

IT / EQUALIZATION COMMITTEE

Kimberly L. Murphy
County Administrator

301 N. Main St, Adrian, MI 49221
p: 517-264-4508 | f: 517-264-4512
lenawee.mi.us



MEMBERS

Chris Wittenbach, Dawn Bales, Dustin Krasny

MEETING LOCATION

Chambers
301 N. Main Street
Adrian, MI 49221

AGENDA: Thursday, June 2, 2022 – 1:30 p.m.

- I. Approval of Minutes – May 5, 2022**
- II. Information Technology**
 - A. Finance Report
 - B. Department Reports / System Concerns
 - C. IT Report
 - D. Updates / Other Business
- III. Equalization**
 - A. Updates / Other Business
- IV. Public comment**
- V. Adjournment**

Capital Fund - Technology Division
May 31, 2022
UNAUDITED

Proj #	DESCRIPTION	BUDGET	PTD	BALANCE
REVENUE PROJECTS				
TECH2201	Quarterly Appropriation	363,720.00	90,930.00	272,790.00
		<u>363,720.00</u>	<u>90,930.00</u>	<u>272,790.00</u>
EXPENSE PROJECTS				
TECH1902	VIQ Courtroom Project	91,115.29	90,767.48	347.81
TECH2102	Cisco Phone Refresh	50,000.00	2,472.78	47,527.22
TECH2104	Detective Room Video Jail	35,000.00	-	35,000.00
TECH2202	2022 Computer Replacement	50,000.00	8,206.70	41,793.30
TECH2203	Server Replacement Project	60,000.00	-	60,000.00
TECH2204	Badge/Card Printer/Software	7,000.00	4,554.35	2,445.65
TECH2205	Access Control Project	10,000.00	-	10,000.00
TECH2206	Maintenance Department	12,200.00	-	12,200.00
TECH2207	Medical Examiners' Office	9,900.00	-	9,900.00
TECH2208	Citrix Upgrade	40,478.00	-	40,478.00
TECH2209	Firewall Upgrade	44,050.00	30,774.19	13,275.81
		<u>409,743.29</u>	<u>136,775.50</u>	<u>272,967.79</u>
NET CHANGE IN FUND		(46,023.29)	(45,845.50)	(177.79)

Standing of Capital Fund: Technology Division as of 05/31/2022

Beginning fund balance:	246,782.43
2022 revenues:	90,930.00
2022 expenses:	<u>61,612.44</u>
Current fund balance	276,099.99



Information Technology Work Report

-

For the month of
May 2022



LENAWEE COUNTY
MICHIGAN

Action Request Form

To: IT/Equalization Committee

Date of meeting: June 2, 2022

FROM: B. Castleberry

Title: Case Management System

DEPT: Prosecuting Attorney's Office

Description of request	Summary: OnBase (case management system) continues to have maintenance issues. There have been 20 days of down time since the 4/18/22 upgrade. The maintenance fee cost \$51,000 annually. An alternative solution, Karpel's Prosecutor -specific case management system, has been thoroughly reviewed and promises to be more efficient. It may also be used by law enforcement and the public defender's office. Request: Recommend to Personnel/Ways & Means the approval of \$184,800 out of General Contingency for the purchase of the Karpel case management system; with an annual service agreement of \$43,200.
Amount Requested:	\$184,800
Account Number:	
List Attachments:	Letter of Intent, Current Service Charges

Prepared by BC/bb

Upcoming agenda items shall be reported to the Administrator at least seven **(7) days prior** to the meeting. All supporting information shall be submitted to the Administrator's Office no later than **3:30 pm the day preceding** the meeting, or by noon on the day of scheduled evening meetings. Exceptions may only be approved by the Chairperson, or in his/her absence, the Vice Chairperson of that Committee.



R. Burke Castleberry, Jr.
Prosecuting Attorney

Chief Assistant Prosecutor
Jacqueline V. Wyse

Senior Trial Prosecutors
Douglas Hartung
Angela J. Borders
Isaac D. Snead
Phebie Mier

Chief Appellate Prosecutor
Jennifer L. Bruggeman

Assistant Prosecutors
Mark A. Bruggeman
Christopher Fleming
Alexander Bayoneto

Issues for CJC – May 2022

Our case management system, OnBase was upgraded starting on 4/18/22. Since then we have seen our productivity decrease to almost 0% for 20 days following our go-live date of 4/18/22. We currently are at about 60% productivity with issues still being resolved and no time frame of when these will be completed. During our 8 years with OnBase, issues that arise take several hours and sometimes the span of several days to resolve as the Customer Care Team is not familiar with our customizable product. They charge an exorbitant amount to fix issues. Currently we pay \$51,000.00 for an annual maintenance fee.

A demonstration of Karpel's Prosecutor-specific case management system was presented to our office on 5/17/22. This program promises to be more efficient for our office and for Law Enforcement with the potential of having a case management system for the Public Defender's Office in the future. We are requesting immediate approval for this new system. The initial quote and annual maintenance fee are attached.

Due to triple the amount of court cases our office is currently handling due to COVID restrictions from the last 2 years and our OnBase system operating at 60%, we are requesting a temporary staff member and also immediate approval of overtime for our current support staff.

