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digiTICKET 5 Unit Handheld Solution as a Service (dSaaS)
Price Quote for the:

Richwood Police Department
Sergeant Jeremy Richards

December 31, 2024

SALTUS
TECHNOLOGIES

Prepared by:
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December 31, 2024

Sergeant Jeremy Richards
Richwood Police Department

RE: digiTICKET® Proposal - 5 Unit Handheld Solution Proposal

Dear Sergeant Richards,

I appreciate the opportunity to provide the attached digiTICKET agreement for the Richwood Police Department. Please note the following about the proposed solution:

- 5 unit digiTICKET solution that includes the following:
  - New Hardware that is included in this proposal
    - 5 each rugged Zebra TC27 tablets with touch screen and 1D/2D scanner
    - 5 each 4" Rugged Brother RJ4230 thermal printers and ballistic cases
- The proposed solution includes the following standard features:
  - Scofflaw / Repeat offender alerts
  - TCOLE data capture and report
  - 24/7 phone and email support for hardware and software with US based engineers.
- Full 4" citation with high-grade thermal paper and a pre-printed back.
- Standard XML eCitation data exports to i3 Verticals / NetData. Please confirm availability of standard XML imports and related fees with 3rd party vendors.
- Saltus undergoes a detailed configuration process that uses significant input from agency stakeholders. The thorough deployment process ensures the digiTICKET application will meet the needs of agency users. Additional information will need to be provided by the agency via a kick-off call and subsequent web meetings. Please note that deployments typically require 90-180 days depending upon the development queue.

Saltus Technologies is solely focused on developing and offering digiTICKET to public safety agencies. digiTICKET is now in over 400 agencies in 20 states and supports agencies as small as 3 sworn officers and as large as 500 officers. digiTICKET has been used to issue over 7 million citations and warnings over the past 10 years.

The digiTICKET Solution as a Service (dSaaS) option there is zero up front cost, and the Agency simply pays a monthly usage fee, per unit. All digiTICKET costs are included in the monthly fee – software, implementation services, maintenance and support, paper, hosting. Hardware for this solution will be purchased separately and is included in this quote. If additional units are needed over time the monthly fee can simply be adjusted as necessary based on quantity (tiered pricing applies). *The dSaaS option has no contract term. There are no limits to the number of users or tickets written. The entire solution can be returned to Saltus without penalty with a 60-day written notice.*

The following document provides a price quote and additional information for a 5 unit solution and expires 60 days from the date above. I appreciate your interest in digiTICKET and look forward to working with you to assist in your decision process. If you have any questions or need any additional information, please don't hesitate to contact me directly.

Sincerely,

Shawn

Shawn Sicking | Saltus Technologies | Mobile:918-691-8066 | shawns@saltustech.com

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Why digiTICKET, Saltus?

Saltus Technologies, LLC (Saltus) is solely focused on developing and marketing our electronic ticketing solution digiTICKET®. After launching digiTICKET in 2010, Saltus has grown its customer base to over 450 agencies in 23 states. Customers range from over 500 police officers in a single metropolitan department, to over 20 agencies in county-wide deployments to very small agencies sharing 2 handheld devices. Overall, Saltus customers now issue over 100,000 citations per month, combined.

We believe digiTICKET provides distinct advantages to our customers:

Efficiency – digiTICKET eliminates handwriting errors and reduces the amount of time required to process tickets by utilizing barcode scanners and electronically exporting data to Records Management and Court Case Management systems.

