

*A Hachment 2*

# LOS ANGELES POLICE COMMISSION

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POLICE COMMISSIONERS

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Mayor

RICHARD M. TEFANK  
EXECUTIVE DIRECTOR

ALEXANDER A. BUSTAMANTE  
INSPECTOR GENERAL

EXECUTIVE OFFICE  
POLICE ADMINISTRATION BUILDING  
100 WEST FIRST STREET, SUITE 134  
LOS ANGELES, CA 90012-4112

(213) 236-1400 PHONE  
(213) 236-1410 FAX  
(213) 236-1440 TDD

November 18, 2014

BPC #14-0408

The Honorable Eric Garcetti  
Mayor, City of Los Angeles  
City Hall, Room 303  
Los Angeles, CA 90012

Attention Mandy Morales

Dear Honorable Mayor:

RE: REQUEST FOR APPROVAL OF SIXTH AMENDMENT TO CONTRACT NO.  
C-114355 WITH MOTOROLA SOLUTIONS, INC.

At the regular meeting of the Board of Police Commissioners held Tuesday, November 18, 2014, the Board APPROVED the Department's report relative to the above matter.

This matter is being forwarded to you for approval.

Respectfully,

BOARD OF POLICE COMMISSIONERS

MARIA SILVA  
Commission Executive Assistant II

Attachment

c: Chief of Police

2014 DEC -3 PM 2:45  
CITY ADMINISTRATIVE OFFICER

INTRADEPARTMENTAL CORRESPONDENCE

RECEIVED

NOV 13 2014

POLICE COMMISSION

November 14, 2014  
1.17

REVIEWED

TO: The Honorable Board of Police Commissioners

FROM: Chief of Police

*Richard M. Tefank*  
RICHARD M. TEFANK  
EXECUTIVE DIRECTOR  
11/13/14  
DATE

SUBJECT: REQUEST FOR APPROVAL OF SIXTH AMENDMENT TO CONTRACT NO. C-114355 WITH MOTOROLA SOLUTIONS, INC.

RECOMMENDED ACTIONS

1. That the Board of Police Commissioners (Board) REVIEW and APPROVE the attached Sixth Amendment to Contract No. C-114355.
2. That the Board TRANSMIT the Agreement to the Mayor's Office for review and approval.
3. That the Board AUTHORIZE the Chief of Police to execute the Amendment upon Mayoral approval.

DISCUSSION

In August 2008, the City of Los Angeles (City) and Motorola entered into a contract for the provision of an Alarm and Permit Management System (APMS). In June 2009, Motorola successfully implemented the new APMS. The City now wishes to upgrade the APMS to allow the system to work with the new Department standard computer operating system of Windows 7.

This Sixth Amendment to the Agreement will provide for the upgrade of the APMS. This upgrade is valued at \$353,948 and will increase the current contract value of \$3,393,976 to a total contract value of \$3,747,924.

If you have any questions, please contact Chief Information Officer Maggie Goodrich, Commanding Officer, Information Technology Bureau, at (213) 486-0370.



CHARLIE BECK  
Chief of Police

BOARD OF  
POLICE COMMISSIONERS  
Approved *November 18, 2014*  
Secretary *Maria Silva*

Attachment

## INTRADEPARTMENTAL CORRESPONDENCE

October 29, 2014  
1.17

**TO:** Chief of Police

**FROM:** Commanding Officer, Information Technology Bureau

**SUBJECT:** REQUEST FOR APPROVAL OF SIXTH AMENDMENT TO CONTRACT  
No. C-114355 WITH MOTOROLA SOLUTIONS, INC.

Information Technology Bureau (ITB) requests that the Chief of Police review, approve, and transmit to the Board of Police Commissioners the attached Sixth Amendment to Contract No. C-114355 with Motorola Solutions, Inc. (Motorola) to upgrade the Alarm and Permit Management System (APMS). ITB further requests that the Chief of Police be authorized to execute the Amendment; which has been reviewed and approved as to form by the City Attorney.

In August 2008, the City of Los Angeles (City) and Motorola entered into a contract for the provision of an Alarm and Permit Management System (APMS). In June 2009, Motorola successfully implemented the new APMS. The City now wishes to upgrade the APMS to allow the system to work with the new Department standard computer operating system of Windows 7.

This Sixth Amendment to the Agreement will provide for the upgrade of the APMS. This upgrade is valued at \$353,948 and will increase the current contract value of \$3,393,976 to a total contract value of \$3,747,924.

If you have any questions, please contact Senior Management Analyst Nancy Cammarata, Contracts Section, Information Technology Bureau, at (213) 486-0380.



MAGGIE M. GOODRICH, Chief Information Officer  
Commanding Officer  
Information Technology Bureau

Attachments

**SIXTH AMENDMENT TO CONTRACT NO. C-114355  
BETWEEN THE CITY OF LOS ANGELES  
AND  
MOTOROLA SOLUTIONS, INC.  
TO ENHANCE THE ALARM AND PERMIT MANAGEMENT SYSTEM**

This is the **SIXTH AMENDMENT** to Contract No. C-114355 between the City of Los Angeles (herein referred to as "City"), acting by and through the Los Angeles Police Department (hereinafter referred to as "LAPD" or "Customer") and Motorola Solutions, Inc., (hereinafter referred to as "Motorola"), to implement enhancements for the Alarm and Permit Management System ("System").