Office space continues to be an issue for the office. We are currently checking on options to lease space as a temporary fix until such time as a permanent solution is found.



Maintenance Invoice

ImageSoft, Inc. 13-Image Soft, LLC.
200 W. 2nd St.
582
Royal Oak, MI 48068
248 948-8100 option 0 Finance Dept. #
MaintenanceRenewals@imagesoftinc.com

Date	Maintenance
10/21/2021	MAIN5036

X-247 Terry Grier Lm3610/21 to verify correct vendor info
Maintenance Period:
1/1/2022 - 12/31/2022

Lenawee County
301 N Main St

Adrian, MI 49221-2714

P.O. No.	Due Date	Rep
PROFORMA	12/1/2021	TZARZYCKI

Item	Description	Qty	Serial Number	Maint. End Date	Cost	Total
OnBase Software						
OB-ARMP11-R	OnBase Archival API Maintenance	1		12/31/2022	\$0.00	\$0.00
OB-DPMPW1-R	OnBase Document Import Processor Maintenance	1		12/31/2022	\$1,181.79	\$1,181.79
OB-GV-B-MU2-CTMPN1-R	Local Government Named User Client Maintenance	26		12/31/2022	\$94.54	\$2,458.04
OB-GV-B-MU2-DSMP11-R	OnBase Local Government Distriuted Disk Services Maintenance	1		12/31/2022	\$472.71	\$472.71
OB-GV-B-MU2-M-R	OnBase Local Government Licensing Bundle Maintenance	1		12/31/2022	\$3,485.08	\$3,485.08
OB-GV-B-MU2-TIMPW1-R	OnBase Local Government Production Doc Imaging (TWAIN) Maint	1		12/31/2022	\$472.71	\$472.71
OB-GV-B-MU2-WLMPN1-R	OnBase Local Govt Workflow Named User Client SL Maint.	26		12/31/2022	\$165.46	\$4,301.96
OB-PTMPC1-R	OnBase Virtual Print Driver Maintenance	1		12/31/2022	\$1,181.79	\$1,181.79
ImageSoft Software						
IS-IDCV-M-R	ImageSoft iDocConverter Maintenance	1		12/31/2022	\$1,133.00	\$1,133.00
IS-IJLA-LEAP	TrueFiling for Law Enforcement One Year Sub Large Agency	1		12/31/2022	\$6,000.00	\$6,000.00
IS-IJPA-IDA1-M-R	ImageSoft iJustice PA - iDocArchive for PACC Maintenance	1		12/31/2022	\$1,545.00	\$1,545.00

Item	Description	Qty	Serial Number	Maint. End Date	Cost	Total
IS-IJPA-IDP1-M-R	ImageSoft IJustice PA IDocArchive Print Driver 10pk Maint.	1		12/31/2022	\$72.10	\$72.10
IS-IJPA-PPI1-M-R	ImageSoft IJustice PA - PACC Integration Maintenance	1		12/31/2022	\$1,545.00	\$1,545.00
IS-IJPA-PWM1-M-R	ImageSoft iJustice PA Warrant Manual Integration Maintenance	1		12/31/2022	\$1,545.00	\$1,545.00
IS-IJSM-LEAP	TrueFiling for Law Enforcement One Year Sub- Small Agency	5		12/31/2022	\$1,500.00	\$7,500.00
IS-TC-UNL	ImageSoft TrueCertify Annual Subscription	1		12/31/2022	\$3,200.00	\$3,200.00
IS-TSIGN-M-R	ImageSoft TrueSign Custom Signature Module Maintenance	1		12/31/2022	\$2,060.00	\$2,060.00
Prorated 1/1/2022 - 6/30/2022						
IS-IDC-M-R	ImageSoft iDocCreator Maintenance - End of Life	1		6/30/2022	\$1,500.00	\$1,500.00
Services						
IS-CUSTOMER CARE-R	ImageSoft Customer Care Package	1		12/31/2022	\$4,150.00	\$4,150.00
IS-EXTSERV	ImageSoft Extended Service Fee - LEAP			12/31/2022	\$6,750.00	\$6,750.00
PLEASE NOTE: Per Hyland, there is no longer a grace period for renewal payment. Any renewals not paid by 12/31/2021 will incur a 10% late fee. <i>Effective January 1st, 2022 ImageSoft Software Annual Maintenance will include a 3% increase to help further advance the products you use on a daily basis. This increase has been applied and is reflected on your current maintenance renewal invoice.</i>				Total: \$50,554.18		

Sales Tax has been calculated based on rates current as of invoice date. Customer is responsible for any tax increases based on payment date and for self-assessing any applicable taxes if none are collected.

