday & Friday – Continue supporting the users, make adjustments to Chameleon/CMS and reports as necessary, do administration training as time permits, and handle any issues that occur. The users, especially those dealing with the public remain the number one priority. Some will need more help than others of course. We promote user to user help whenever possible, to teach them to rely on themselves for the easy stuff.

Virtually all aspects of implementation are tied directly to Lucas County resource and personnel allocation. The level of engagement of Lucas County staff will depend greatly on Lucas County’s infrastructure. Traditionally, implementation will involve a single IT representative with administrator access to a SQL Server instance for the purpose of granting us access for database installation. In the event that Lucas County’s IT group is functionally divided, we may require the support of a network administrator. In addition to a limited number of IT personnel, HLP Inc. will need to make occasional liaison with a project manager or defined key personnel in the county (preferably from the Dog Warden). We anticipate several decision points where a final authority will need to decide on implementation specifics. This is specifically important when it comes to data conversion, user security/permissions on the application side and identifying any initial customization.

Post implementation/installation, and in accordance with our support contract, Lucas County will have unlimited access to support during working hours. This is also true for pre-installation and during installation in the event that Lucas County needs any additional support or wishes to revise target dates.

We expect a limited need for human resources during implementation (minus the onsite training which will, of course, encompass all personnel).

Below is a diagram of hardware and software requirements:

<u>SERVER</u> (1-20 users)	<u>SERVER</u> (21 -50 users)	<u>WORKSTATIONS</u>	<u>LAPTOPS</u>
Fastest processor	Fastest processor	2GHz CPU or Better	1GHz CPU or Better
2 GB memory	3 GB memory	512 MB memory	512 MB memory
(2) 80 GB SATA Hard Drives	(3) 73 GB SCSI Hard Drives	40 GB hard drive	40 GB hard drive
RAID Controller (RAID 1)	SCSI RAID Controller (RAID 5)	CD ROM	CD ROM
100/1000 Network Card	100/1000 Network Card	10/100/1000 Network Card	10/100/1000 Network or WIFI
Backup System with software	Backup System with software	Microsoft Windows 2000 or higher	Wireless Internet card
Microsoft Windows Server 2000	Microsoft Windows Server 2000		Microsoft Windows 2000 or higher
SQL Server Workgroup Edition	SQL Server Standard Edition		

At, and after, implementation/installation, Lucas County will be afforded the opportunity to acquire whatever technical knowledge they deem necessary to manage Chameleon Software. Because Chameleon/CMS is SQL Server based, there is an extremely high likelihood that Lucas County already has the technical resources to fully manage the database.

Additionally, functional or technical users will be well versed in the peripheral aspects of Chameleon Software, such as context, which will allow them to tailor the user experience.

Chameleon/CMS integrates and relies on Crystal Reports and SQL Server tools (both require 3rd party licenses that must be obtained and managed by the client) to display data in a report format. As a third party application, we cannot ensure knowledge transfer as it pertains to Crystal Reports or SQL Server database management. We will however provide initial support to set up stock reports and will support the creation of necessary reports/documentation after implementation, in accordance with our support and maintenance agreement.

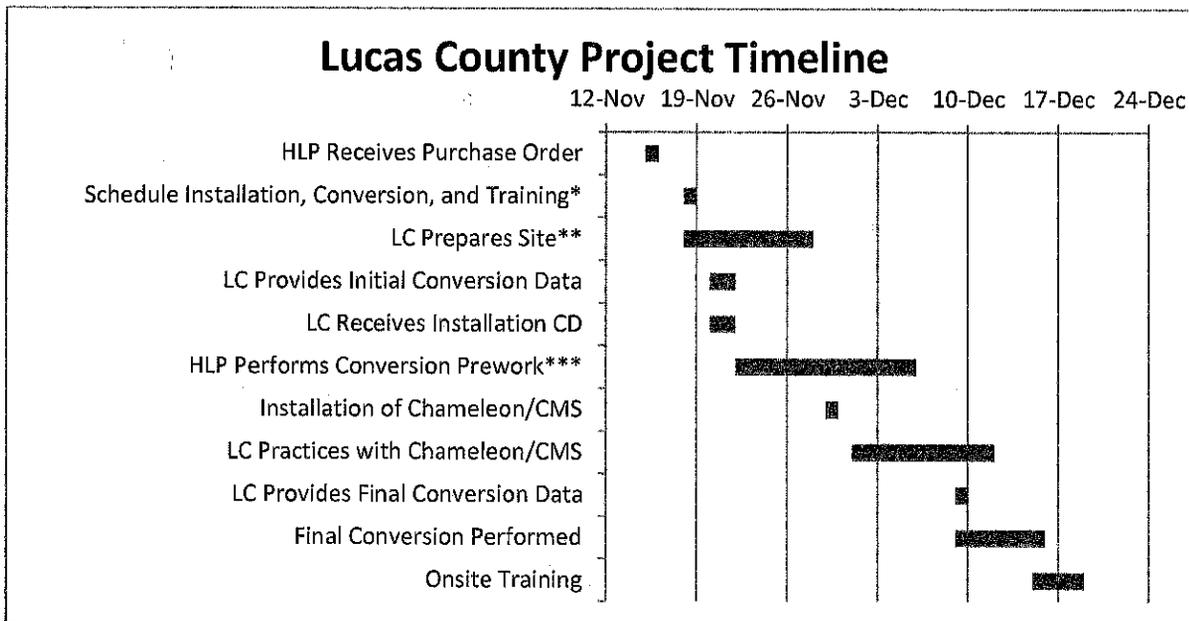
7.6.4. Implementation Schedule

Chameleon/CMS installation is quick and straight forward. The length of the installation process and or resource requirements will be significantly driven by Lucas County’s needs. Barring any unusual request by the county, installation requires access via a Lucas County IT staff member and just a few hours of HLP Inc. staff time.

The onsite portion of installation is five days, requires complete functional staff participation (2 days of classroom training and may be broken up by functional groups).

The schedule for implementation will be driven by Lucas County. Historically, we have had clients fully implemented in as little as 4 weeks from start to finish (including onsite training). The majority of new installations schedule approximately 2-3 months for full implementation.

Below is a sample Gantt chart and the implementation schedule above may also be referenced.



*Although placeholders have been provided for installation, conversion, and onsite training, these dates cannot be confirmed until a purchase order has been received. HLP schedules on a “first come, first served” basis and final dates for these activities are subject to availability on HLP’s calendar.

**LC site preparation includes activities such as install or check of wiring, work area, server and client workstation hardware and software to be performed by LC staff.

***Conversion prework is performed to minimize the downtime while switching between systems. Activities include analysis of the data, checking relationships, mapping of data and testing the import to the Chameleon/CMS database. This will not be a full conversion and no data will be sent to the Shelter. Approximately 1 week (or more depending on selected items) prior to implementation, the Shelter will

resend their data to HLP. No data that is entered into the old system after that time will be converted. It is therefore recommended that the Shelter go "manual" for the downtime period.

7.6.5. Expense Management

It is our belief that Lucas County possesses the hardware necessary for full implementation (unless laptops need to be acquired for field service units) and do not anticipate additional hardware costs. In the event that Lucas County chooses to implement barcode technology, barcode scanners will be an additional capital expense and the sole responsibility of the County. Depending on the units chosen, barcode scanners are typically less than \$125 per unit.

HLP Inc. uses a combination of recorded video, online meetings, conference calls and a variety of virtual meeting and training tools. Traditionally, the 5 days of onsite training is the only training expense and HLP, Inc. absorbs all variable expenses relating to onsite training. Lucas County will pay the quoted flat fee for training and will not be billed for any living or travel/lodging expenses.

In essence, Lucas County should have no variable expense for installation beyond what is quoted.

7.6.6. Maintenance and Support

CHAMELEON / CMS SOFTWARE LICENSE AGREEMENT

This is a legal and binding agreement between the Purchaser and HLP, INC. ("HLP"). The request of the Purchaser for the Chameleon / CMS Software Package ("CMS") and License, and the acceptance of payment for such by HLP, is an acceptance of these terms and conditions.

I. GRANT OF LICENSE and USE :

HLP shall grant Purchaser this License for use of CMS at the time of payment. HLP grants no software licenses whatsoever, either explicitly or implicitly, except by full payment for the CMS Software. This license entitles the Purchaser the right to install CMS on a single Server unit to be used by any number of Client Workstations. Additional Servers require additional Licenses, except as stated under Terms and Restrictions. This License Agreement is with the designated Purchaser only. This Purchaser may not rent, lease, give, sell or in any way transmit any part of the CMS Software Package to an unauthorized, unlicensed entity. This is a non-exclusive, non-transferable license to the use of CMS.

II. PAYMENT :

- * Payment for CMS is defined as two parts: 1) Cost of initial License and 2) Support and Maintenance.
- * The "Cost of initial License" is currently fixed at a published price and is a one time fee.
- * The "Support and Maintenance" cost is figured by the size of the Purchaser's network, and this fee is billed monthly, quarterly, or annually. The formula is a fixed amount for the Server plus a fixed amount for **each** client workstation that uses CMS for daily operations. The amount changes as the numbers of workstations change unless the Purchaser is paying for "unlimited" users. Annual increases in this fixed, published amount are limited to the "cost of living index".
- * All of the above payment conditions must be met within 30 days of Invoice date in order for the Purchaser to hold a current, valid CMS License.

III. OWNERSHIP :

- * Title to CMS shall remain with HLP. The CMS product name, software, documentation, and other material parts of the CMS package are owned by HLP and may not be reproduced in any form, except as stated under Terms and Restrictions. CMS Software contains the proprietary technology of HLP, INC.
- * All modifications, additions, upgrades, and new versions provided for under Support and Maintenance are considered part of this title and subject to the conditions of this License.