Ease of use – digiTICKET was designed with the assistance of law enforcement personnel and has been enhanced over the years based on officer and agency feedback. We believe it is the most user-friendly solution on the market today.
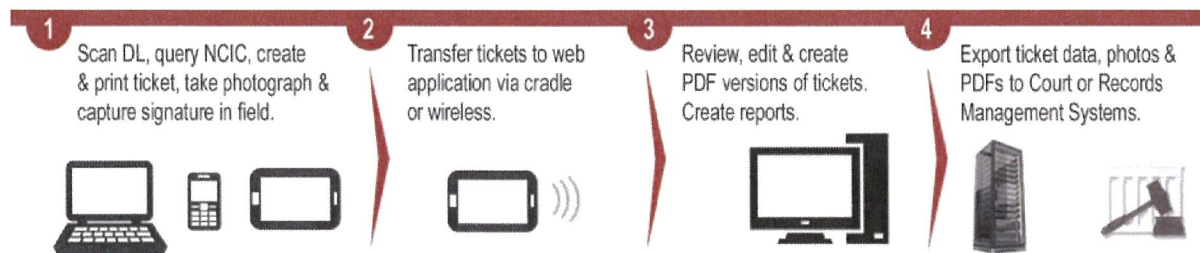
Highly Configurable – digiTICKET has continually been enhanced over the years to be as flexible and configurable as possible. ***digiTICKET can be configured to exactly match your agency's current processes*** and tickets can be designed to match your agency's requirements. Interfaces can be built to the specifications of your RMS or Court system. To date, Saltus has deployed interfaces to over 75 different systems.

Customer Service – Saltus has earned the best customer service reputation in the eCitation market. We encourage you to contact any Saltus customer to discuss our responsiveness and customer service capabilities.

Experience – Although a small company, the Saltus team has over 175 combined years of experience configuring, deploying, and supporting digiTICKET.

digiTICKET Solution Overview

digiTICKET is a mobile software application that automates the process of writing and processing citations for law enforcement agencies. digiTICKET mobile software can run on existing laptops, tablets, ruggedized handheld device or phones. The digiTICKET client software can be deployed to devices running Windows, Android or iOS operating systems.

1	2	3	4
Scan DL, query NCIC, create & print ticket, take photograph & capture signature in field.	Transfer tickets to web application via cradle or wireless.	Review, edit & create PDF versions of tickets. Create reports.	Export ticket data, photos & PDFs to Court or Records Management Systems.

digiTICKET Quote

The digiTICKET Solution as a Service (dSaaS) procurement option includes two parts: (1) a monthly fee for digiTICKET software licenses, software implementation and training services, custom configuration services (if applicable), and ongoing hosting and maintenance and support fees, and (2) hardware purchased separately.

The dSaaS option includes two parts: (1) a monthly fee for software, professional services, and ongoing support and maintenance and hosting (2) hardware and paper purchased separately.

dSAAS Fees:

"digiTICKET Solution as a Service" (dSaaS) Price Quote			
Item Description	**Units**	**Per Unit**	**Total**
Tablet/Handheld Configurations	5	$ 129	$ 645
Monthly Sub-Total			$ 645
TX DIR Discount		*15%*	*Included*
TOTAL MONTHLY FEE			**$ 645**
Items Below Included in Monthly Fee			**Units**
All required server, mobile client and interface software licenses			5
Annual software maintenance and support services			1
Annual hosting services			1
Thermal paper as needed			As needed
Net Data i3 Verticals CMS interface license			1
Standard implementation and training services			1
Configuration of Field Interview form			1
Configuration of approval process tab on web application			1
Configuration of auto-exporter (total exporters)			1
Design and creation of custom pre-printed ticket back (4" paper only)			1
Price above includes all customer discounts shown in Purchase price, if applicable.			
***NOTE** : Travel & living expenses associated with on-site training will be billed separately, as actual.*			

Saltus offers a pre-payment discount for customers paying 6 or 12 months in advance

6 month pre-payment offers a discount of 2%: $ (155) *annual discount*
12 month pre-payment offers a discount of 4%: $ (310) *annual discount*

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Hardware Fees:

DETAILED HARDWARE QUOTE			
Item Name	**Qty**	**Unit Price**	**Total**
Rugged Mobile Computers			
Zebra TC27 Rugged Android Handheld			
Zebra EVM, TC27, 5G WWAN, WLAN, Qualcomm® 5430 hex-core (2.1 GHz) CPU, Android GMS, Standard Range 2D Imager (SE4710), 6" display, NFC, Class 2 Bluetooth v5.2, USB-C, 6GB/64GB, 16MP rear-facing camera and 5MP front-facing camera, IP68-rated w/o battery and IP65-rated w/battery, 2-pin back I/O connector, standard battery, North America	5	$ 1,153.99	$ 5,769.95
Zebra EVM, Onecare Service, 3 year comprehensive (hardware and software)	5	$ 300.65	$ 1,503.25
ZEBRA EVM/EMC, TC22/TC27 5-slot charge only sharecradle [Requires Power Supply (PWR-BGA12V108W0WW), DC Cable (CBL-DC-381A1-01), and AC Line Cord (23844-00-00R)]	1	$ 684.48	$ 684.48
Zebra EVM/EMC, level VI AC/DC power supply for 5-slot cradle, (AC INPUT: 100-240V, 2.8A. DC OUTPUT: 12V, 9A), 108W, (Requires DC line cord CBL-DC-381A1-01 and 23844-00-00R)	1	$ 123.99	$ 123.99
Zebra EVM/EMC, cable, DC power cord, 4-slot cradle (requires 23844-00-00R)	1	$ 31.25	$ 31.25
Zebra EVM/EMC, US AC Line cord, 3 wire/prong, 7.5 feet, grounded (FOR DOCK USE ONLY)	1	$ 12.71	$ 12.71
Zebra EVM/EMC, cigarette lighter adapter, 5V, 2.5A, 2 type A USB ports	5	$ 46.21	$ 231.05
Zebra EVM, TC22/TC27 tempered glass screen protector	5	$ 18.64	$ 93.20
Zebra EVM, TC22/TC27 protective boot	5	$ 53.24	$ 266.20
Thermal Ticket Printers			
Brother RuggedJet 4230 Bluetooth Thermal Printer			
RuggedJet 4230BL Kit: 4" DT Printer w/USB, Serial & Bluetooth MiFi - Includes Printer, LiON batt, 2 year Premier Warranty, belt clip & CPCL	5	$ 780.00	$ 3,900.00
RuggedJet 4 - 3 year warranty; 1-Year Premium Service (initial service plus 1 addt'l year)	5	$ 50.73	$ 253.65
Vehicle Power Adapter (cigarette lighter) 10' length	5	$ 29.08	$ 145.40
Brother Mobile, AC adapter for RJ and PJ, includes AC cable LB3781	1	$ 59.10	$ 59.10
Carrying Case			
Taylor Made work board carrying cases for Zebra TCX/RJ4230	5	$ 130.25	$ 651.25
		TOTAL Hardware:	$ 13,725.48

NOTE: Upon request, Saltus can include the necessary hardware in the monthly fee. Please note that hardware and financing fees will apply.

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Explanation of the digiTICKET Solution as a Service Monthly Fee:

Customer pays a per-license, per-month fee – annual or semi-annual pre-payment discounts are available. If the agreement is canceled before the end of the pre-payment period, Saltus will refund the appropriate amount based on the cancelation date.

The following components are included in the dSaaS pricing summarized above.

Software Licenses Fees:
- digiTICKET Server Software – 1 license is required regardless of the number of client licenses
  - Includes one RMS or Court System Export license
- digiTICKET Mobile Client Software – 1 license is required for each device running digiTICKET
- digiTICKET Mobile to RMS Mobile Interface – 1 license is required for each device using the interface

> **NOTE**: This interface enables digiTICKET to access person/vehicle query data from RMS or CAD mobile software applications. This capability is dependent on the quality and consistency of data being provided by the RMS mobile software. Because digiTICKET must rely on the RMS software and because the format of data returned from the state message switch can vary so widely, Saltus cannot guarantee 100% accuracy of returned data.
>
> To configure this interface, Saltus developers use actual return datasets **provided by the customer for each state being configured**. A minimum of 5 person and vehicle returns (more than 5 will increase accuracy of the interface) must be provided by the customer to allow developers to create parsing algorithms for each state being configured. The standard interface includes in-state returns and 2 additional states of your choosing. Additional states can be added for an additional cost.