**Bill To**

Information Technology
150 W. Maple Ave.
Adrian, MI 49221

Ship To

Information Technology
150 W. Maple Ave.
Adrian, MI 49221

Purchase Order

No. 2021-00001541

10/25/21

Vendor 15118 i3-ImageSoft, LLC.**Deliver by**

10/21/21

Contact

i3-ImageSoft, LLC.
200 W. 2nd Street, # 582
Royal Oak, MI 48068

Ship Via**Freight Terms****Originator**

IT - Collins Lorelee

Resolution Number

Quantity	U/M	Description	Unit Cost	Total Cost
1.0000	Ea	* Service Contract	\$50,554.1800	\$50,554.18
<i>Item Description</i> IT - Annual SSMA21 PD 2022/12 OnBase				
<i>G/L Account</i>		<i>Project</i>	<i>Amount</i>	<i>Percent</i>
101.228.241-809 (Service Contract)				100.00%

Total Due \$50,554.18

Batch 2021-00002387

Special Instructions

IT - Annual SSMA21 PD 2022/12 OnBase



9717 Landmark Parkway | St. Louis, MO 63127 | (314) 892-6300

INFORMATION TO THE LENAWEE COUNTY PROSECUTOR'S OFFICE FOR A CASE MANAGEMENT SOLUTION

Karpel Solutions

Contact: Brett White, Sales Executive

Phone: (314) 892-6300 x1133 | Mobile: (603) 727-2228

bwhite@karpel.com

May 19, 2022



Executive Summary

Karpel Solutions will provide prosecutor case management software that meets your requirements and is specially configured to match your workflow needs.

We offer an array of advantages over competing vendors, for instance:

PROSECUTORbyKarpel is flexible to your needs

PROSECUTORbyKarpel's configurability distinguishes it from other case management systems. At Karpel, we realize that your agency is unique. You use different workflows, have different reporting needs, use different documents, follow different rules, and need different security privileges,

With PROSECUTORbyKarpel, you are not limited by the needs of "most" agencies. If given the project, we will work with you to learn and define your needs exactly, and then we will configure PROSECUTORbyKarpel to meet those needs.

You can configure PROSECUTORbyKarpel yourself

Besides performing the initial configurations of PROSECUTORbyKarpel for you, we will teach your administrators to configure the software as well. With other vendors, when your needs change, you would need to go through them for expensive customizations. PROSECUTORbyKarpel, on the other hand, can be configured without our assistance.

You still receive all the benefits of a COTS solution

Although PROSECUTORbyKarpel is completely configurable to your needs, from a technical perspective it is the same version that all Karpel's prosecution clients use, allowing you to take advantage of the knowledge, input, documents, and reports of our nationwide client base.

PROSECUTORbyKarpel has been proven by hundreds of prosecuting agencies

PROSECUTORbyKarpel's excellence can be attested to by some of the largest and smallest prosecuting offices in the country. We have worked with prosecuting agencies since our inception, meaning our development and project management teams are very familiar with and skilled in meeting the needs of agencies such as yours.

PROSECUTORbyKarpel includes superior client assistance

To choose PROSECUTORbyKarpel is to choose a vendor that offers extensive and ongoing training, bi-annual version upgrades, experienced project management, and flexible client assistance. Our retention rate, unsurpassed in our industry, attests to the satisfaction of our clients with our products and our service.

Feel free to contact me with any additional questions regarding this proposal at (314) 892-6300 x1133 or email me at bwhite@karpel.com

Sincerely,

Brett White
Sales Executive



Karpel has successfully implemented PROSECUTORbyKarpel in over 600 agencies in 31 states. Our exclusive focus on the justice community means our development and project management teams are very knowledgeable about the needs and requirements of prosecuting agencies such as yours and has great experience in meeting them.

All of our projects involve configuring PROSECUTORbyKarpel to meet our client's specific needs, and many of these implementations have also included large, even state-wide data sharing and data conversion components. Our extensive experience in each of these areas assures you that we have the ability to successfully create and configure your project as well. Our client retention rate, unsurpassed in our industry, attests to both the power of our software and the satisfaction of our clients with our services.

We use our sizeable research and development budget to enhance PROSECUTORbyKarpel according to client requests and our ongoing research into prosecutors' needs. Through our aggressive release cycle, we ensure that PROSECUTORbyKarpel is compliant with the latest technologies (e.g. SQL Server 2019, Windows 11). We are also a Microsoft Certified Partner, giving us the added advantage of having access to technical coordination and advisory services directly from Microsoft.

- Privately held corporation
- Based in St. Louis, MO
- Founded in 1985
- Over 600 client agencies and over 14,000 users
- Extensive experience in creating data sharing and conversion projects
- Adhere to and conform with national integration standards
- Compliant with latest technologies



Figure 1. *Blue states signify Karpel clients*

Why Choose PROSECUTORbyKarpel?

PROSECUTORbyKarpel can be configured to employ your business rules, use your terminology, show the information you want, and generate the documents and reports that are important to you

Prosecuting agencies have been the focus of our company since our inception. In fact, we support over 600 agencies, meaning we have acquired vast knowledge about the needs and requirements of these agencies and great experience in meeting them. Due to our vast client base, Karpel Solutions knowledge and experience enables PROSECUTORbyKarpel to come “out of the box” prepared to meet the data entry, reporting, tracking, documenting, and other needs of most prosecuting agencies.