* Purchaser hereby acknowledges HLP's copyright of CMS regardless of whether the copyright notice appears on CMS or whether it has been filed with the United States Copyright Office.

IV. TERMS and RESTRICTIONS :

- * The Purchaser shall receive an executable copy of CMS Software. The Purchaser may load, copy, or transmit CMS, in whole or in part, only as is necessary for execution, backup, and hot standby.
- * Purchaser may modify or merge CMS solely for execution by itself. Any part of this Software included in such adaptations will continue to be subject to this License.
- * HLP shall bill the Purchaser a Support & Maintenance FEE periodically using the formula under "Payment". This bill is due and payable within thirty days of receipt.
- * HLP reserves the right to revoke this License if the Support & Maintenance FEE becomes delinquent and is not remedied 30 days after notification in writing. The Purchaser shall then cease use of CMS.
- * Purchaser agrees not to reverse engineer, decompile, or disassemble CMS.

V. MAINTENANCE :

HLP agrees to provide the following maintenance services:

- * **NEW VERSIONS:** New Versions are major changes to the look or feel of CMS. All new versions are included and guaranteed to all Purchasers.
- * **UPGRADES:** As requests for improvements are accumulated from more than one Purchaser, they will be incorporated into periodic upgrades. These upgrades are included and guaranteed to all Purchasers.
- * **DIAGNOSIS:** Technical personnel will diagnose the cause of system problems and refer the Purchaser to the appropriate avenue of correction. HLP shall correct the problem only if the cause is a bug in CMS.
- * **CORRECTIONS:** Corrections in CMS code will be available to all Purchasers through the technical support office. Corrections will be made as soon as possible after reported and prioritized as to urgency to CMS operations.

VI. SUPPORT :

HLP agrees to provide the following support services:

- * **TECHNICAL SUPPORT LINE:** This shall entitle the Purchaser faster access to a technical support person for questions of high priority. Calls are answered during business days and hours and referred to the appropriate staff person. Requests may be faxed or left on the message service when lines are busy or after hours. Evenings, weekends, and holidays are available by pre-arrangement.
- * **SYSTEM to SYSTEM:** When requested, HLP can provide the Purchaser direct support via modem and communication software in real time.
- * **SYSTEM ON-LINE HELP:** CMS contains comprehensive, context-sensitive, and hyper-texted HELP files that are installed with the software and upgraded as needed.
- * **INTERNET WEB SITE:** An internet site is available 24 hours and 7 days to registered Users. Questions, suggestions, and comments may be posted to other Users or the HLP staff. Data can be uploaded and down loaded, all through a local access call.
- * **PERSONNEL ON-SITE:** If, for any reason, HLP cannot resolve the Purchaser's request by the means of support listed above, and HLP deems the request critical, then HLP staff may visit the Purchaser's site to resolve the problem.

VII. SOURCE CODE ESCROW:

- * This License does not include or cover access in any way to the CMS Source Code.
- * HLP has placed in escrow all current Source Code for CMS with an authorized escrow Agent.
- * The Purchaser shall be entitled to claim a copy of the CMS Source Code under the terms and conditions set forth in the Chameleon/CMS Source Code Escrow Agreement.

VIII. LIMITED WARRANTY:

- * HLP is the owner of CMS and has the right to grant the Purchaser this license to use the same without violating any rights of any third party, and there is currently no actual or threatened suit by any such third party based on the alleged violation of such right by HLP.
- * HLP warrants that CMS will perform substantially in accordance with its intended use.
- * If CMS does not perform as represented and can not be remedied within a reasonable time, HLP will refund the initial cost of this License only.
- * HLP does not warrant performance of CMS if it is modified by persons other than the staff of HLP.
- * HLP does not warrant that the execution of CMS will be uninterrupted or error free.
- * HLP does not warrant that other software programs or computer hardware will not interfere with its execution.
- * HLP disclaims all other warranties, either expressed or implied.

IX. LIABILITY:

Under this agreement, HLP's liability for damages to the Purchaser resulting from the use of CMS shall not exceed the amount of the Purchaser's initial License. Under this agreement, HLP shall not be liable for any damages resulting from loss of data or use, lost profits or revenue, or any incidental or consequential damages.

X. TERMINATION:

HLP may terminate any License granted if Purchaser fails to observe this agreement, and such condition is not remedied within thirty days after written notice has been given Purchaser. Purchaser will then destroy all copies and adaptations of all versions of CMS and certify in writing that such has been done.

COPYRIGHTED AND NON NEGOTIABLE

10/99

Chameleon / Public Access Software License Agreement

This is a legal and binding agreement between the Purchaser and HLP, INC. ("HLP"). The request of the Purchaser for the Chameleon / PUBLIC ACCESS Software Package ("PUBLIC ACCESS") and License, and the acceptance of payment for such by HLP, is an acceptance of these terms and conditions. The PUBLIC ACCESS package is composed of ChamCam, Knowledge Rocket, PaWWW, PetLink, the integrated hardware, and their media products. .

I. GRANT OF LICENSE and USE :

HLP shall grant Purchaser this License for use of PUBLIC ACCESS at the time of payment. HLP grants no software licenses whatsoever, either explicitly or implicitly, except by full payment for the PUBLIC ACCESS Software. This license entitles the Purchaser the right to install PUBLIC ACCESS on a single Server unit to be used by any number of Client Workstations. Additional Clients require additional Licenses, except as stated under Terms and Restrictions. This License Agreement is with the designated Purchaser only. This Purchaser may not rent, lease, give, sell or in any way transmit any part of the PUBLIC ACCESS Software Package, or media products of this software, to an unauthorized, unlicensed entity. This is a limited, non-exclusive, non-transferable license to the use of PUBLIC ACCESS.

II. PAYMENT :

* Payment for PUBLIC ACCESS is defined as two parts:

1) Cost of initial License and 2) Support and Maintenance.

* The "Cost of initial License" is currently fixed at a published price and is a one time fee.

* The "Support and Maintenance" cost is figured by the size of the Purchaser's network, and this fee is billed monthly, quarterly, or annually. Each client workstation that uses PUBLIC ACCESS for daily operations pays the fixed fee. The total amount changes as the numbers of workstations change unless the Purchaser is paying for "unlimited" users. Annual increases in this fixed, published amount are limited to the "cost of living index".

* All of the above payment conditions must be met within 30 days of Invoice date in order for the Purchaser to hold a current, valid PUBLIC ACCESS License.

III. OWNERSHIP :

* Title to PUBLIC ACCESS, and the media products from it, shall remain with HLP. The PUBLIC ACCESS product name, software, documentation, media products, and other material parts of the PUBLIC ACCESS package are owned by HLP and may not be reproduced in any form, except as stated under Terms and Restrictions. PUBLIC ACCESS Software, and its media products, contains the proprietary technology of HLP, INC.

* All modifications, additions, upgrades, and new versions provided for under Support and Maintenance are considered part of this title and subject to the conditions of this License.

* Purchaser hereby acknowledges HLP's copyright of PUBLIC ACCESS regardless of whether the copyright notice appears on PUBLIC ACCESS or whether it has been filed with the United States Copyright Office.

IV. TERMS and RESTRICTIONS :

* The Purchaser shall receive a executable copy of PUBLIC ACCESS Software and integrated hardware. The Purchaser may load, copy, or transmit PUBLIC ACCESS, or its media products, in whole or in part, only as is necessary for execution, backup, and hot standby.

* Purchaser may modify or merge PUBLIC ACCESS solely for execution by itself. Any part of this Software included in such adaptations will continue to be subject to this License.

* Purchaser agrees to maintain necessary internet links to allow for a consolidated search of shelter data.

* HLP agrees to maintain a neutral, commercial free internet site for the sole purpose of achieving a consolidated search. All 'hits' are immediately linked to the local Shelter home page.

* Images and data extracts created by PUBLIC ACCESS are intended for use by the Purchaser only. Transfer or sale of PUBLIC ACCESS images by the PURCHASER to other non-licenses entities for commercial purposes is forbidden.

* HLP shall bill the Purchaser a Support & Maintenance FEE periodically using the formula under "Payment". This bill is due and payable within thirty days of receipt.

* HLP reserves the right to revoke this License if the Support & Maintenance FEE becomes delinquent and is not remedied 30 days after notification in writing. The Purchaser shall then cease use of PUBLIC ACCESS.

* Purchaser agrees not to reverse engineer, decompile, or disassemble PUBLIC ACCESS.

* Purchaser agrees to protect HLP proprietary information. Information, including, but not limited to, all database schema, procedures, techniques, sounds, and images, may only be used by authorized, licensed entity.

V. MAINTENANCE :

HLP agrees to provide the following maintenance services:

* NEW VERSIONS: New Versions are major changes to the look or feel of PUBLIC ACCESS. All new versions are included and guaranteed to all Purchasers.

* UPGRADES: As requests for improvements are accumulated from more than one Purchaser, they will be incorporated into periodic upgrades. These upgrades are included and guaranteed to all Purchasers.

* DIAGNOSIS: Technical personnel will diagnose the cause of system problems and refer the Purchaser to the appropriate avenue of correction. HLP shall correct the problem only if the cause is a bug in PUBLIC ACCESS.

* CORRECTIONS: Corrections in PUBLIC ACCESS code will be available to all Purchasers through the technical support office. Corrections will be made as soon as possible after reported and prioritized as to urgency to PUBLIC ACCESS operations.

VI. SUPPORT :

HLP agrees to provide the following support services:

* TECHNICAL SUPPORT LINE: This shall entitle the Purchaser faster access to a technical support person for questions of high priority. Calls are answered during business days and hours and referred to the appropriate staff person. Requests may be faxed or left on the message service when lines are busy or after hours. Evenings, weekends, and holidays are available by pre-arrangement.

