



**State of West Virginia
Department of Administration
Purchasing Division**

NOTICE

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.



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May 21, 2009

Mr. John Abbott
Department of Administration
Purchasing Division
2019 Washington Street East, Building 15
Charleston, WV 25305-0130

Dear Mr. Abbott:

Tiburon, Inc. is pleased to submit this proposal in response to the State of West Virginia's State Police Request for Quotation Number DPS0936 for Computer Software Maintenance and Support. Tiburon's response describes our integrated CommandCAD, MobileCOM, and MobileREPORTS applications, proposed to provide the functionality required.

Tiburon has been implementing public safety and corrections systems worldwide for nearly 30 years. Tiburon provides proven, highly reliable hardware configurations, fully functional software, a dedicated Project Manager, and a team of technical experts to partner with the State of West Virginia State Police. Tiburon proposed solution, based upon industry-standard products and services delivered and implemented by Tiburon, assures the complete success of this important project.

This proposal will remain valid for a period of 90 days from the submission date.

Tiburon looks forward to working with the State of West Virginia State Police on this important project. Please do not hesitate to contact Mr. Tom Roper, Regional Sales Manager, at 910.233.4249, for additional information on the products and services described in this proposal.

Sincerely,

Jeffery P. Stone
President/CEO

TIBURON®

A COMPU DYNE COMPANY



Section 4

Price Quotation

INTRODUCTION

In this section, Tiburon has provided a response to the requirements presented in the RFQ Section Price Quotation. Additionally, this section includes Tiburon's detailed pricing sheets and pricing assumptions.

May 21, 2009

West Virginia State Police

PRICE QUOTATION

PRICE QUOTATION

TIER 1

1.	Computer Aided Dispatch CAD Client License with First Year Maintenance	<u>\$ 373,750.00</u>
2.	Computer Aided Dispatch CAD Train the Trainer Training with twelve (12) Training Seats for Users and Administrators.	<u>See Note 1 Below</u>
3.	Mobile Data Computing Client License	<u>\$ 1,346,875.00 (675 Users)</u>
4.	Mobile Data Computing for Train the Trainer Twenty-five (25)	<u>\$ 334.00 per seat</u>
5.	Mapping Client License Enterprise	<u>\$ Included</u>
6.	AVL Client License Enterprise	<u>\$ Included</u>
7.	Maintenance for Second year 2 nd year.	<u>\$ 363,432.00</u>
8.	Maintenance for Third year 3 rd year.	<u>\$ 381,604.00</u>
9.	Per Seat Fee for CAD User/Supervisor Training	<u>\$1,002.00 per person per week</u>
10.	Per Seat Fee for Mobile Data Training	<u>\$334.00 per student per day</u>
11.	Total Tier-1 Bid Cost	<u>\$ 2,613,404.00</u>

TIER 2

1.	Mobile Query Only direct to Open Fox (Single User)	<u>\$ See Note 2 below</u>
2.	Mobile Query single user annual maintenance	<u>\$ See Note 2 below</u>
3.	Mobile Query Only direct to Open Fox (Multi User) Increments of 100 up to 450 users.	<u>\$ See Note 2 below</u>
4.	Mobile Query multi-user annual Maintenance	<u>\$ See Note 2 below</u>
5.	Total Tier-2 Bid Cost	<u>\$ See Note 2 below</u>

LEASING OPTIONS

Provide leasing options for all software

TIER 1

1. Computer Aided Dispatch CAD Client License with First Year Maintenance			<u>\$ 11,212.50 for 36 Months</u>
2. Mobile Data Computing Client License			<u>\$ 40,406.25 for 36 Months</u>
3. Mapping Client License			<u>\$ Included</u>
4. AVL Client License			<u>\$ Included</u>
5. Annual Maintenance	Year 2		<u>\$ 10,902.96 for 36 Months</u>
<u>TOTAL</u>	(Client Licenses Only)	Year 1	<u>\$ 51,618.75 for 36 Months</u>

TIER 2

1. Mobile Query Only direct to Open Fox (Single User)		<u>\$ See Note 2 Below</u>
2. Maintenance		<u>\$ See Note 2 Below</u>
<u>TOTAL</u>		<u>\$ See Note 2 Below</u>

Note 1: To ensure proper utilization of a mission critical application, Tiburon does not provide 'Train the Trainer' for CAD users or CAD Administrators.