Nevertheless, PROSECUTORbyKarpel is different from other case management solutions because, while it comes with most of your needed functionality intact, our focus is on providing you with a solution that is specifically aligned to your business processes and needs. PROSECUTORbyKarpel is a “hybrid” solution, meaning that it gives you all the advantages of a commercial product—regular releases, rapid response support team and a nationwide user base of your peers—with all the flexibility of a custom-developed application.

PROSECUTORbyKarpel can be completely customized to meet your unique prosecutor case management needs. If given this project, we will meet with you at the project start to discuss your needs and expectations, and we will configure PROSECUTORbyKarpel to meet those needs. With PROSECUTORbyKarpel, you can configure your screens, terminologies, drop-down menus, business rules, and more without modifying the source code. We will also create customized reports and automated documents for your agency, reporting on the information you need and using the format you want.

Because configurations can be made without altering the source code, as your agency grows and your needs change, you can modify PROSECUTORbyKarpel yourself. Configurations you make will not decrease your compatibility with later releases of PROSECUTORbyKarpel.

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“ Since transitioning to PbK in March of 2019, my office has achieved a level of efficiency I hadn’t previously thought possible. The implementation process was energizing for everyone in the office as we explored all that is possible with PbK and tailored it to our needs. The data conversion, training and ongoing support has been outstanding. PbK allows us to be more adaptable, more innovative and engage in quicker and more effective communication, both internally and externally.”

Daniel McIntosh
County Attorney, Steele
County, MN

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Implementation Description

Karpel’s implementation team will work with you to find out your exact needs and configure your software accordingly

Project Overview

To enable both parties to communicate and establish project expectations and timelines, a Karpel project manager will hold an in-depth planning meeting with your agency’s designated project manager at the start of the project. Depending on what is most convenient for you, we can hold this meeting online, over the phone, or live at your agency (for an additional charge). You will know and be able to give approval for our finalized plans because our project manager will send you a detailed project plan and communications plan.

To ensure all aspects of your project are completed exactly as you require, we will assign an experienced project management team that consists of a project manager, support resource, documentation specialist, and custom developer (if needed).

So that you can maximize use of your new software, you will receive administrator and end user training as part of your project. You can also receive continued training in the form of free webinars and an affordable yearly conference.

Following go-live, your agency and users will have continual access to our support resources for as long as you maintain a support contract.

Client Involvement during Implementation

To ensure your software meets all the goals and requirements you have for it, we seek your input and approval throughout the project. Our project management team will learn your specific goals, workflows, and needs for the software through a detailed planning meeting at the start of the project.

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“I want to thank Karpel for the tremendous job they did converting our data. We now have a database that is usable and helpful for every employee of the office...Most importantly, Karpel has provided an effective tool that increases our ability to prosecute crime in our county.”

--Michael Hunt, Chief
Trial Attorney, Jackson
County, Missouri

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So that your deliverables are created as you want them in the minimal amount of time, we seek your input prior to creating any template, document, dashboard, or other configuration. To ensure that the finished product meets your approval, we have you look over our work when we finish. You will always know exactly what we are doing and what you need to do as our project manager will communicate with your project manager regularly throughout the duration of the project. You largely control how quickly you go live, as the time you dedicate to the project is the key factor in how quickly it can be completed.

The following table helps you organize your efforts through describing the people you need, their responsibilities, and their involvement level. Allocate the roles as it makes most sense for you: for instance, one person can fill multiple roles, or multiple people can fill one role (increasing or decreasing their time commitment accordingly).

Role	Responsibilities
Project Manager	- Coordinate your resources to perform tasks assigned to your agency, as listed in Statement of Work and project plan - Coordinate appropriate personnel and resources for meetings, training, etc. - Serve as Karpel's primary contact throughout project. - Help develop and then approve the Project Plan - Approve and implement the Communication Management Plan & Change Management Plan - Review and sign off on project tasks - Approve and release payments according to payment milestones
PROSECUTORbyKarpel Administrator(s)	Receive administrator training in order to manage the system following implementation.
IT Staff	Provide permissions and workstation setup as needed.
Subject Matter Experts (SMEs)	- Review data - Define office workflows and procedures to aid in system configuration - Define and test documents and reports you want created - Define and test data exchanges and conversions (if applicable) - Receive document & report author training (if applicable)

What's Needed From Your Office for a Successful Project

- Sufficient time for review of data
 - Let's review the "Preload Workbook"
- Sufficient time for data conversion review
 - Verification of 10 cases per year you have used the legacy system
 - This will happen at least three times
- Sufficient time for document conversion
 - Review charging, motions, victim/witness, sentencing and disposition, and civil
 - Review each document by running an event to test document generation
 - 10 minutes per criminal document
 - 20 minutes per civil document
- Timeliness
 - Must be willing to stick to agreed upon timeline and dates
 - Decision-making attorney must respond to emails within 24 hours to keep project moving forward
 - Decision-making attorney must attend:
 - Project kickoff
 - Establishment of timeline
 - Interface definition meetings
 - Document review signoff
 - Data conversion signoff
- You must be able to provide data and document templates from current system within two weeks of contract signature

Professional Services

Software is only one piece of a successful solution implementation. Our client retention rate is due to both the power of our software and the quality of our professional services, some of which include:

- **client-designed solutions**—As a client, you influence the development of your software with your enhancement requests.
- **version upgrades at no additional cost**—You will receive all regular version upgrades, including major releases, at no additional cost for as long as you maintain a support agreement.
- **continued training**—Besides the in-depth training you receive as part of your implementation, you can receive continued training in the form of free webinars and an affordable yearly conference.
- **data conversions**—Take your data with you when you migrate to PROSECUTORbyKarpel. We have successfully converted agencies of all sizes and from all types of custom-built and commercial applications. If desired, we will convert yours as well.