* SYSTEM to SYSTEM: When requested, HLP can provide the Purchaser direct support via modem and communication software in real time.

* INTERNET WEB SITE: An internet site is available 24 hours and 7 days per week to registered Users. Questions, suggestions, and comments may be posted to other Users or the HLP staff. Data can be uploaded and down loaded, all through a local access call.

* PERSONNEL ON-SITE: If, for any reason, HLP cannot resolve the Purchaser's request by the means of support listed above, and HLP deems the request critical, then HLP staff may visit the Purchaser's site to resolve the problem.

VII. LIMITED WARRANTY:

* HLP is the owner of PUBLIC ACCESS and has the right to grant the Purchaser this license to use the same without violating any rights of any third party, and there is currently no actual or threatened suit by any such third party based on the alleged violation of such right by HLP.

* HLP warrants that PUBLIC ACCESS will perform substantially in accordance with it's intended use.

* If PUBLIC ACCESS does not perform as represented and can not be remedied within a reasonable time, HLP will refund the initial cost of this License only.

* HLP does not warrant performance of PUBLIC ACCESS if it is modified by persons other than the staff of HLP.

* HLP does not warrant that the execution of PUBLIC ACCESS will be uninterrupted or error free.

* HLP does not warrant that other software programs or computer hardware will not interfere with it's execution.

* HLP disclaims all other warranties, either expressed or implied.

VIII. LIABILITY:

Under this agreement, HLP's liability for damages to the Purchaser resulting from the use of PUBLIC ACCESS shall not exceed the amount of the Purchaser's initial License. Under this agreement, HLP shall not be liable for any damages resulting from loss of data or use, lost profits or revenue, or any incidental or consequential damages.

IX. TERMINATION:

HLP may terminate any License granted if Purchaser fails to observe this agreement, and such condition is not remedied within thirty days after written notice has been given Purchaser. Purchaser will then destroy all copies and adaptations of all versions of PUBLIC ACCESS and certify in writing that such has been done.

Appendix A Detail Requirements

Appendix A

	Accomplished as installed - No additional Cost	Accomplished with Customization at no additional cost	Accomplished with customization, additional cost	Does not Accomplish
Must Have				
1. Tracking of people	X			
a. Adoptions	X			
b. Redemptions	X			
c. Surrenders	X			
d. Complaints	X			
e. Dog owners	X			
f. Dog bite victims	X			
g. Citations	X			
h. People denied adoption (and when/why)	X			
i. Witnesses	X			
j. Staff	X			
i. Restrictions by staff type/person on what they can see/do/change	X			
k. Volunteers	X			
i. For all people must allow (but not require all)				
1. Name	X			
2. Address	X			
3. Phone	X			
4. Email	X			

5. Multiple names/people at an address	X		
6. Driver's license number	X		
7. SS#	X		
8. DOB	X		
9. Previous address	X		
10. Minor children (dog bite victims)	X		
ii. For all people must allow search by the following fields			
1. Name	X		
2. Address	X		
3. Phone	X		
4. DL#		X	
5. SS#		X	
6. Previous address	X		
2. Tracking of dogs			
a. Intake			
i. Surrender	X		
ii. Surrender for euthanasia	X		
iii. Impound	X		
iv. Must be customizable to limit breeds/species/colors/etc. to dog related categories	X		
v. For all dogs must allow (but not require all)			
1. Breed (primary, secondary and mix)	X		
2. Sex	X		
3. Sexual status (intact v. s/n)	X		
4. Color (primary and at least secondary)	X		
5. Age	X		
6. Other descriptive fields (ears, eyes, tail, etc.)	X		
7. Weight	X		
8. Name	X		
9. Cage number	X		
10. Collar	X		
11. Identification			
a. License	X		
b. Rabies tag	X		
c. Microchip	X		

d. Other	X		
e. Contact resulting from identification – calls, emails, etc.	X		
12. Medical			
a. Vaccines	X		
b. Spay/neuter	X		
c. Medications	X		
d. Illness/injury/treatment	X		
e. Heartworm test results	X		
f. Physical exam results	X		
13. Hold time	X		
a. No license	X		
b. License	X		
c. Microchip	X		
d. Quarantine	X		
e. Special hold	X		
14. Location found	X		
15. Date found	X		
16. Characteristics	X		
a. Housetrained	X		
b. Crate trained	X		
c. Used to children	X		
d. Used to cats	X		
e. Used to other dogs	X		
f. Ever bitten?	X		
g. Adoption restrictions	X		
17. Behavior Evaluation results	X		
18. Kennel cards	X		
vi. Must be searchable by			
1. Breed		X	
2. Name	X		
3. Cage Number	X		
4. location found	X		
5. date of intake	X		
6. pound identification number	X		

7. License #	X			
8. Microchip #	X			
vii. Receipt				
b. Redemption				
i. Tie to person	X			
ii. Calculate costs (impound, boarding, license, optional medical, etc.)		X*		
iii. Did the dog leave or not leave yet	X			
iv. Receipt	X			
v. Citations	X			
vi. Redeem/surrenders	X			
vii. Declarations (nuc, dang, vic)	X			
c. Adoption				
i. Tie to person				
ii. Calculate costs		X*		
iii. Did the dog leave or not leave yet	X			
iv. Receipt	X			
v. Track adoption denials	X			
vi. Returns	X			
d. Transfer				
i. Tie to organization	X			
ii. Calculate costs		X*		
iii. Did the dog leave or not leave yet	X			
iv. Receipt	X			
v. Spay/neuter after leaving tracking	X			
vi. Tie dog to eventual adopter (from other org)	X			
e. Euthanasia				
i. At emergency vet				
1. Date/Time	X			
2. Reason	X			
ii. Here				
1. Date/Time	X			
2. Who performed	X			
3. Who approved	X			
4. Reason	X			

f. Status				
i. Need to be able to tell at a glance who is waiting for the following:				
1. end of impound time	X			
2. end of quarantine	X			
3. behavior evaluation	X			
4. recovery from illness	X			
5. spay/neuter	X			
6. physical	X			
7. to be transferred	X			
8. to go home	X			
9. to be euthanized	X			
ii. Need to be able to tell at a glance:				
1. who is still in the building	X			
2. who should be in what cage	X			
3. what cages are empty	X			
4. who is available for adoption	X			
5. who is on hold for adoption	X			
g. Reports				
i. In any given time period specified (day, week, month, month to date, year to date, year, etc.) need to be able to tell the following:				
1. number of dogs and number of puppies and number of pit bull type dogs:	X			
a. adopted	X			
b. surrendered	X			
c. impounded	X			
d. redeemed	X			
e. redeemed and surrendered	X			
f. Transferred by transfer partner (so many TAHS, so many PPI, etc.)	X			
g. Euthanized	X			
h. Spayed/neutered	X			
2. Bite statistics	X			
a. By area/location	X			
b. By age of victim	X			
c. By breed of dog	X			
d. By time period	X			

e. Owned dog vs not	X			
f. Happened while dog is loose vs not	X			
g. Bites that required medical attention vs not	X			
h. Biting dogs that were declared (nuc, dan, vic) vs not	X			
i. Owners that received citations vs not	X			
j. Biting dogs that had a license vs not	X			
3. Tracking of field services				
a. Complaints	X			
i. Complainant information	X			
1. track as any other person				
ii. Dog owner information	X			
1. track as any other person if name/address available	X			
2. may only have address	X			
iii. Complaint information	X			
iv. Complaint type (drop down menu)	X			
v. Complaint priority (assigned based on type)	X			
vi. When dispatched and to what unit	X			
vii. When completed and by what unit	X			
viii. Resolution/description of events	X			
ix. Dog(s) description	X			
x. Dog licenses	X			
xi. Citations issued	X			
xii. Attack report	X			
1. Dog owner info (as person)	X			
2. Victim info (as person)	X			
3. Location where bite occurred (searchable by text)	X			
4. Dog info (as dog)	X			
a. License info	X			
b. Rabies vaccine (vet given, exp. date)	X			
5. Attack date/time	X			
6. Circumstances surrounding attack	X			
7. Who report is taken by (could be multiple people)	X			
8. Is dog being declared (nuc, dang, vic)	X			
9. Was dog previously declared (nuc, dang, vic)	X			

10. Citations issued	X			
xiii. Log of all contact with the case that tracks what staff member did what	X			
Would be Nice				
1. Track controlled substances use and inventory	X			
2. Generate letters (your dog is here)	X			
3. Pictures of dogs	X			
4. Upload to petfinder automatically	X			
5. Bar codes	X			
6. Printable collars	X (requires third party printer)			
7. Alerts – medications needed, vaccines due	X			
8. Tablet friendly			X**	
9. Phone friendly			X**	
10. Lost & found match ups	X			
11. License system option for County to use	X			
12. License system option that they operate			X***	
13. Retail tracking – inventory, bar codes, pricing, etc.	X			
14. Surgical scheduling	X			
15. Charts & graphs	X			
16. Breed request match up (I am looking to adopt a poodle...)	X			
17. On-site training	X			
18. Data conversion assistance			X	
19. Free assistance with problems	X			
20. Automatically registers microchips with HomeAgain		X		
21. volunteers log in to track their hours				X
22. GPS tie in to GPS in trucks			X	
23. Computerized dispatching	X			
24. Ability to tie in to large screen in lobby to list adoptable dogs	X			
25. Complaints viewable on map		X		

* Simple and common customization. Lucas County will need to identify their rules for redemption and adoption in order to have them calculated at receipt.