Note2: Tier 1 and Tier 2 pricing and leasing for MobileCOM is the same for query only to FOX/NCIC or utilizing the entire application.

DETAILED PRICING SHEETS



Pricing Summary

The following Pricing Summary represents the line items shown in the System Proposal Detail.

PRODUCT PRICING SUMMARY		
	DESCRIPTION	AMOUNT (USD)
	Tiburon CommandCAD	383,750
	Tiburon MobileCOM	1,346,875
	Product TOTAL	\$1,730,625

PROFESSIONAL SERVICES SUMMARY		
	DESCRIPTION	AMOUNT (USD)
	CommandCAD Professional Services	\$712,716
	MobileCOM Professional Services	\$143,411
	Professional Services TOTAL	\$856,127

THIRD PARTY HARDWARE AND SOFTWARE SUMMARY		
	DESCRIPTION	AMOUNT (USD)
	System Required Hardware	21,321
	Third Party Hardware and Software TOTAL	\$21,321

ADDITIONAL PROPOSAL COMPONENTS		
	DESCRIPTION	AMOUNT (USD)
	System Integration Fees	\$5,331
	Additional Proposal Components TOTAL	\$5,331

PROJECT PRICE TOTAL \$2,613,404

EXTENDED SOFTWARE MAINTENANCE	
DESCRIPTION	AMOUNT (USD)
Year 1 Annual Maintenance (Warranty period)	0
Year 2 Annual Maintenance	363,432
Note: Does not include equipment and 3rd party maintenance. Alternative pricing available. See System Proposal Detail.	

OPTIONS		
QTY	DESCRIPTION	AMOUNT (USD)
5	WebQUERY Workstations	11,250
10	ProQA workstation interface licenses	29,993
1	Push to Talk, Emergency display	53,400
1	Fire Alerting interface/Tone Encoder	65,275
1	Alphanumeric Paging with dispatch interface	59,025
1	Alphanumeric Paging additional service providers	9,231
1	Fax server interface, requires GFI Software	26,117
1	"Rip & Run" fire station printing	26,117
1	RMS Incident Transfer, per type, standard API	44,242
1	CommandCAD Disaster Recovery Backup System	77,918
1	Remote Communications Sites	59,258
5	Remote Workstations	31,250
1	Crystal Reports Training (2 day class)	6,769

OPTIONS		
QTY	DESCRIPTION	AMOUNT (USD)
	Not in Total Proposal Price (Integration Services Included where Applicable - Assumes Selection Prior to Initial Implementation)	\$499,845

The above pricing is valid for 180 days from the date of this document, and is dependent upon the terms and conditions in the System Implementation Agreement (SIA), Software License Agreement (SLA), and the Statement of Work (SOW)



System Proposal Detail

PRODUCT: Tiburon CommandCAD				
QTY	DESCRIPTION	SOFTWARE LICENSES	PROFESSIONAL SERVICES	AMOUNT (USD)
10	CommandCAD	315,000	657,488	972,488
	Includes Tiburon Standard 24x7 Support			
1	MSS with Reformatter Tool	68,750	55,228	123,978
	CommandCAD Subtotal	\$383,750	\$712,716	\$1,096,466

PRODUCT: Tiburon MobileCOM				
QTY	DESCRIPTION	SOFTWARE LICENSES	PROFESSIONAL SERVICES	AMOUNT (USD)
650	MobileCOM	1,346,875	143,411	1,490,286
	Includes Tiburon Standard 24x7 Support			
	MobileCOM Subtotal	\$1,346,875	\$143,411	\$1,490,286