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“ You and your team worked so well with all the employees of the (City of St. Paul) Criminal Division and I have heard nothing but positive feed back from all my colleagues. Not only was the support and training excellent in delivery and content, you guys were just plain fun to work with!”

The Honorable Laura Pietan
10th Judicial District Judge, Former Deputy City Attorney

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Client Services

Through choosing PROSECUTORbyKarpel, you choose a quick response time, friendly service, and free version upgrades

When you experience difficulties with your software, you can quickly receive support via the method most comfortable for you, whether that is through calling or sending an email. If you call, you will nearly always reach a live person immediately, and, unlike many support centers, we won't funnel you through an automated menu system. Our client retention rate is largely due to the satisfaction of our clients with their support.

For as long as you maintain a support contract, you will have access to the following services:

- *Support Personnel:* Access support via telephone or email 24x7.
- *Version Releases:* Receive regular version releases, including major version releases annually
- *Patches:* Receive interim release fixes if necessary

Most support issues are resolved on the spot, while a few may take more time and research to solve.

Resolution times are clearly communicated to you.

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“ I appreciate the continued customer service and the PbK system which has changed the way that we do business for the better.”

David M. Stumbo
8th Circuit Solicitor, South Carolina

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HOSTEDbyKarpel

Karpel Solutions offers prospective clients our hosting environment for their **PROSECUTORbyKarpel** application within our cloud-based **HOSTEDbyKarpel**.

Several years ago, the cloud did not represent an acceptable option. Now, some of our largest installations such as King County WA (Seattle) with 356 users, City/County of Honolulu with 250 users, and Maricopa County AZ (Phoenix), with nearly than 1,000 users use our hosted solution. Our hosted solution has a 99.5% uptime SLA and has a **99.9988%** record over the last ten years. The solution is managed by our system administrators and engineers employed by Karpel Solutions. 24/7/365 monitoring is performed by our technicians and by other systems run by Karpel Solutions. Server maintenance occurs monthly during off hours (weekends) with client notification three business days prior to the scheduled maintenance. External penetration testing and uptime verification is performed by third party systems.

Hosting Partner: Microsoft Azure Government (CJIS, FedRAMP, HIPPA compliant)

Data Encryption: In transit and at rest

Backup: Three separate systems in primary Azure Zone (default is Arizona)

Disaster Recovery: Near real-time replication to secondary Azure Zone (default is Texas)



File type limitation: None

File size limitation: None

Browser Support: Edge, Chrome, Firefox, and Safari

Device Support: Any device with browser and internet

Additionally, every year Karpel Solutions employees with access to the corporate network go through a federal fingerprint check and security awareness training to remain CJIS compliant. Our hosted service includes offsite backup and disaster recovery services provided by replication between two geo-diverse datacenters.

PROSECUTOR by KARPEL

KARPEL
SOLUTIONS

Karpel Solutions hosted services are provided through Microsoft's Azure Government Cloud. Microsoft's Azure Government Cloud is designed to meet the higher-level security and compliance needs for sensitive, dedicated, U.S. Public Sector workloads found in regulations such as United States Federal Risk and Authorization Management Program (FedRAMP), Department of Defense Enterprise Cloud Service Broker (ECSB), Criminal Justice Information Services (CJIS) Security Policy and Health Insurance Portability and Accountability Act (HIPAA). For more information regarding security and CJIS compliance, please go to <https://azure.microsoft.com/en-us/support/trust-center/compliance/>

"We are working from home so having Karpel has been HUGE in getting this accomplished. I am so thankful your business card made it to my desk."
Tammy - Pickaway County Prosecuting Attorney's Office, Ohio

"Not sure I like working from home but so glad we can."
Keli - Tulsa County District Attorney's Office, Oklahoma

"I can't tell you how great it has been to be able to have staff work from home (be)cause we have such a great system."
Barbara - Polk County District Attorney's Office, Oregon

"LOVE having PbK, it's made this work wherever you are possible for our office. Appreciate all you guys do for us!"
Sandy – Ramsey County Attorney's Office, Minnesota

"Now that we're about 6 months in, Becca and I agree we couldn't operate without PbK"
Kelsie – Blaine County Attorney's Office, Montana

PROSECUTOR by KARPEL

KARPEL
SOLUTIONS

Pricing Proposal

Itemized and Total Cost

The following tables show the itemized and total cost for your solution.