**RECITALS**

On August 28, 2008, City and Motorola entered into a contract for the provision of an Alarm and Permit Management System (Contract No. C-114355) ("Original Agreement"); and

On June 15, 2009, Motorola successfully implemented the new Alarm and Permit Management System; and

The City wishes to implement enhancements to the System plus one year of warranty and one year of maintenance; and

The total amended System enhancement and maintenance funds for the additional Sixth Amendment value of \$353,948 are to be added to the current contract amount of \$3,393,976 for a total contract amount of \$3,747,924; and

Motorola is willing to perform the work under the terms and conditions of this Amendment.

**NOW THEREFORE**, the parties hereby agree to amend Contract No. C-114355 to implement enhancements to the System and mutually agree as follows:

**1. ARTICLE II. TERM AND SERVICES TO BE PROVIDED**

**A. Time of Performance.**

The term of the fourth amendment remains unchanged.

**B. SECTION B, Purpose of the Agreement and Services to be Provided** is hereby amended to add the following new paragraph and Exhibit A-Crywolf Alarms Management System Enhancement:

“The purpose of this Sixth Amendment is to add additional money to the Agreement in order for Motorola to provide enhancements for the Alarm and Permit Management System.”

## 2. ARTICLE III. GENERAL TERMS AND CONDITIONS

**Section B.1, Payment Terms**, is hereby amended to increase the amount of compensation the City will pay Motorola for services to be performed, as specified in this Agreement, by Three Hundred Fifty-Three Thousand Nine Hundred Forty-Eight Dollars (\$353,948), increasing the existing Project Compensation Amount to Three Million Seven Hundred Forty-Seven Thousand Nine Hundred Twenty-Four Dollars (\$3,747,924). Based upon Exhibit A attached, the City will be invoiced for deliverables as described in Section 4.3.

**3. Order of Precedence of Documents.** This Sixth Amendment is intended to address the required enhancements of the Alarm and Permit Management System. In the event of an inconsistency between any of the provisions of this Sixth Amendment to Contract No. C-114355, the inconsistency will be resolved by giving previous attachment(s) and/or amendment(s) precedence in the following order:

1. Sixth Amendment
2. Fifth Amendment
3. Fourth Amendment
4. Third Amendment
5. Second Amendment
6. First Amendment
7. Contract No. C-114355
8. Standard Provisions for City Contracts (as attached to the original Agreement)

This Sixth Amendment is executed in three (3) duplicate originals, each of which is deemed to be an original. This Amendment consists of four (4) pages and one (1) exhibit.

**(Signature page follows)**

IN WITNESS THEREOF, the parties hereto have caused this instrument to become effective upon execution by their respective duly authorized representatives.

**THE CITY OF LOS ANGELES**

By:   
CHARLIE BECK  
Chief of Police

DATE: 11-13-14

**MOTOROLA SOLUTIONS, INC.**

By: 72Chercoe  
HOWARD CHERCOE  
MSSSI Vice President

DATE: 10/9/2014

**APPROVED AS TO FORM:**

MICHAEL N. FEUER, City Attorney

(2<sup>nd</sup> Corporate Officer)

By: \_\_\_\_\_  
DANIEL KREINBRING  
Deputy City Attorney

By:   
WAYNE WAHLGREN  
Services Director

Date: \_\_\_\_\_

Date: 10/9/14

**ATTEST:**

HOLLY L. WOLCOTT, Interim City Clerk

By: \_\_\_\_\_  
Deputy City Clerk

Date: \_\_\_\_\_

City Business License Number 749148-17

Internal Revenue Service Taxpayer Identification Number 36-1115800

Agreement Number C-114355-6

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**EXHIBIT A**

**CRYWOLF ALARMS MANAGEMENT SYSTEM ENHANCEMENT**

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# CRYWOLF ALARMS MANAGEMENT SYSTEM ENHANCEMENT

**13-PS-39735**



The design, technical, and cost information furnished with this proposal is proprietary information of Motorola Solutions, Inc. (Motorola). Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the proposal, without the express written permission of Motorola Solutions, Inc.

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May 30, 2014

Ms. Maggie Goodrich  
Chief Information Officer  
Los Angeles Police Department  
100 W. First Street  
Los Angeles, CA 90012

Re: Proposal 13-PS-39735 for CryWolf Alarms Management System Enhancement (“Proposal”)

Dear Ms. Goodrich:

Motorola Solutions, Inc. (“Motorola”) is pleased to provide the attached Proposal to Los Angeles Police Department. This Proposal is valid for 180 days from the date of this letter.