SYSTEM REQUIRED HARDWARE					
QTY	DESCRIPTION	PART NUMBER	WARRANTY MONTHS	UNIT PRICE	AMOUNT (USD)
2	Dell E5430 Application Server		36	4,306	8,612
	223-4544 Quad Core Xeon E5430 Processor 2x6MB Cache, 2.66GHz, 1333MHz FSB, PE1950 1				
	311-1193 Information, No Second Processor				
	466-0825 4GB 667MHz (4X1GB), Dual Ranked Fully Buffered DIMMs				
	310-5017 No Keyboard Selected				
	430-2968 LOM NICs are TOE Ready				
	320-4648 Riser with 2 PCIe Slots for PowerEdge 1950				
	341-4732 146G, 10K, SAS3G, 2.5, HP				
	467-2728 PERC6i SAS RAID Controller 2x4 Connectors, Int, PCIe 256MB Cache				
	420-7118 Windows Server 2003 R2 Standard Edition with SP2 Includes 5 CALS				
	430-1762 Dual Embedded Broadcom NetXtreme II 5708 Gigabit Ethernet NIC				
	313-4310 8X DVD-ROM for PowerEdge 1950				
	313-3937 Bezel for PE 1950				
	311-7957 1x4 Backplane for 2.5-inch Hard Drives				
	310-7962 Electronic Documentation and OpenManage DVD Kit				
	467-5221 146G, 10K, SAS3G, 2.5, HP				
	341-5776 Integrated SAS/SATA RAID 1 PERC 6/i Integrated/SAS6/iR				
	341-3090 Sliding Rapid/Versa Rails and Cable Management Arm, Universal				
	310-9933 Energy Smart Redundant Power Supply with Y-Cord				
	420-4080 20GB OS Partition Override for Microsoft OS Options, PowerEdge				
	310-8509 Power Cord, NEMA 5-15P to C14, 15 amp, wall plug, 10 feet / 3 meter				
	984-1519 Dell Hardware Warranty plus Onsite Service Initial YR				
	984-1528 Dell Hardware Warranty, Extended Year(s)				
	987-5240 Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year				
	987-0792 Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended				
	987-1012 Pro Support for End Users: 7x24 HW / SW Tech Support and Assistance for End Users, 3 Year				
	990-1129 MISSION CRITICAL PACKAGE: Enhanced Services, 3 Year				