Software Products/Licensing	Qty.	Price	Total
PROSECUTORbyKarpel	24	\$2,250	\$54,000
External Agency Portal	1	\$10,000	\$10,000
Total Software			\$64,000

Installation Services	Qty.	Price	Total
PROSECUTORbyKarpel Installation and Configuration	1	\$1,000	\$1,000
Data Preload	1	\$2,500	\$2,500
Client Support Tool, Scanning Tool and System Compatibility Check (per computer)	24	\$50	\$1,200
Total Installation Services			\$4,700

Professional Services	Qty.	Price	Total
Project Management		No Additional Cost	
Pre-Implementation Services (hours, remote)	12	\$150	\$1,800
Data Conversion: ACT/JCT	1	\$15,000	\$15,000
Mock Go-Live and System Administrator Training (30 days prior to go-live, hours, remote)	4	\$150	\$600
Document Template Setup, Training and Conversion of Up To 100 Document (max of 50 Civil) Templates	1	\$2,500	\$2,500
Total Professional Services			\$19,900

Onsite Training Services	Qty.	Price	Total
Onsite Training (days)	5	\$2,400 2 resource	\$12,000
Total Onsite Training Services			\$12,000

Customization Services	Qty.	Price	Total
Interface: CLEMIS - LE	1	\$15,000	\$15,000
Interface: Criminal Histories - eWarrant Broker	1	\$10,000	\$10,000
Interface: VINELINK	1	\$10,000	\$10,000
Total Customization Services			\$35,000

Estimated Travel Expenses \$6,000

Total One-Time Costs \$141,600

Annual Support Services	Qty.	Price	Total
PROSECUTORbyKarpel	24	\$450	\$10,800



Unlimited eDiscovery	1	\$3,000	\$3,000
Interface Annual Support - Criminal Histories eWarrant	1	\$2,000	\$2,000
Interface Annual Support - VINELINK	1	\$2,000	\$2,000
Interface Annual Support - CLEMIS	1	\$3,000	\$3,000
External Agency Annual Support	1	\$2,000	\$2,000
Additional Storage (per terabyte)	18	\$1,000	\$18,000
Hosted Services (per user/year)	24	\$100	\$2,400
Total Annual Support Services			\$43,200

Total First Year Cost \$184,800

PLEASE NOTE THE FOLLOWING:

Sales and/or Use Taxes not included.

The cost of interfaces represents interface development and deployment from Karpel Solutions. There may be a cost from the other vendor that is not reflected here. Please check with the other vendor for details.

Interfaces not currently in production will be considered as "Phase 2" and implemented post-go-live.

The cost of data conversion assumes data is provided in an acceptable format. Please check with your current vendor to determine if they will charge you for extracting your data.



What you should know about researching Case Management Software vendors

Every agency deserves software that is easy to use, functional, intuitive, and responsive, as well as a vendor that stands behind its promises. The process of researching and selecting a software vendor can be difficult and time-consuming, but choosing the right vendor to provide software that fits your needs will make the effort worthwhile. Use the questions below to help you gather information, evaluate vendors, and make the right choice.

1. Karpel Solutions 2. _____ 3. _____

Company Background | What you should know about a software vendor

How many years has the vendor been in business?
 How many clients does the vendor have?
 How many references can the vendor provide?
 How often does a new update become available?
 Can you take advantage of enhancements other clients have requested?
 Has the vendor's software been acquired from buyouts or mergers?
 How many employees does the vendor have?
 What percentage of employees are devoted to development and support?
 Does the vendor aggressively support data sharing?
 Does the company meet strict CJIS compliance requirements?
 Is the company involved in litigation with current/former clients?

Karpel	Vendor 2	Vendor 3
20+		
Over 600		
Over 600		
6 Months		
YES		
NO		
Over 60		
85%		
YES		
YES		
NO		

References | What you should ask agencies about their current vendor

Was the project implemented in the timeframe the vendor promised?
 Was the project within the budget the vendor quoted at the time of signing?
 Were extra expenses discovered after contracts were signed?
 Did the agency receive all the functionality that was originally expected?
 When the agency calls support, what is the vendor's average response time?
 What is the average system uptime and availability?
 Do upgrades/enhancements require new installations on every PC?
 Is 100 percent of system support provided by the vendor or do they use a third party?
 Does the agency know of other sites using the same system?
 How long have you been using their software?
 Was contracting difficult? How long did it take?

Karpel	Vendor 2	Vendor 3

Pricing | What you should know about a software investment

How many user licenses did the vendor include in its pricing, and is it enough?
 Do you have an option for a perpetual license?
 Does pricing include all travel and per diem for the vendor?
 Does pricing indicate what second year support will be?
 Is project management included in the pricing?
 Does pricing include implementation and installation?
 Is pricing fixed, or are there items that can change later?
 Are upgrades/updates included with support fees?
 Is on-site training included in pricing?
 Does pricing include additional ongoing training and/or on-site assistance?
 Is document template conversion included in pricing?
 If you decide to part ways with the vendor, how much do they charge for YOUR data?

Karpel	Vendor 2	Vendor 3
YES		
YES		
YES		
YES		
YES		
FIXED		
YES		
YES		
YES		
YES		
\$1,000		

Client Experience | How will the vendor work with you?