- Additional Exports – 1 license is required for each additional data export (per instance of the 3rd party software)

> **NOTE**: Fees charged by RMS or Court system vendors are not included as part of this proposal and will need to be negotiated separately between the agency and each respective vendor.

Professional Services:
- Standard Implementation and Training Services include project management, requirements gathering, basic system configuration, quality assurance testing, user acceptance software testing, end user training and the deployment of digiTICKET.
- Other services related to non-standard configuration tasks, are included based on current understand of your requirements. They include:
  - None noted.

Hosting:
- The server application is web based. Saltus utilizes Microsoft Azure GovCloud to provide hosting services. Hosting fees are paid annually and are considered part of ongoing maintenance and support fees.
  - Hosting can be performed by the customer but requires an onsite server and additional implementation services fees. No hosting fees would apply.

Recurring Annual Fees:
- Annual Maintenance and Support fees are paid annually beginning in year 2 and are a percentage of the total software license fees.

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    o The percentage is greater if the customer hosts the server application on site.

Explanation of Hardware and Paper Fee:

- Hardware items such as rugged handheld computers, USB barcode scanners, thermal printers and associated warranties, cables, etc.
  - See line-item hardware quote on following page for specifics related to quote above.

> **NOTE:** The use of existing tablet or handheld computers, phones, barcode scanners and/or printers must be approved by Saltus. **Handhelds or phones must be Android 10 or iOS 13 or newer.** If approved, the customer must provide a minimum of two of each existing device types for system configuration and testing purposes.
>
> **NOTE:** Saltus does NOT provide hardware installation services. Customer is responsible for installing all hardware.

Paper:

- digiTICKET prints to thermal printers. Saltus provides premium thermal paper with high
- 4" wide paper is sold by the roll. Each roll contains 60 to 75 pages per roll (depending on the length of the ticket)
  - Standard deployments include pre-printing the back of the ticket with violator instructions. This is an optional capability requiring a one-time setup fee.
  - Pre-printed ticket paper has a 50-roll minimum order quantity.

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Software Overview:

Mobile Client Software

- Configured to match the agency's requirements/process.
- Extremely easy to use, runs on laptops or tablets
- Tickets can be issued in a disconnected state – no data connection is required
- Capable of writing tickets using multiple ticket formats – traffic, parking, code enforcement, city, or state tickets
- All officer, court and violation information automatically updated upon secure login by officer, allowing for the sharing of devices between officers
- Includes an electronic book of tickets that have been issued to the officer from the digiTICKET web application
- Includes an up-to-date electronic list of charges – including a "favorites" list for fast data entry
- "Lookup" tool for charges not included in favorites list
- Can issue as many as 8 charges on one screen – configurable to meet the agency's guidelines
- Ticket numbering can be handled multiple ways to meet the agency's guidelines
- Designate individual violations as warnings or flag as other types of violations such as "Grant" tickets
- Optional database of street addresses to ensure uniform locations on tickets
- Easy to use step by step procedure to create tickets
- Drop down lists ensure accurate data entry
- Scans barcodes on driver licenses and military IDs from across the United States, Mexico, and Canada
- Captures photo and electronic signature of violator
- Save in-process tickets and finish later
- Copy information from a previous ticket to start another
- Ability to change to and from "night mode," reversing contrast to limit nighttime brightness
- Automatic notification of repeat offenders (scofflaw)
- Captures GPS coordinates of each stop
- Provides officers with ability to capture racial profiling information and make notes after a traffic stop – available to, or hidden from, court personnel
- Ticket information can be customized to meet each agency's needs and processes
- Printed ticket is easily customized to exactly match agency's requirements
- Includes software for remote diagnostics and updates
- Training typically takes less than 2 hours for novice computer users
- Optional capabilities include NCIC/NLETS queries (real time data connectivity is required) and interfaces to RMS mobile software field reporting applications
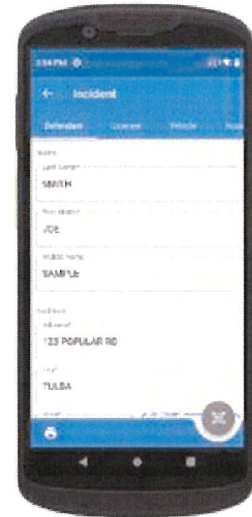