SYSTEM REQUIRED HARDWARE					
QTY	DESCRIPTION	PART NUMBER	WARRANTY MONTHS	UNIT PRICE	AMOUNT (USD)
1	Dell E5430 Small Database Server		36	6,335	6,335
	223-4489 Quad Core Xeon E5430 Processor 2x6MB Cache, 2.66GHz, 1333MHz FSB, PE2950 311-1193 Information, No Second Processor 466-0821 4GB 667MHz (4X1GB), Dual Ranked Fully Buffered DIMMs 430-2968 LOM NICs are TOE Ready 320-4607 Riser with 3 PCIe Slots for PowerEdge 2950 341-4732 146G, 10K, SAS3G, 2.5, HP 341-5735 PERC6i SAS RAID Controller, 2x4 Connectors, Int, PCIe, 256MB cache, x8 Bkpl 341-3078 No Floppy Drive w/Filler Panel 420-7122 Windows Server 2003 R2 Standard x64 Edition with SP2 Includes 5 CALs 430-1764 ONBOARD BROADCOM 5708 1GBE NETWORKING 313-6769 Optical Drive Cable, SATA, PE2950, PE1950 313-6770 DVD-ROM, SATA, Internal 313-3920 Bezel for PE 2950 311-7934 1x8 Backplane for 2.5-inch Hard Drives, PE2950 III 310-7415 Electronic Documentation and OpenManage DVD Kit 467-5238 146G, 10K, SAS3G, 2.5, HP 341-5729 Integrated SAS/SATA RAID 6, PERC 6/i Integrated 310-7412 Universal Sliding Rapid/Versa Rails, includes Cable Management Arm 310-9908 Energy Smart Redundant Power Supply with Y-Cord 420-4080 20GB OS Partition Override for Microsoft OS Options, PowerEdge 310-8509 Power Cord, NEMA 5-15P to C14, 15 amp, wall plug, 10 feet / 3 meter 984-1399 Dell Hardware Warranty plus Onsite Service Initial YR 984-1417 Dell Hardware Warranty, Extended Year(s) 987-2810 Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year 986-8212 Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended 986-8432 Pro Support for End Users: 7x24 HW / SW Tech Support and Assistance for End Users, 3 Year 990-0579 MISSION CRITICAL PACKAGE: Enhanced Services, 3 Year				
1	Dell PowerVault 124T Small Tape Library		36	6,374	6,374
	224-0071 PowerVault 124T, 2U Autoloader LTO4-120HH SAS, 800/1600GB, 8 Slot 1 Magazine 341-5023 SAS cable, 4 meter, connects Tape Device to SAS HBA 310-6891 PowerVault 124T Rapid Rails for Dell Rack 989-6390 Pro Support for End User: Next Business Day Onsite Service after Problem Diagnosis, Initial Year 989-3772 Pro Support for End Users: 7x24 HW / SW Tech Support and Assistance for End Users, 3 Year 985-7818 Dell Hardware Warranty, Extended Year(s) 989-3702 Pro Support for End User: Next Business Day Onsite Service after Problem Diagnosis, 2Year Extended 985-7799 Dell Hardware Warranty plus Onsite Service Initial Year 341-4627 Tape Media for LTO4-120 tape drive, 800GB/1.6TB, 10 Pack 310-9338 LTO4-120 Tape Labels, 201 to 400				
System Required Hardware Subtotal					\$21,321



TRAINING			
QTY	DESCRIPTION	UNIT PRICE	AMOUNT (USD)
1	CommandCAD System Set Up (per Service), 5 days, limit 6 students	8,352	8,352
1	CommandCAD Dispatcher/Call Taker, 5 days, limit 10 students	10,022	10,022
1	CommandCAD Call taker Only, 12 hours, limit 10 students	4,176	4,176
1	CommandCAD Supervisor Training, 4 hrs, limit 6 students	1,670	1,670
1	Browser Only Training, 2 hrs per session, limit 10 students	1,670	1,670
1	Data warehouse, 2 days, limit 6 students	6,682	6,682
1	Browser Set Up Training (Sys Admin), limit 6 students	1,670	1,670
1	MobileCOM Application Administration & Installation, 2 days, limit 6 students	5,011	5,011
3	MobileCOM Train the Trainer Application Training, 1 day, limit 10 students	3,341	10,023
All Training Costs Included in Professional Services Detail by Product.		Training Subtotal	\$49,276

ADDITIONAL PROPOSAL COMPONENTS	
DESCRIPTION	AMOUNT (USD)
System Integration Fees	5,331
Additional Proposal Components Subtotal	\$5,331

OPTIONS		
QTY	DESCRIPTION	AMOUNT (USD)
5	WebQUERY Workstations	11,250
10	ProQA workstation interface licenses	29,993
1	Push to Talk, Emergency display	53,400
1	Fire Alerting interface/Tone Encoder	65,275
1	Alphanumeric Paging with dispatch interface	59,025

OPTIONS		
QTY	DESCRIPTION	AMOUNT (USD)
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1	Fax server interface, requires GFI Software	26,117
1	"Rip & Run" fire station printing	26,117
1	RMS Incident Transfer, per type, standard API	44,242
1	CommandCAD Disaster Recovery Backup System	77,918
1	Remote Communications Sites	59,258
5	Remote Workstations	31,250
1	Crystal Reports Training (2-day class)	6,769
		\$499,845

EXTENDED SOFTWARE MAINTENANCE	
DESCRIPTION	AMOUNT (USD)
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Year 2 Annual Maintenance	363,432
Year 3 Annual Maintenance	381,604
Note: Does not include equipment and 3rd party maintenance.	