What is the vendor's Technical Support hours?
 How many updates does the vendor provide every year?
 How are enhancement requests handled by the vendor?
 Does the vendor host an annual Users' Conference?
 Is the vendor committed to 100% of your data being converted?
 Will the vendor work with your law enforcement and courts for interfaces?
 Do those interfaces have standard, fixed costs?
 Is the vendor open to building integrations with other applications affordably?
 Can the vendor offer you up to \$10MM in liability protection?
 Does the vendor value clients of all sizes, from the very smallest, to the very largest?

Karpel	Vendor 2	Vendor 3
24x7		
2		
YES		
YES		
YES		
YES		
YES		
YES		
YES		

Features & Functionality | What can the software do for you?

Does the software...
 Integrate with Microsoft Outlook/Exchange/Office365 for email and calendaring?
 Integrate with Microsoft Word?
 Offer easy drag & drop from Windows and Outlook?
 Offer integrated eDiscovery, with tracking and unlimited use?
 Include integrated scanning, without additional plug-ins, or cost?
 Integrate with Westlaw Legal Research?
 OCR and index scanned documents and other files that are in the case?
 Include hundreds of canned/ad-hoc reports?
 Include Victim Services and automatically create the VOCA PMT?
 Offer a Victim Portal?
 Allow for easy use in the courtroom?
 Include comprehensive financial tracking?
 Include Evidence.com integration at no additional cost?
 Have easy-to-use document management with a familiar Windows-type interface?
 Have the ability to build your charge language automatically?
 Allow you to build complex workflow easily?
 Include two-way texting without any additional fees?
 Have an external portal for users outside of your office?
 Does that portal offer law enforcement the ability to upload files directly to cases?
 Using that portal, can law enforcement easily create their own referrals?
 Allow you to send electronic subpoenas to law enforcement?

Karpel	Vendor 2	Vendor 3
YES		
YES		
YES		
YES		
YES		
YES		
YES		
YES		
YES		
YES		
YES		
YES		
YES		
YES		
YES		
YES		
YES		
YES		

PROSECUTORbyKarpel / DEFENDERbyKarpel Requirements By Number of Active Users

PROSECUTORbyKarpel (PbK) and DEFENDERbyKarpel (DbK) requires that certain hardware & software prerequisites be met in order for the application to properly and efficiently operate. Based on the number of users concurrently accessing PbK/DbK within an organization, the workstation and internet speed requirements listed in this document must be met - at minimum - in order to ensure a smooth user experience.

Organization tiers are defined by approximate number of users active in PbK/DbK:

- 1-10 users
- 11-25 users
- 26-50 users
- 51-75 users
- 76-100 users
- For greater than 100 users contact Karpel directly so that we can work with you to create a custom configuration based on your organization's needs

Although this document is intended to be adhered to as a list of requirements, we understand that some small variations will arise on a per-install basis. If you have any questions or concerns about portions of the requirements which apply to you, please contact us.

Workstation configuration, **connecting to hostedbykarpel.com (recommended)**

Operating System	Windows 10
Memory	6GB
Processor	Intel Core i5-latest gen dual-core (or better)
Hard Drive	1x250GB 7.2kRPM SATA 3Gbps
Browser	Internet Explorer 11, Chrome, Edge, Firefox, Safari
Microsoft Office	Microsoft Word and Outlook 2013 or newer Desktop Versions
Internet connection speeds:	1-10 users: Minimum 20+ Mbps down / 10+ Mbps up
	11-25 users: Minimum 50+ Mbps down / 10+ Mbps up
	26-50 users: Minimum 100+ Mbps down / 20+ Mbps up
	51-75 users: Minimum 150+ Mbps down / 20+ Mbps up
	76-100 users: Minimum 200+ Mbps down / 100+ Mbps up

Workstation configurations, **connecting to hostedbykarpel.com (minimum)***

Operating System	Windows 10
Memory	4GB
Processor	Intel Core2Duo dual-core 2.0GHz (or better)
Hard Drive	1x80GB 7.2kRPM SATA 3Gbps
Browser	Internet Explorer 11, Chrome, Edge, Firefox, Safari
Microsoft Office	Microsoft Word and Outlook 2013 or newer Desktop Versions
Internet connection speeds:	1-10 users: Minimum 10+ Mbps down / 10+ Mbps up
	11-25 users: Minimum 20+ Mbps down / 10+ Mbps up
	26-50 users: Minimum 30+ Mbps down / 20+ Mbps up
	51-75 users: Minimum 50+ Mbps down / 20+ Mbps up
	76-100 users: Minimum 100+ Mbps down / 100+ Mbps up

Bear in mind that as **minimum requirements to connect to the PROSECUTORbyKarpel application, these specifications are designed to present functionality, not performance. Workstations adhering to these specs will be able to use PROSECUTORbyKarpel, but they cannot be expected to perform at the same level as PCs which meet our listed recommendations. Please be aware and plan accordingly.*

Optional Features & Associated Requirements

Microsoft Exchange Server for Calendaring

Feature	Requirement
Exchange Server Version	Microsoft Exchange Server, Standard or Enterprise edition, 2013, 2016, 2019 or Office365 Karpel synchronization account (documentation on configuring this is available)