** Dependent on the type of tablet and/or phone to be utilized. Most smartphones or pdas are compatible.

*** Chameleon offers a wide range of licensing products beyond the core application, at varying levels of outsourcing.

All licensing discussion throughout the proposal is done so on the assumption that the core application's licensing module will be used and no part of licensing is outsourced. We are happy to provide a quote for online and outsourced solutions at Lucas County's request.

Pricing Sheet

Name of Vendor: HLP Inc.

Contact Name: Robin Kee

Contact Phone: 800-459-8376 ext 1

Contact Email: sales@chameleonbeach.com

Description	One-Time Cost	Annual Recurring Cost
Animal Control software license & annual support	\$24,720(including first year Maintenance & Support due at install)	\$12,720
Third Party software license & annual support (if applicable) - itemize	\$0*	
Database license – RDBMS & annual support	\$0*	\$0*
Customizations – summarized from Appendix A	\$0**	\$0**
Implementation services	\$4,500	\$0
Travel expenses	\$0	\$0
Total cost of ownership	\$29,220	\$12,720
Total cost Not-To-Exceed Purchase option (see note below)	\$29,220(optional items in Appendix A not included, also based on workstations outlined in quote)	\$12,720
Total cost Not-To-Exceed Lease-to-Own option (see note below)		
Total cost Not-To-Exceed Hosted solution (see note below)		

*We assume that Lucas County already has Crystal Report and SQL Server Licenses.

** As quoted, all customizations listed as not additional cost in Appendix A are included. Items mentioned that may be customized at additional cost should be specifically requested. We have inserted an additional quote for GPS tracking and data conversion with the proposal as quote B.

HLP, INC. PRICE QUOTE #110212A

Lucas County
410 S Erie St
Toledo, OH 43604

Item	Price	Qty	Amount	Totals
CHAMELEON PRODUCTS :				
Chameleon/CMS Software License	\$12,000	1	\$12,000	
Chameleon Public Access Software License	\$9,800	1	fee waived	
- ChamCam Plus imaging package	\$150	1	fee waived for first package	
- PaWWW Kiosk - software only	\$600		\$0	
PRODUCTS TOTAL (shipping included)				\$12,000
Sales Tax on products only (AZ, CA, CO, FL, IL, KY & NM)				\$0
SOFTWARE SUPPORT & MAINTENANCE :				
	annual required licensing fees			
Chameleon/CMS Software annual fee				
- limited to a single server & 11 workstations	\$960	12	\$11,520	
- limited to 5 Field Service Units	\$240	5	\$1,200	
- limited to no GPS, (add Chameleon Mapping for no additional cost!)	\$240		\$0	
- limited to no PocketCham	\$240		\$0	
Chameleon Public Access Software annual fee				
- limited to no PAWWW Kiosk	\$960		\$0	
Certified data connect license required for all 3rd party applications connecting to database				
SUPPORT & MAINTENANCE TOTAL				\$12,720
Chameleon QuickKennel, PostMaster & ActiveAgent	All Included!			
COMPUTER SERVICES :				
Software Customization per day	\$600		\$0	
Conversion of files into Chameleon	Not Bid			
Software Tuning & Training per day (on site) includes travel time	\$900	5	\$4,500	
SERVICES TOTAL (all expenses included)				\$4,500
TOTAL PRICE QUOTE				\$29,220
<i>DELIVERY: Software is installed remotely ASAP after P.O. received. No magnetic media is shipped.</i>				
<i>Services are offered at available time on HLP calendar, after P.O. received.</i>				
<i>TERMS: Payment is due 30 days of Invoice date. Products billed when shipped, Services billed as provided.</i>				
<i>Fee charged monthly at 60 days past due.</i>				
Microsoft Windows 2000 Server, Microsoft SQL Server, latest edition and Crystal Report Writer professional, latest edition				
must be purchased and pre installed locally.				

HLP, INC
9888 W Belleview Ave #110
Littleton, Co. 80123
866-844-3924 fax

TO: Julie Lyle
jlyle@co.lucas.oh.us

From: Robin Kee
Robin@chameleonbeach.com
(800) 459-8376
Date 11/02/12
Price set for 60 days

HLP, INC. PRICE QUOTE #110212

Lucas County
410 S Erie St
Toledo, OH 43604

Item	Price	Qty	Amount	Totals
CHAMELEON PRODUCTS :				
Chameleon/CMS Software License	\$12,000	1	\$12,000	
Chameleon Public Access Software License	\$9,800	1	fee waived	
- ChamCam Plus imaging package	\$150	1	fee waived for first package	
- PaWWW Kiosk - software only	\$600		\$0	
PRODUCTS TOTAL (shipping included)				\$12,000
Sales Tax on products only (AZ, CA, CO, FL, IL, KY & NM)				\$0
SOFTWARE SUPPORT & MAINTENANCE :				
	annual required licensing fees			
Chameleon/CMS Software annual fee				
- limited to a single server & 11 workstations	\$960	12	\$11,520	
- limited to 5 Field Service Units	\$240	5	\$1,200	
- limited to 5 GPS, (add Chameleon Mapping for no additional cost!)	\$240	5	\$1,200	
- limited to no PocketCham	\$240		\$0	
Chameleon Public Access Software annual fee				
- limited to no PAWWW Kiosk	\$960		\$0	
Certified data connect license required for all 3rd party applications connecting to database				
SUPPORT & MAINTENANCE TOTAL				\$13,920
Chameleon QuickKernel, PostMaster & ActiveAgent	All Included!			
COMPUTER SERVICES :				
Software Customization per day	\$600		\$0	
Conversion of files into Chameleon (convert court and complaint)	\$6000-\$9000		\$6,000	estimate only additional data req
Software Tuning & Training per day (on site) includes travel time	\$900	5	\$4,500	
SERVICES TOTAL (all expenses included)				\$10,500
TOTAL PRICE QUOTE				\$36,420
With \$9,000 conversion estimate				\$39,420
<i>DELIVERY: Software is installed remotely ASAP after P.O. received. No magnetic media is shipped.</i>				
<i>Services are offered at available time on HLP calendar, after P.O. received.</i>				
<i>TERMS: Payment is due 30 days of Invoice date. Products billed when shipped, Services billed as provided.</i>				
<i>Fee charged monthly at 60 days past due.</i>				
Microsoft Windows 2000 Server, Microsoft SQL Server, latest edition and Crystal Report Writer professional, latest edition				
must be purchased and pre installed locally.				

HLP, INC
9888 W Belleview Ave #110
Littleton, Co. 80123
866-844-3924 fax

TO: Julie Lyle
jlyle@co.lucas.oh.us

From: Robin Kee
Robin@chameleonbeach.com
(800) 459-8376
Date 11/02/12
Price set for 60 days

SPECIFICATIONS & PRICING

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604

(419) 213-2801

Fax: (419) 213-2803

1.0 GOAL OF THE PROJECT

The Lucas County Dog Warden, hereinafter called "Lucas County", desires to implement a comprehensive animal control software solution which will enable them to improve efficiency at the Dog Warden facility, as well as manage and support field services. This document is issued to solicit qualified, experienced, financially sound, and responsible firms who will work towards a successful completion of this goal as described in the detail that follows.

2.0 COUNTY OVERVIEW

Lucas County is located in northwest Ohio with a population of approximately 450,000 people and a size of 431 square miles.

The Lucas County Dog Warden Department is a law enforcement agency enforcing Ohio laws that protect the public from canine-related problems. Their mission is first and foremost public safety. As part of that mission, significant reduction or elimination of stray dog population is paramount, in addition to making dog owners responsible for their pets.

In 2011, the department took in over 3,600 dogs, handled over 5,200 complaints, and issued over 600 citations.

The Lucas County Auditor, by virtue of Ohio Revised Code (Chapter 955), maintains certificates of registration for dogs, conducts annual licensing renewal activities, and handles license fee revenues in conjunction with the Lucas County Treasurer. In 2012, there were approximately 65,000 licensed dogs within Lucas County. **Note: Dog registration and license processing is not required in the quote.**

3.0 CURRENT SYSTEMS**Internal Systems**

Currently, there are limited software applications in place to assist the Dog Warden in managing their facility's daily operations and field activities. Record keeping is primarily paper-based. Small custom-built applications support complaint reporting and dog license inquiry (into Auditor's licensing database). These applications are browser-based with a Microsoft SQL database backend. There is no mobile capability with these applications.

Public access to information and requests are handled through both a departmental website maintained by Lucas County Information Services through its Civic Plus software suite and Facebook.

Third-Party Systems

- **GroupWise Email**
This is the email product that Lucas County has standardized on for all internal and external email correspondence. The System should be able to interface with GroupWise or any other SMTP standard email system.
- **PeopleSoft**
This is the product that Lucas County has standardized on for all Financial/HR/Payroll functions. The vendor will need to address the possibilities for creating an interface or integration to transfer financial information (payments) and perform reconciliation function between the systems.

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604

(419) 213-2801

Fax: (419) 213-2803

4.0 GENERAL SYSTEM REQUIREMENTS

In order to support the key responsibilities of the department as stated below:

- Dog registration compliance to the applicable laws of the State of Ohio.
- Humane treatment of impounded dogs from intake through disposition.
- Responsiveness to citizen complaints of roaming or unsafe dogs in a professional manner.
- Reconnect loose roaming dogs with their responsible owners.
- Intervention for inhumane treatment by people/owners to dogs.
- Promotion of unclaimed dogs suitable for adoption to responsible and caring families.

The major functions to be addressed within this document are as follows:

Tracking of People

This group would include owners, victims, staff, volunteers, adopters, surrenders, citations, redeemers, and witnesses. Refer to Appendix A for further clarification.