PRICING ASSUMPTIONS

Tiburon Pricing Assumptions

The pricing as provided by Tiburon, Inc. is limited to the items proposed herein, and Tiburon reserves the right to negotiate all contractual terms and conditions. This proposal and associated prices are based upon Tiburon's understanding of the Client's requirements, and are dependent upon the terms and conditions in Tiburon's System Implementation Agreement, Software License Agreement, and the Statement of Work.

Tiburon's pricing includes standard application software configuration. All other changes are considered customization and can be provided at a cost in addition to those provided herein.

Tiburon application software warranties cover one year following the date of productive use. Warranty coverage for any third-party equipment or software products provided by Tiburon will be provided in accordance with the original manufacturers' warranty provisions. The standard warranty period for computer equipment and third-party software is a minimum of one year after initial equipment or software shipment from the manufacturer/distributor unless specified differently in the price proposal. Acceptance of individual items of equipment does not imply overall system acceptance. The extended hardware and third-party software maintenance prices listed are estimates only. Actual costs will be dependent upon the manufacturers' then-current rates.

Where total future years' equipment and third-party maintenance price estimates are shown, the actual costs are dependent upon the dates of expiration of the manufacturer's warranties on the individual items, and therefore are dependent upon the date of final system cutover. These rates are listed with the understanding that a saving can be realized if the State of West Virginia enters into maintenance contracts directly with the individual manufacturers.

Where extended maintenance prices are not listed or are shown as zero amounts, extended maintenance is not readily available. Tiburon cannot guarantee future maintenance pricing for equipment or third-party software. Payment for all equipment and third-party software provided by Tiburon is due upon delivery to the State of West Virginia site or to the Tiburon Development Center, whichever occurs first. In the case of phased or staggered equipment delivery or installation, partial payments shall be made.

The annual fee for extended support of Tiburon Application software following the one-year warranty period is estimated based on the proposed system configuration, and is subject to a 5% per annum increase, and may also be adjusted due to system configuration changes that may be made with State of West Virginia's approval prior to system acceptance. If applicable, any sales taxes as listed are estimates only and are subject to adjustment according to local tax rules; applicable taxes will be included at the time of billing.

Any applicable sales taxes will be added to the final contract price, subject to local tax rules. Taxes will be included at the time of billing. Tiburon's pricing does not include any import and/or export tariffs, duties, taxes or any services (customs), all of which are the responsibility of the State of West Virginia or Prime Contractor.

If Tiburon has completed the pricing form(s) provided by the State of West Virginia, the complete price proposal is included in the standard Tiburon price proposal documents as provided herein, which shall be the basis for the final contractual documents. Since individual cost items in the State of West Virginia's forms may be shared across multiple products and systems (e.g., common interfaces, equipment and system software, project management), the State of West Virginia cost forms may need to be regenerated following the addition or deletion of any major system or subsystem to reflect the new cost allocation. Where individual prices are requested for quantity purchase, the total prices listed may include any applicable fixed prices in addition to the total of the individual items prices. In case of any discrepancy between the State of West Virginia's form(s) and Tiburon's standard pricing documents, the prices in the Tiburon pricing documents shall prevail.

In event of any discrepancy between the written response and the specific items, quantities proposed or the inclusion as options, the software, services, and equipment proposed in the pricing document shall prevail. In case of any calculation error in the pricing forms, the unit prices shall be used.