Scanners

Feature	Requirement
Scanning	Scanners with a TWAIN driver Note: Fujitsu scanners using ScanSnap do not work

Blob Storage Connectivity

Feature	Requirement
Port availability for users to access storage	A specific port between 50000-51000 will be assigned to the following URL https://blob.hostedbykarpel.com:xxxx

Recommended PDF Applications

Feature	Requirement
PDF application recommended	Foxit
PDF applications supported (possible configuration modifications may be needed)	Adobe DC Professional

NetTranscripts

Feature	Requirement
NetTranscripts Integration for transcription of audio files to Word/PDF/RTF files	NetTranscripts Account

Jaspersoft

Feature	Requirement
Jaspersoft Reporting Server	Purchase of Jaspersoft Reporting Server module from Karpel

Perpetual License vs Subscription

If you are like most people, you don't understand the difference between software with a perpetual license and software sold with a subscription. The implication could cost you 10's or 100's of thousands of dollars over the life of your use of your new case management software. Take a minute to understand the differences.

Let's start with simple definitions.

Perpetual License: A license of the Software that is not limited in term, but extends indefinitely.

Subscription: Software Subscription means the continued use of the SaaS Software and software updates for a recurring payment.

The most glaring difference is that with a subscription you have to pay your monthly or annual subscription just to use the case management software. If you don't pay, you can't use it. Period.

With a perpetual license, you can continue using it for, well perpetuity. You could continue to use PROSECUTORbyKarpel while only paying for the hosting costs. You would lack support and upgrades, but you would still be entitled to use PROSECUTORbyKarpel.

On the surface, not having a license cost up-front sounds enticing. Several experts believe that on a rough estimation, the breakeven point for Subscription license versus Perpetual license is approximately 5 years. That becomes even lower the more you roll into your subscription, i.e. services like training and data conversion.

If you believe you will use your case management software for more than 5 years, you are far better off with case management software that offers a perpetual license.

It is pretty simple at the end of the day. Calculate the total cost of ownership (TCO) of the vendor's solution over a 10 year period. For PROSECUTORbyKarpel take the first year cost and add the next 9 years of annual support for your PROSECUTORbyKarpel TCO. Next, take the subscription cost for Vendor 2 and calculate that times 10 for your Vendor 2 TCO. I bet you will find the 10 year TCO numbers drastically different.

*If you are wondering why software vendors like the subscription model? **Clients have less negotiation power:** the relationship usually starts with a lower cash outlay and is less likely to attract purchasing department attention or intense competition. As your service and billing grow, Clients might come back to negotiate but then the fact that they will have to incur cost and risk (i.e. "switching cost") to unplug the solution will put the vendor in a much better negotiation position.*

Do I Need a Desktop Scanner?

There is not a **need** per se, but the amount of time saved will be pretty large.

Here are the two scenarios:

Using a multifunction device down the hallway:

1. I need to scan a 100 page document
2. I walk down the hallway to the device
3. Someone is already scanning something so I wait
4. I then scan my document
5. I walk back to my desk
6. It uploads it to a directory or emails it to me
7. I open PbK, go back to the case I needed it for and click on the Documents tab
8. I then click and drag that document into the case
9. I then rename it from the generic filename the copier gave it so I know what it is and add a document category

Using a desktop scanner:

1. I have the case open already
2. I click the scan button in PbK
3. I give it a name and document category
4. Document is added to case

Scenario one probably adds at least 10 minutes per document scanned. If you look at the fully-loaded employee cost, it is likely at least \$40/hour after salary, benefits, payroll taxes, etc.

If a user scans just 6 documents each day, they could be “wasting” one hour per day, or \$40 per day. Let’s extrapolate that to 47 weeks each year (removing holidays and vacation) and you are suddenly at \$9,400 per year.

That seems like a \$400 scanner suddenly has really quick ROI.

Here are a few scanners that we recommend:

- Epson ES400
- Canon P-215II
- Canon R40
- Canon DRC-225
- Fujitsu 7030
- Fujitsu 7160
- Fujitsu 7180

Note: Fujitsu ScanSnapscanners **ARE NOT** compatible with PbK

If you do a search for a scanner, you need to make sure the scanner has a TWAIN driver.

NOTICES

Symantec Security Suite can cause issues with Hosted PbK. To fix this issue the hostedbykarpel.com domain must be added to the suites allow list.

If a proxy server or other Internet filtering device/service is in place, ask for the IPs from your Project Manager. These should be added to the allow list of the device/service.

Current end of life for IE 11 is August 17th, 2021 unless Microsoft publishes an updated schedule. Karpel does recommend users try Chrome, Firefox or Edge for a better experience.

Windows 10 Build 1803 is known to have performance issues with opening documents from a network file share. Make sure a newer version is installed or the following registry fix has been applied.
<https://support.microsoft.com/en-us/help/4504548/slow-network-share-performance-using-windows-10-1803>

- **Workaround:** In the computer’s registry create a new DWORD32 called DirectoryCacheLifetime under HKLM\System\CurrentControlSet\Services\LanmanWorkstation\Parameters\ and setting it to 0 (Zero).