Tracking of Dogs

This group would include dogs that are surrendered, captured/seized, redeemed, adopted, transferred, and euthanized. Also to have the ability to identify the disposition and scheduling of activities as well as to report statistics relating to activities based on a date range. Refer to Appendix A for further clarification

Tracking of Field Services

Citizen complaints – Refer to Appendix A for further clarification.

Tracking of fees

Tracking and reconciliation of fees taken at the Dog Warden facilities.

Reporting

Ability to generate statistical reporting as further defined in Appendix A as well as the ability to develop ad hoc queries based on a variety of criteria. Criteria should be user-defined to allow for greatest flexibility.

In addition to the general functional requirements as stated above, the system should satisfy the following general technical requirements:

- The system must be thin-client and accessible from a browser with minimal installation of ActiveX controls or comparable technology.
- The system must be able to run in a virtualized environment with a Microsoft operating system of Windows Server 2003 or higher.
- The system must accommodate both test and development environments for the purpose of quality assurance prior to production migration.
- SQL Server 2008 database platform is preferred in order to maximize in-house staff support.

5.0 GENERAL PROJECT REQUIREMENTS

It is expected that the selected vendor will have substantial successful experience in implementing the selected animal control software in medium to large county environments. A successful implementation is one where the system was implemented in production on schedule and within budget and supports the county's day-to-day business functions. The vendor is expected to provide guidance and experience with the selected software as well as evidence of its ability to work as a partner with Lucas County throughout the implementation of the system. The following list of implementation services is representative of the services that will be required from the contract arising from this document:

- Project planning and organizational assistance,
- Software setup and configuration,
- Technical and functional/business consultancy,
- Custom software design, analysis, programming, & testing (if necessary),
- Performance tuning for both the database server as well as the system software,
- Legacy data conversion assistance (as needed),
- Interface development and implementation assistance (as needed),
- Security consulting and configuration,
- Electronic workflow consulting,
- Technical and functional/business training,
- Documentation,
- Production deployment,
- Change management and process improvement for business workflow,
- Post-implementation support

Software Customization

Where software modifications are required to meet the business and/or system requirements, a detailed specification of such changes, including a clear definition of scope, flowcharts, workflow impact and/or logic flow, and database changes will be included. Custom software development time, cost and delivery schedules will be included in the proposal.

All customized software must be fully supported and maintained by the vendor except where otherwise noted in the proposal. Customized versions of all modules, scripts, triggers, forms, reports and other software must be delivered to the County or put in escrow as outlined in **Section 6: Source Code Escrow** of this ITB. The County requires that all customized software delivered, tested and accepted become part of the core product maintenance in compliance with all other application and system software.

Enhancement & Development

The vendor shall submit a description of the vendor's commitment to ongoing development of the Animal Control System. The vendor shall describe, at a minimum, number of development staff, skills and credentials of development staff, user community input to the development process, proposed schedule for future software releases, and procedures for handling special requests for enhancements, costs for standard software updates, and costs related to special requests for enhancements.

Data Migration Requirements

The proposed system may require data migration from the existing Complaint Tracking System as deemed necessary. The vendor's proposal must describe the method of the data migration needed to properly populate, manage, administer and fully use the application software proposed.

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604

(419) 213-2801

Fax: (419) 213-2803

Workflow Analysis

The vendor shall conduct a workflow analysis of the work environment at the offices of the Lucas County Dog Warden for the installation of the Animal Control system. This analysis will include all functions of the facility and clearly identify those business processes which will require major modification due to the new software.

Implementation Plan

The vendor will need to provide a project plan and timeline for the implementation and migration to the new Animal Control Software. Due to the comprehensive nature of this project, consideration will need to be given to a phased approach that will allow for adequate time to test and implement major components of the system. This project plan will need to take into account current staffing levels and provide recommendations/requirements for future staffing.

Vendor shall provide descriptive detail of the vendor's project management methodologies. This description should include, at a minimum, credentials of personnel assigned to manage the project, software and other tools utilized, sample documents, and management controls used to complete the project on time and on budget.

Lucas County reserves the right to request an alternative resource in the event that the performance of the current resource is not acceptable to County staff.

The Vendor will provide a monthly written report of progress, showing 1) Actual work done and 2) Current overall project progress in comparison to actual work plan milestones, deliverables and dates. Reasons for differences must be brought forward and tabled for resolution. Monthly reports are to be submitted to the County Project Manager for review.

The reporting procedure should be included in the proposed Implementation Plan provided by the Vendor in the quote.

Staffing

- Lucas County requires that the vendor will provide a Project Manager on-site for the duration of the project and a specified period post-implementation.
- The vendor must clearly identify the requirements for County staff resources needed to complete the project, implement the System and maintain the System.
- The vendor must provide the County with a recommendation for current and future staffing. These should be broken down by minimum and ideal staffing. This should encompass all levels of staffing including Project Management, Database Management, Server Administration, Network Support, Super-users, Business Analysts, Technical Support and Programmers/Developers.

Training

In order to become effective and efficient users of the system, training is required. All training will occur on-site and during the hours of operation of the County. The vendor shall develop and implement a training program for all personnel and operators of the new system. Training shall be provided for all software products and modules provided or as determined by Lucas County. Separate training and knowledge transfer will be developed and implemented for the System Administrator(s).

6.0 OTHER REQUIREMENTS**Vendor Profile & Capabilities**

Vendor shall provide a descriptive profile of the vendor's company. This description shall include, at a minimum, the date the company was established, partnerships or affiliations, gross sales for 2011, location of facilities, number of total employees, number of developers, number of support personnel, and number of customers.

Lucas County may request vendor to provide copies of audited financial statements for the last three years, and any supplemental financial information as the County deems necessary.

References

Vendor shall supply three (3) references for Dog Warden (or Animal Control) facilities that use the proposed Animal Control System. Reference information shall contain name and address of the organization, contact person and telephone number, date of installation, and a description of the installation. These should include at least one (1) from an Ohio county.

Licensing

Licensing should be based on an Enterprise model, allowing the County to increase the number of users (external or internal) without any additional expense to the County. The Vendor must outline any and all potential licensing for third-party products.

The vendor shall grant to or obtain for on behalf of the County a perpetual, non-revocable, non-transferable, and non-exclusive license to use the software and documentation related to the application.

Warranty and Maintenance Support

- The warranty period is to begin on the day of system acceptance as opposed to installation date.
- Bids must describe the software vendor's approach to releasing upgrades. This discussion must include information about the timing and testing of releases and any potential costs related to upgrades. It must also include the acceptance procedures for scheduled system upgrades. If software becomes available on new hardware platforms, databases and/or operating systems, explain the policy concerning existing customers upgrading to the new software version.
- The vendor is required to provide a plan to respond to software problems, software modifications, and general inquiries. Explain how problems unique to Lucas County will be corrected. Explain in what situations Lucas County would incur additional costs and what the price categories would be.
- As long as a maintenance agreement that includes all applications and system software exists between the vendor and the County, the vendor agrees to the following:
 - The vendor will formally notify a designated County employee in writing at least thirty (30) days in advance for authorization to install any tested program enhancements, problem resolutions or changes to any applications or system software; and
 - The vendor agrees not to eliminate, reduce or depreciate any functions performed by the installed software unless agreed to by the designated County employee.
 - The vendor acknowledges that any system down time experienced as a direct result of unapproved System updates by the Vendor to the System may result in relief being provided to the County.
- **All software flaws or issues that arise in the functionality of the agreed System must be resolved at no cost to the County. Any software flaws that impact the ability for Lucas County to meet mandated deadlines must be addressed and fixed within 24 hours of notification of the issue at no cost to the County**

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604

(419) 213-2801

Fax: (419) 213-2803

The following items will only apply to a solution that is installed and hosted on-site at Lucas County:

- The Software/Hardware maintenance agreements must cover on-site application support and telephone support for a twenty-four (24) hour 7 days a week 365 days a year operating window (7 X 24 X 365). There must also be a four-hour response time, on-site or remote dial-up service.
- The County requires the procedure for requesting maintenance and the location from which the repair person will be dispatched be disclosed. The County reserves the right to request, in writing, the qualifications of any person(s) dispatched to provide support or maintenance to the System in advance of service. Moreover, the vendor must describe the Vendor-to-County preferred communications link to facilitate maintenance for remote problem identification and resolution. Quotes must include the problem escalation procedures and identify the location from where the support personnel will be dispatched.

Software Documentation

The Vendor shall provide Lucas County with a complete Data Dictionary including a detailed listing of all tables, views, primary keys, foreign keys, field formats and logical field descriptions. This should include both a report of the required information and an Entity-Relationship diagram.

Documentation shall include all operator and user manuals, training materials, programmer reference manuals, system administration guides, listings, specifications, quick guides and other materials necessary for the proper and successful use of the system. The vendor shall deliver to the County a digital copy of all documentation. The County shall have the right, as part of the license granted hereunder, to make as many additional copies of the documentation as it deems necessary.

Source Code Escrow

The vendor shall provide a CD/DVD formatted copy to the County, privileged from distribution to other persons, of all source code, object code, database layouts and structured software codes and other materials, so that the Dog Warden can replicate in all respects the program of the vendor in the event of the vendor's discontinuance from business, insolvency, catastrophic destruction or **in the event of the termination of the Contract to provide the Animal Control software** in order for the system information to be properly downloaded on to the system of some other provider. If the vendor will not provide the source code to the County, source code escrow will be acceptable. Detailed information must be provided in the Ability To Execute section of the vendor's proposal explaining the source code site, storage and update policies and what elements are stored.

Developer Licensing

If the product provides a Developers API or SDK, this must be specified in the bid response. The vendor must also specify if there is any additional cost for such a product, and whether it is a site license or per developer licensing structure. The vendor must also specify what flexibility or restrictions the County will have in making any type of developer enhancements by in-house staff.