Tiburon's pricing is based on the following assumptions:

- The State of West Virginia will provide a project manager who will be the primary representative and contact with Tiburon.
- The State of West Virginia will assign one or more training staff members, designated at project initiation, who will work with Tiburon staff for the duration of the project.
- The State of West Virginia will provide trained personnel to support the production systems following cutover.
- The State of West Virginia will provide access points for all external interfaces and systems.
- The State of West Virginia will provide a dedicated high-speed data connection and any other networking equipment specified in this proposal to enable Tiburon's remote system access. Tiburon shall not be responsible for any costs relating to the procurement, installation, maintenance and use of such equipment or associated telephone use charges. Tiburon shall use the data connection solely in connection with the provision of its services described in this proposal.
- The State of West Virginia will provide facilities for the installation of the computer equipment, operating systems, database and reporting software, communication lines, network and related communication equipment, workstations and printers, plus any related peripheral components at all sites at which equipment is to be installed.
- The State of West Virginia will provide electrical power, all receptacles and adequate air conditioning for the operation of the computer equipment and all peripheral components. Outlets will be within the manufacturer's recommended distance of equipment mounting locations.
- The State of West Virginia will provide adequate raceway, raised flooring, or other standard cable access for all network cabling to be installed by Tiburon. No drilling, coring, furniture relocation or similar construction shall be required.
- The State of West Virginia is responsible for all network cabling from the server equipment area to all local and remote workstation locations, terminated in a RJ45 male network connector at a location convenient for connection to the integral PC Network Interface Card.
- The State of West Virginia is responsible for the unpacking, installation, network connectivity, and software availability and configuration for all PC workstation equipment.
- All equipment is proposed to be freestanding; any built-in configuration is the responsibility of the State of West Virginia.
- The State of West Virginia is responsible for the installation of all mobile equipment and mobile software, unless these services are purchased through Tiburon.
- The State of West Virginia elects to have Tiburon provide for the purchase of any equipment or third-party software that is proposed as optional, additional project service costs may apply.
- If Tiburon is providing third-party equipment or software maintenance, or for any equipment or third-party software that is warranted other than in accordance with the manufacturer's standard warranty provisions; State of West Virginia-caused and/or State of West Virginia-requested delays may result in additional charges for extended warranty costs; shared reasons for delays may result in proportional charges for extended warranty costs.
- The State of West Virginia will provide and install any required racks, modems, lines and other equipment not explicitly included in this proposal.
- The State of West Virginia will be responsible for coordination with other State of West Virginia agencies, other governmental agencies and the State of West Virginia's vendors and common carriers.

- The State of West Virginia will complete all necessary certifications, approvals and other related issues in order to provide sufficient time for Tiburon staff to install and test all required interfaces to external networks and systems.
- The State of West Virginia will provide data entry support personnel and supervisory staff for data entry.
- The pricing associated with any optional systems and services assumes concurrent implementation as part of the complete project. Selection of optional systems may result in changes to project schedule and cutover date.
- Pricing for data conversion services is not included unless specifically identified.
- The State of West Virginia is responsible for the accuracy and completeness of all geographic information provided to Tiburon for import into the proposed databases. Tiburon makes no claims concerning the suitability of the data for the proposed software applications. Tiburon's scope of work does not include data editing, verification or correction services. If these services are required of Tiburon, they can be provided at an additional cost.
- Tiburon makes no claims concerning the accuracy of the 9-1-1 coordinate data as received from the telephone providers. The processing of coordinate data by Tiburon systems is dependent upon the accuracy of the State of West Virginia geofile regarding the coordinates associated with street names and address ranges.
- Tiburon's proposal for interfaces to third-party systems is based upon the assumption that standard identified Application Programming Interface (API) specifications published by the manufacturer are to be used, that the manufacturer's API licensing and support are provided by the State of West Virginia, and that the vendors will provide all required equipment and Software Developer's Kits to support the interface development, installation and operation.