Motorola’s Proposal is subject to the terms and conditions of the Contract No. C-114355 with the City of Los Angeles. The City may accept this Proposal by issuing a purchase order that references an Amendment to Contract No. C-114355 and this “Motorola Proposal 13-PS-39735 dated March 31, 2014, for a CryWolf Alarms Management System Enhancement.” Alternatively, Motorola would be pleased to address any concerns you might have regarding this Proposal. Please send your order to your Motorola Public Safety Solutions Consultant listed below.

Motorola appreciates your consideration of this Proposal and hopes you will find it acceptable. Motorola would be pleased to address any concerns you might have and we look forward to receiving your response. Please feel free to contact your Motorola Public Safety Solutions Consultant, Steve Mason, (951) 676-0319, [S.Mason@motorolasolutions.com](mailto:S.Mason@motorolasolutions.com) with any questions.

Sincerely,  
Motorola Solutions, Inc.



John J. Thompson  
MSSSI Vice President  
North America Integrated Command and Control

Attachments



## SECTION 1

# STATEMENT OF WORK

### 1.1 GENERAL INFORMATION

This document describes the Scope of Work (SOW) involved to implement an enhancement to the Los Angeles Police Department's (Customer / LAPD) AOT Public Safety Corporation (Sub-Contractor) Alarm and Permits Management System. It includes the responsibilities of both Motorola Solutions (Motorola) and the Customer in completing this work.

### 1.2 OVERVIEW

Motorola and its subcontractor, AOT Public Safety Corporation (PSC), previously implemented an Alarm and Permits Management System (APMS) at LAPD. The APMS consists of two application components: CryWolf, to manage alarm permit records and Medallion, to manage non-alarm permits.

The Customer now desires to enhance its APMS system. The system enhancements are for:

- An upgrade of the Customer's CryWolf Alarms Management System ("Software") to the latest .NET version of the Software
- Additional CryWolf and Medallion software workstation license
- Enhancement of the previously provided CryWolf collection agency interface to include secondary collection agencies
- Implementation of a CryWolf online payment webpage and interface to allow public payment of false alarm fees through the Customer's current online payment vendor, Elavon.

There are four (4) main objectives of these enhancements:

1. Upgrade of the CryWolf Alarm Management System to the latest .NET version is required to allow CryWolf software operation in a true 64-bit Microsoft operating environment as planned by the Customer in its Microsoft Windows 7 and 8 workstation upgrade projects.
2. The Customer has determined that allowing citizens and businesses to pay false alarm fees online will result in a better alarm program collection rate, improved public convenience, and reduced Customer payment processing costs.
3. Upgrade to the latest CryWolf .NET software version will provide additional alarm program management efficiencies and reduced costs resulting from such upgrade features as the ability to email correspondence and bills, to more easily create custom ad hoc reports and correspondence templates; to quickly access detailed information supporting staff actions, and to enhance navigation among software functions.
4. Additional CryWolf Alarm and Permit software licenses are required to better support Police Commission staff.

Motorola and PSC will develop and implement the software necessary to achieve the requested enhancements.



## 1.3 ASSUMPTIONS

1. For this upgrade Customer will provide all equipment (hardware and systems software) required to implement the enhancement. The Sub-Contractor will provide CryWolf.NET, CryWolf payment webpage and interface software only. The software will be run on servers supplied by the Customer. Existing servers will be used. Customer is aware that Microsoft has ended the support on Microsoft XP as of April 8, 2014. This could leave all workstations using the XP OS vulnerable to security attacks. It is therefore recommended that Customer should upgrade to a minimum of MS Windows 7. The Customer would be responsible for OS upgrades to all OS XP environments.
2. Customer will provide all necessary connectivity and data security to support connection between the CryWolf alarm database, the CryWolf payment webpage and public internet access, which will be located outside of the Customer/LAPD firewall.
3. Customer is responsible for making any modifications to change the "look and feel" of the standard CryWolf web pages at any time.
4. Customer will use the online payment functionality built into the CryWolf webpage in accordance with a direct online payment processing agreement between the Customer and the Customer's specified online payment processor, Elavon.
5. Sub-Contractor will receive Customer approval on payment webpage appearance (Design) before final testing and go-live functionality is performed.
6. Sub-Contractor and Customer will work to complete the project within the timeline as stated.
7. The implementation will be primarily performed remotely. One five-day, onsite trip to the Customer Site to train and test the Software is included in this SOW. If additional trips to the Customer site are requested by Customer to provide additional services, they will be provided at a mutually agreed additional cost to the Customer.

## 1.4 PROJECT KICKOFF TELECONFERENCE

In order to finalize the project schedule and procedures, the project will be initiated with a Project Kickoff teleconference that includes key Customer and Sub-Contractor project participants.

The objectives of this task are:

- To introduce all project participants
- Review roles of key participants
- Review overall project scope and objectives
- Review resource and scheduling requirements
- Review project schedule with Customer.

### 1.4.1 Motorola Responsibilities

Motorola will designate a Project Manager who will direct Motorola Solution's efforts and serve as the primary point of contact for the Customer. The responsibilities of the Motorola Project Manager include:

1. Maintain project communications with the Customer's Project Manager.