Ideally, the proposed system will efficiently support flat file and web services, XML/SOAP data exchange, where data exchanges can be made in real-time or in batch processes.

Hardware and Infrastructure Specification

The vendor will include a detailed description of the proposed system's infrastructure and architecture supported by an architecture diagram. The proposed system will be scalable in terms of the number of transactions that can be processed and stored (no application software limitations). It will be scalable in terms of number of users, office locations, peripherals and workstations (no application software limitations).

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604

(419) 213-2801

Fax: (419) 213-2803

The vendor must state any minimum network and hardware architecture requirements necessary to install the proposed system. Lucas County requires that the vendor provide specifications and recommendations for all hardware necessary to run the System including, but not limited to servers, external storage, printers, kiosks and bar code scanners. The specifications must include required operating system (minimum version specified), database (minimum version specified), minimum storage requirements (with recommendation for anticipated growth) and minimum memory requirements for each required Server. It should also include specifications for both a Development and Production environment, also to include minimum requirements.

Lucas County will purchase the required equipment, based on the proposed specifications, in order to achieve the greatest cost savings and take advantage of Government pricing. However, the vendor must provide estimated costs for the hardware for County budgeting purposes. The vendor must also specify if there are any hardware items that must be purchased through the vendor due to existing proprietary licensing agreements and list the associated costs for these items.

Data Ownership/Rights

Lucas County will retain full and complete ownership of all data:

- Lucas County will be able to extract any necessary data from the database at any time.
- If necessary, Lucas County will be able to export all of the system data.
- Lucas County should not have to request any vendor assistance or approval to execute read-only queries, run reports or export data from the System.

Safety Laws and Regulations

All work performed by the vendor will comply with all local, state and federal health and safety laws and regulations.

Future Considerations

- The systems proposed should be scalable to, potentially, an unlimited number of users and allow the original application software to be used without modification. The system hardware recommended should have sufficient memory, processor capacity and other necessary resources to support all available users as of the installation date.
- In the future, the Dog Warden must be provided the latest version available in software products quoted by the vendor and such revisions must be provided and installed in the County not later than sixty (60) days after the publication or announcement of such revision.
- The system must accommodate all future statutory changes without limitation, the reporting requirements of the Ohio Revised Code and local rules of Dog Warden. The vendor must install these modifications in the user system not later than thirty (30) days before the effective date of the change as published by the issuing agency. It is the vendor's responsibility to be informed and remain informed of all present and future statutory, administrative, and superintendence rule modifications, and any changes issued by an agency that requires changes in the record keeping or other functions performed by the Dog Warden. The County further requires that these accommodations must be included as part of the application software support agreement.

Presentation/Demonstration Requirement

Lucas County will require selected vendors to setup and demonstrate a test environment at a date following the initial review of proposals. Selected vendors will be contacted to schedule their demonstrations. The vendor will be responsible for all presentation equipment, and must notify Lucas County at least 5 business days prior to the visit of any necessary requirements.

In addition, Lucas County may require that vendor arrange and facilitate site visits to other Dog Warden facilities using the proposed system in a production environment.

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604

(419) 213-2801

Fax: (419) 213-2803

7.0 PROPOSAL FORMAT AND CONTENT

The following list specifies the items to be addressed in your proposal. Please read it carefully and address it completely, in the order, and under the heading number as listed to facilitate Lucas County's review of proposals. Each new number section shall start a new page in the proposal package. Furthermore, each question being answered shall be referenced from this section. Any ancillary information that may not be specifically referenced in these criteria can be added to the end of the content section.

In addition to this proposal information, the "financial portion" of the proposal, including all BID FORMS from SECTION B Pricing Sheet shall be submitted. The financial proposal shall be opened from the Vendor if the functional proposal meets the minimum criteria. The consulting services proposal shall be submitted as prescribed in this document.

Proposals shall be organized into the sections identified below. The content of each section is detailed in the following pages.

1. Signed Authentication of Proposal
2. Transmittal Letter
3. Table of Contents
4. Executive Summary
5. Understanding and Background
6. Ability to Execute
7. Financial Proposal and Cost Forms
8. Signed Affidavits – contained in Section A of ITB

7.1 Signed Authentication of Proposal

The Vendor will sign and return the proposal cover sheet and print or type her/his name, firm, address, telephone number and date. The person signing the offer must initial erasures or other changes. An offer signed by an agent is to be accompanied by evidence of his authority unless such evidence has been previously furnished to Lucas County Support Services.

7.2 Transmittal Letter

The Transmittal Letter accompanying the proposal shall be in the form of a standard business letter and shall be signed by an individual authorized to legally bind the Vendor. It shall include:

1. a statement referencing all addenda to this proposal issued by **Lucas County** and received by the Vendor. If no addenda have been received, a statement to that effect should be included,
2. a statement that the Vendor's proposal shall remain valid for thirty (90) days after the closing date of the receipt of the proposals,
3. a statement that the Vendor will accept financial responsibility for all preparation & travel expenses incurred for Vendor's presentations (if required,), and
4. a statement that summarizes any deviations or exceptions to the proposal requirements, and includes a detailed justification for the deviation or exception.

7.3 Table of Contents

The Table of Contents shall include a clear and complete identification of materials submitted in sufficient detail to facilitate easy reference by proposal sections, attachments, and page numbers.

7.4 Executive Summary and Proposal Overview

The Executive Summary and Proposal Overview shall condense and highlight the contents of the proposal in such a way as to provide the technical review committee with a broad understanding of the entire proposal. The Executive Summary shall be limited to one page.

7.5 Understanding and Background

Vendor shall specifically state their understanding of the needs of **Lucas County**, the background and capabilities of their software and service organization regarding the stated needs, and why they believe that they are the best qualified to meet those needs.

7.6 Ability to Execute**7.6.1 Vendor Information and Vendor profile**

The purpose of the Vendor qualifications section is to determine the ability of the Vendor to respond to this proposal. Vendor must describe and offer evidence of their ability to meet each of the qualifications listed below as well as the functional and technical requirements defined in Appendix A.

Vendor must provide a descriptive profile of their vendor including the following:

- date vendor established
- partnerships
- gross sales for 2011
- location of offices
- number of total employees
- number of total clients

Vendor must document their capability to implement the complete Animal Control software suite in an Ohio County environment.

Vendor must document their capability to provide functional/business expertise for the Animal Control application software:

- to fully integrate across all functional areas
- to provide specific functional expertise in each business area, and
- to satisfactorily enable functionality requirements defined by Lucas County in Appendix A, employing best practices solutions wherever possible.

The Vendor must identify all key personnel, provide resumes for them, and assure their ability to perform at indicated work levels. Key personnel are defined as the Vendors Project Manager and any Consultant employees spending at least twenty-five percent (25%) of their time on the project and who will give the project priority status. Lucas County expects that these personnel will be assigned as needed to achieve the implementation timeline. No changes in key personnel can be made without prior written consent of Lucas County. Replacement of such personnel, if approved, shall be with personnel of equal ability and qualifications.

During the course of the contract, Lucas County reserves the right to require the Vendor to reassign or otherwise remove from the project, without cause or further explanation, any Vendor employees found unacceptable by Lucas County.

Vendor must explain how each consultant would be assigned during each phase of the implementation project life cycle. Please provide an estimate of the total hours each consultant will be assigned to each phase of the implementation.

Vendor must provide resumes for each consultant who may be assigned to perform duties or services required in this document. Resumes should be detailed and include at least the following information:

1. education (school & year graduated),
2. current position in the firm,
3. detailed employment history,
4. experience with Animal Control or shelter software,
5. the project function to which the individual will be assigned, and
6. percent of time employee will be on project.

At the conclusion of the contract, the Vendor must demonstrate that sufficient knowledge transfer occurs for Lucas County to be able to independently manage, upgrade, and enhance the software systems. The Vendor must ensure that Lucas County staff has full technical understanding and functional expertise in both the base software and any modifications or proprietary add-ons which the Vendor implements. Vendor must provide a strategy that will be used to ensure that these requirements are achieved.

Vendor must identify the specific individual(s) proposed as team manager(s), and provide his/her résumé, qualifications, background, and references; Lucas County reserves the right to accept or reject any proposed or assigned project team manager, without cause, without regard to assignment and at any time during the duration of the project.

Vendor must include a functional staffing plan, indicating the number, timeline, characteristics and schedule for the consultants proposed to support the project.

Provide a minimum of three (3) resumes of functional consultants.

Vendor should propose a technical staffing plan, indicating the number, characteristics, and schedule for the consultants proposed to support the Lucas County project.

Provide at least three (3) resumes of technical consultants.

7.6.2 Client References

The size, type, nature, mission, and technological status of the institutions that the Vendor considers among its client base has an effect upon the expertise, direction, knowledge of best practices, and technical/functional support and expertise available to a prospective client. The measure on this criterion will be the extent to which the client base reflects like institutions, institutions of similar geographic dispersion, and institutions of compatible technological aims.

Lucas County will closely review each Vendor's client base for demonstrable experience with implementing Animal Control software in comparable institutions as defined previously. At its discretion, Lucas County may reject proposals from Vendors that cannot show successful experience of implementing Animal Control software at a substantial number of comparable institutions. The Vendor must submit a complete list of all local government clients or animal shelters including dates of engagement. Indicate software modules contracted for and status, i.e. implementation in progress or operational. Any of these clients may be contacted for reference. Vendors should also note any experience the Vendor has had with other Counties in Ohio.

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604

(419) 213-2801

Fax: (419) 213-2803

The Vendor must provide evidence of, and references from, at least three (3) comparable clients at which the Animal Control systems defined previously have been implemented, to support the day to day needs of the client Lucas County's administrative functions. Provide contact information for each reference which should include name, address of the organization, contact person and phone number,

- A) Comparable clients to Lucas County must have as a minimum:
1. an employee base (Dog Warden) of 25 or more
 2. an annual budget (Dog Warden) in excess of \$2 million, and
 3. facilities which take in over 3,000 dogs per year

7.6.3 Implementation Methodology/Project Approach

The Vendor must describe its methodology and procedures for minimizing modifications to the base software. This section must also address the effect of modifications on the software warranty and on support provided under the support agreement.

Lucas County is particularly concerned about controlling project "scope creep." Vendor must propose alternatives in their responses as to how project scope can be successfully managed and changes minimized.

Describe in detail the methodology, staffing (both the Vendor's and Lucas County's) and other resource requirements to perform an implementation scoping analysis, which will serve to determine requirements and responsibilities for the software. Describe the results of this process and provide an example from a previous implementation project. Describe how the results of this analysis can be used to guide the ensuing implementation phases.

Describe the methodology used by your firm to achieve successful implementation, conversion, and process redesign in county environments similar to those of Lucas County within a restricted timeframe and budget. Provide sufficient detail (three pages or less) for Lucas County to understand how this methodology works and why it is well suited to Lucas County's needs.

Details must include but not be limited to:

1. the method used for gathering information to analyze the existing systems and processes at Lucas County,
2. the method for identifying which current Lucas County business processes can be "value added" with the software and which should be retained essentially intact,
3. fit/gap analysis techniques,
4. the proposed tools for data conversion and data mapping,
5. a description of data conversion/data mapping tools. (Note: If you do not supply your own toolset or procedures, instead relying on a third party toolset, please indicate what toolset you use or prefer and what cost is added to the contract for this software. Also indicate if data conversion/data mapping tools will be retained by Lucas County after project completion),
6. the proposed tools and techniques to be used for developing and managing the implementation schedule and associated resources,
7. a sample implementation plan using these tools,
8. a sample project plan based on your understanding of Lucas County project,
9. a description of any other methodology used in the implementation process, and
10. a training plan for both technical and functional staff members.

Describe the services and resources that your firm would provide in assisting in the implementation of the applications described herein. This description should include your perceived role in project management support, planning, technical services, functional expertise, and product expertise.

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604

(419) 213-2801

Fax: (419) 213-2803

In the context of the scope of the work described in this document, identify additional recommended in-house resources (both technical and functional areas) that Lucas County should consider for the successful completion of this project. Include job titles, numbers and percentages of dedication for all Lucas County employees recommended for this project. Please provide both minimum and optimum recommended resources. Also, provide a comprehensive organizational chart and anticipated team reporting structure reflecting both consultant and Lucas County staffing.

List the physical resources needed for the project that should be provided by Lucas County.

The consultant should be responsible for alerting Lucas County management of any situation or condition that could jeopardize major target completion dates. Document your vendor's standard practice with respect to such notification.

Typically, the vendor provides continued implementation assistance beyond defined target completion dates at no additional cost if the failure to meet the defined target dates is due to the vendor's failure to adequately complete assigned responsibilities. Document your vendor's policy regarding this responsibility.

Describe other services that your vendor can provide to support Lucas County's efforts with this project and in achieving Lucas County's overall goals and objectives.

Describe your methods for ensuring a complete "knowledge transfer" such that Lucas County will be fully capable of managing the system while it is being implemented and beyond. Provide examples of this type of work at comparable client sites.

7.6.4 Implementation Schedule

Actual detailed implementation schedules with start/end dates and associated resource requirements schedules (e.g. staffing) for each module/application will need to be developed jointly between the Consultant and Lucas County. In response to this document, consultants must:

1. Provide the hierarchical outline (work breakdown structure) for major activities included in the project
2. Provide a Gantt chart with realistic time frames representing key milestones, project activities, and deliverables.
3. Describe the roles, responsibilities, and number required for the consultants, as well as Lucas County technical and business staff.

7.6.5 Expense Management

Lucas County is particularly concerned about controlling costs during the implementation process. Vendor should make special efforts to suggest innovative and flexible pricing options for Lucas County to consider. Also, Vendor should propose options for reducing costs wherever possible, **especially travel and living expenses.**

Describe how consulting services could be provided through methods other than face-to-face meetings, e.g., email, telephone, video conferencing, net meeting, etc. How could these alternatives provide cost savings to Lucas County?

In what other ways can your firm reduce costs and maximize project efficiency? For example, are there ways to reduce travel expenses or consultant local living expenses? What cost saving mechanisms have been employed at other client sites? What creative cost saving mechanisms are you willing to suggest for possible use at Lucas County? Are there leasing options which can be pursued to minimize the budget impact of upfront costs for hardware or software?

7.6.6 Maintenance and Support

The vendor is required to provide a copy of their standard support agreement which should include the following:

- Hours of support for onsite and offsite including typical response times.
- Approach used to respond to software problems and general inquiries
- Approach to release of upgrades and associated costs.
- Duration of support for a specific release
- Approach to supporting all statutory requirements including duration of support and associated costs
- Source code escrow information

8.0 Financial Proposal

The Financial Summary Form shall contain the complete financial offer made to **Lucas County** using the format contained in SECTION B. **All financial information must be submitted in a sealed envelope.** The BID FORMS shall contain the complete financial offer made to Lucas County.

CRITERIA

An award will be made to the provider based on the following criteria. The weighting of the importance of the criterion is presented as well.

5	Cost	20%
5	Features and Functionality	40%
5	Completeness of bid response	10%
5	Project Approach	20%
5	Quality of References	10%

Lucas County Board of Commissioners reserves the right to reject any and all proposals, to waive minor technicalities and to request a re-bid through the bid process. Lucas County reserves the right to conduct site visits of proposed facilities (at County expense) to determine capability of the vendor to perform.

PROPOSAL SUBMISSION CHECKLIST

- ⇒ Proposal, plus one photocopy refer to Proposal Format and Content on page 9 of Specifications and Pricing
- ⇒ Pricing Sheet

Note To Vendors: Deadline for questions regarding this document are due one week after receipt. Direct all questions to:

Jessica Poupard
419-213-2804
jpoupard@co.lucas.oh.us

Pricing Sheet

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604
(419) 213-2801 Fax: (419) 213-2803
15

Name of Vendor: _____

Contact Name: _____

Contact Phone: _____

Contact Email: _____

Description	One-Time Cost	Annual Recurring Cost
Animal Control software license & annual support		
Third Party software license & annual support (if applicable) - itemize		
Database license – RDBMS & annual support:		
Customizations – summarized from Appendix A		
Implementation services		
Travel expenses		
Total cost of ownership		
Total cost Not-To-Exceed Purchase option (see note below)		
Total cost Not-To-Exceed Lease-to-Own option (see note below)		
Total cost Not-To-Exceed Hosted solution (see note below)		

Note: Indicate pricing options available from vendor for software purchase/perpetual license, leasing options or a hosted solution. The total cost of ownership should include all hardware and 3rd party purchases or leases.

APPENDIX A – DETAIL REQUIREMENTS

Computer System Requirements

Must Have

1. Tracking of people
 - a. Adoptions
 - b. Redemptions
 - c. Surrenders
 - d. Complaints
 - e. Dog owners
 - f. Dog bite victims
 - g. Citations
 - h. People denied adoption (and when/why)
 - i. Witnesses
 - j. Staff
 - i. Restrictions by staff type/person on what they can see/do/change
 - k. Volunteers
 - i. For all people must allow (but not require all)
 1. Name
 2. Address
 3. Phone
 4. Email
 5. Multiple names/people at an address
 6. Driver's license number
 7. SS#
 8. DOB
 9. Previous address
 10. Minor children (dog bite victims)
 - ii. For all people must allow search by the following fields
 1. Name
 2. Address
 3. Phone
 4. DL#
 5. SS#
 6. Previous address
2. Tracking of dogs
 - a. Intake
 - i. Surrender
 - ii. Surrender for euthanasia
 - iii. Impound
 - iv. Must be customizable to limit breeds/species/colors/etc. to dog related categories
 - v. For all dogs must allow (but not require all)
 1. Breed (primary, secondary and mix)
 2. Sex
 3. Sexual status (intact v. s/n)
 4. Color (primary and at least secondary)
 5. Age
 6. Other descriptive fields (ears, eyes, tail, etc.)
 7. Weight
 8. Name
 9. Cage number
 10. Collar
 11. Identification
 - a. License
 - b. Rabies tag
 - c. Microchip
 - d. Other
 - e. Contact resulting from identification – calls, emails, etc.

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604

(419) 213-2801

Fax: (419) 213-2803

- 12. Medical
 - a. Vaccines
 - b. Spay/neuter
 - c. Medications
 - d. Illness/injury/treatment
 - e. Heartworm test results
 - f. Physical exam results
- 13. Hold time
 - a. No license
 - b. License
 - c. Microchip
 - d. Quarantine
 - e. Special hold
- 14. Location found
- 15. Date found
- 16. Characteristics
 - a. Housetrained
 - b. Crate trained
 - c. Used to children
 - d. Used to cats
 - e. Used to other dogs
 - f. Ever bitten?
 - g. Adoption restrictions
- 17. Behavior Evaluation results
- 18. Kennel cards
- vi. Must be searchable by
 - 1. Breed
 - 2. Name
 - 3. Cage Number
 - 4. location found
 - 5. date of intake
 - 6. pound identification number
 - 7. License #
 - 8. Microchip #
- vii. Receipt
- b. Redemption
 - i. Tie to person
 - ii. Calculate costs (impound, boarding, license, optional medical, etc.)
 - iii. Did the dog leave or not leave yet
 - iv. Receipt
 - v. Citations
 - vi. Redeem/surrenders
 - vii. Declarations (nuc, dang, vic)
- c. Adoption
 - i. Tie to person
 - ii. Calculate costs
 - iii. Did the dog leave or not leave yet
 - iv. Receipt
 - v. Track adoption denials
 - vi. Returns
- d. Transfer
 - i. Tie to organization
 - ii. Calculate costs
 - iii. Did the dog leave or not leave yet
 - iv. Receipt

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604

(419) 213-2801

Fax: (419) 213-2803

- v. Spay/neuter after leaving tracking
- vi. Tie dog to eventual adopter (from other org)
- e. Euthanasia
 - i. At emergency vet
 - 1. Date/Time
 - 2. Reason
 - ii. Here
 - 1. Date/Time
 - 2. Who performed
 - 3. Who approved
 - 4. Reason
- f. Status
 - i. Need to be able to tell at a glance who is waiting for the following:
 - 1. end of impound time
 - 2. end of quarantine
 - 3. behavior evaluation
 - 4. recovery from illness
 - 5. spay/neuter
 - 6. physical
 - 7. to be transferred
 - 8. to go home
 - 9. to be euthanized
 - ii. Need to be able to tell at a glance:
 - 1. who is still in the building
 - 2. who should be in what cage
 - 3. what cages are empty
 - 4. who is available for adoption
 - 5. who is on hold for adoption
- g. Reports
 - i. In any given time period specified (day, week, month, month to date, year to date, year, etc.) need to be able to tell the following:
 - 1. number of dogs and number of puppies and number of pit bull type dogs:
 - a. adopted
 - b. surrendered
 - c. impounded
 - d. redeemed
 - e. redeemed and surrendered
 - f. Transferred by transfer partner (so many TAHS, so many PPI, etc.)
 - g. Euthanized
 - h. Spayed/neutered
 - 2. Bite statistics
 - a. By area/location
 - b. By age of victim
 - c. By breed of dog
 - d. By time period
 - e. Owned dog vs not
 - f. Happened while dog is loose vs not
 - g. Bites that required medical attention vs not
 - h. Biting dogs that were declared (nuc, dan, vic) vs not
 - i. Owners that received citations vs not
 - j. Biting dogs that had a license vs not
- 3. Tracking of field services
 - a. Complaints
 - i. Complainant information

Lucas County Dog Warden, 410 S. Erie,
Toledo, OH 43604

(419) 213-2801

Fax: (419) 213-2803

1. track as any other person
- ii. Dog owner information
 1. track as any other person if name/address available
 2. may only have address
- iii. Complaint information
- iv. Complaint type (drop down menu)
- v. Complaint priority (assigned based on type)
- vi. When dispatched and to what unit
- vii. When completed and by what unit
- viii. Resolution/description of events
- ix. Dog(s) description
- x. Dog licenses
- xi. Citations issued
- xii. Attack report
 1. Dog owner info (as person)
 2. Victim info (as person)
 3. Location where bite occurred (searchable by text)
 4. Dog info (as dog)
 - a. License info
 - b. Rabies vaccine (vet given, exp. date)
 5. Attack date/time
 6. Circumstances surrounding attack
 7. Who report is taken by (could be multiple people)
 8. Is dog being declared (nuc, dang, vic)
 9. Was dog previously declared (nuc, dang, vic)
 10. Citations issued
- xiii. Log of all contact with the case that tracks what staff member did what

Would be Nice

1. Track controlled substances use and inventory
2. Generate letters (your dog is here)
3. Pictures of dogs
4. Upload to petfinder automatically
5. Bar codes
6. Printable collars
7. Alerts – medications needed, vaccines due
8. Tablet friendly
9. Phone friendly
10. Lost & found match ups
11. License system option for County to use
12. License system option that they operate
13. Retail tracking – inventory, bar codes, pricing, etc.
14. Surgical scheduling
15. Charts & graphs
16. Breed request match up (I am looking to adopt a poodle...)
17. On-site training
18. Data conversion assistance
19. Free assistance with problems
20. Automatically registers microchips with HomeAgain
21. volunteers log in to track their hours
22. GPS tie in to GPS in trucks
23. Computerized dispatching
24. Ability to tie in to large screen in lobby to list adoptable dogs
25. Complaints viewable on map

From: Tom Schmick <tschmick@gmail.com>
To: "Julie Lyle" <jlyle@co.lucas.oh.us>
Date: 10/17/2012 11:28 AM
Subject: Re: Follow up on request for proposal

Hello Julie,

The details of your RFP are beyond the scope of ARK Software

Thanks,

-Tom

Thomas A. Schmick, President
ARK Software
2032 Cynthia Drive
Tallahassee, FL 32303
850.445.3827
<http://www.arksoftware.com>

At 10:24 AM 10/17/2012, you wrote:

>Hello,

>

>We sent you a request for proposal on October 3, 2012, and have not

>yet received a response. If the product/services requested are

>beyond the scope of your capabilities, please just let us know that.

>We would appreciate hearing something from you on the request as

>soon as possible.

>

>Thank You,

>

>

>Julie Lyle

>Chief Dog Warden of Lucas County

>410 South Erie Street

>Toledo, OH 43604

>(419) 213-2800

Julie Lyle - Follow up on request for proposal

From: Mike Murphy <mike@petpoint.com>
To: "jlyle@co.lucas.oh.us" <jlyle@co.lucas.oh.us>
Date: 10/17/2012 3:35 PM
Subject: Follow up on request for proposal

Hi Julie,

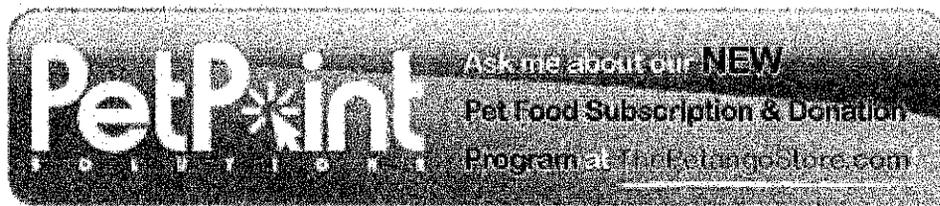
Thank you for sending us a request for proposal. Unfortunately, your request is outside the scope of what we provide so we will not be submitting a proposal at this time.

Thank you again for contacting us, and best of luck in your search.

Sincerely,

Mike

Mike Murphy | Regional Director Shelter Outreach | CT:DC:DE:MD:OH:PA:VA | **Pethealth Inc.**
phone: 866.630.7387 x267 | mobile: 203.893.8471 | fax: 866.409.8940 | email: mike@petpoint.com
3315 Algonquin Road E. | Rolling Meadows, IL 60008 | USA





www.co.lucas.oh.us

**Lucas County
Information Services**

Cynthia Waldmannstetter,
PMP
Director

One Government Center
Suite 400
Toledo, OH 43604

419.213.4642 Voice
419.213.4024 Fax

Date: Dec. 6, 2012
To: Anita Lopez, Secretary of Data Processing Board
From: Cynthia Waldmannstetter, LCIS Director *CW*
Re: Request to purchase OnBase Unity client

Lucas County Information Services is requesting to purchase the Unity Client Server software from Hyland Software. This software will allow us to standardize client viewing of images using a common user interface. By doing this, LCIS to will reduce complexity and cost of future system upgrades beginning with Release 12.

The OnBase Unity client software is solely provided by Hyland Software. The cost of the software is \$8,060 and has annual support charges of \$967.20 per year. Total outlay is \$9,027.20 from LCIS' 2012 Operating Budget in line item account 530100. Funds are available.

Please refer to attached quotation for more detail information.

ONBASE ORDER SUMMARY

PURCHASE ORDER:		HSI #	3495
DATE¹:	Thursday, July 26, 2012	HASP TYPE:	
VENDOR NAME:	Hyland Software	CUSTOMER NAME:	Lucas Co Information Services
VENDOR ADDRESS:	28500 Clemens Road Westlake, OH 44145	CUSTOMER ADDRESS:	One Government Center Toledo, Ohio 43604
VENDOR CONTACT:	Trevor Dixon	CUSTOMER CONTACT:	Sandy Lewandowski
VENDOR PHONE:	440-788-5745	CUSTOMER PHONE:	419.213.4227
VENDOR FAX:	440-788-5104	CUSTOMER EMAIL:	slewandowski@co.lucas.oh.us
VENDOR EMAIL:	trevor.dixon@hyland.com		

ONBASE PRICING

Product Name	Product Code	OH State Term Contract Price*	Qty	Extended Price	Maintenance	Total*
Unity Client Server	UNIP1	\$8,060.00	1	\$8,060.00	\$967.20	\$9,027.20

*Pricing is per Ohio State Term Contract# STS-033. The maintenance period is from August, 2012 through March 31, 2013 to match current maintenance renewal schedule. "Total" is comprised of "Extended Price" + "Maintenance."

TOTAL HYLAND SOLUTION

TOTAL AMOUNT DUE **\$9,027.20**

NOTE: If you are generating a Purchase Order from your purchasing system, please include all of the detail listed above and fax to 440-788-5745 or email it to trevor.dixon@hyland.com

NOTE 2: If you would like to use this document as your Purchase Order, please include a PO number at the top (this can be whatever you want it to be, today's date for instance. It helps us track the PO.) Please fax the Purchase Order to 440-788-5745 or email it to trevor.dixon@hyland.com

All pricing is valid for 30 days

Thank you for your continued interest in

OnBase[®]
a hyland software solution

¹ Pricing contained in this document is valid for 30 days from date of issue.