Figure 1 - digiTICKET on a rugged Zebra TC58 Android Tablet

Figure 2 - digiTICKET on a Panasonic CF31

Server Software

- Web based software that can be accessed from any PC with Internet/network access
- Secure login and data transfer and multiple levels of user authorizations
- Dashboard reporting of ticketing activity
- Review, edit, approve, void, or decline tickets
- Search for tickets or warnings by officer, shift, squad, violator, court date, ticket date and many more.
- Reproduce exact copies of tickets in PDF format with signatures, court disposition information, and photos
- Print PDFs on standard office printers or store and send electronically
- View a map of stop locations (captured using GPS capable devices)
- Edit, create, or inactivate municipal ordinances and state statutes
- Issue tickets to officers or run audit reports of assigned ticket numbers
- View, print or export reports of specific ticket data (custom reports available)
- Export citation data to Records Management or Court systems through web-based utility – optionally include PDF copies of tickets, pictures, etc.
- Automatically export data and deliver to the RMS in a predefined location, or interface to 3rd party systems through web services – optional capability
- Manage court dates for multiple court types for up to a year in advance
- Set court date rules such as docket size or lead time – for all or individual court dates/types

Figure 3 – digiTICKET Dashboard

Figure 4 – digiTICKET Ticket Mapping

Figure 5 – digiTICKET Court Calendars

- Create an unlimited number of user types with a very detailed user-based permissions system – based on user type (i.e., officer, supervisor, prosecutor, court clerk, etc.)
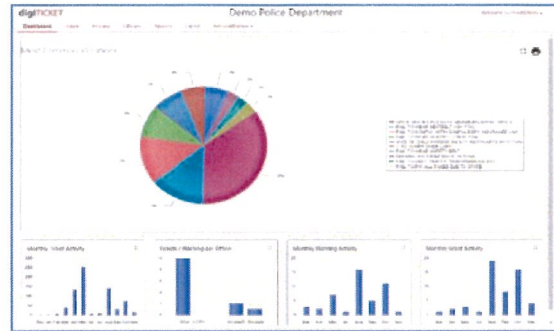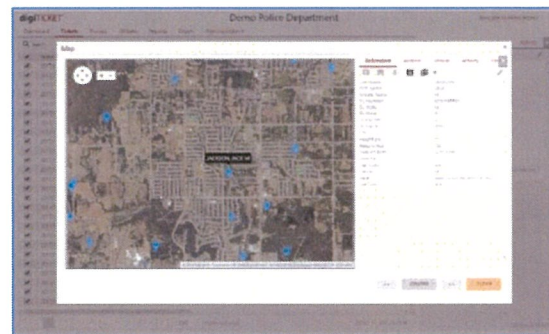- Group users by troop, shift, squad, division, etc.

Data Synchronization

- The digiTICKET solution requires an internet/network data connection to synchronize tickets to the server. This is typically a full-time connection located where the units are maintained. The units do not require a connection when they are in use in the field.

Recommended Hardware

Saltus has designed digiTICKET to be "device agnostic" – meaning that we purchase "off the shelf" hardware and load the software on the devices. digiTICKET can be configured to utilize any number of computers and printers. Typically, digiTICKET is deployed on a Windows Mobile handheld computer or a Windows XP/7/8 laptop or tablet with the proper data capture capabilities (barcode/magnetic stripe scanner, Bluetooth communication, touchscreen, etc.). Tickets can be printed on any type of mobile printer – thermal or otherwise.

The following hardware configuration is recommend based on Saltus' current understanding of your agency's needs:

Zebra TC27 Rugged Handheld Tablet

The TC22/TC27 is waterproof, dustproof, drop-proof and tumble proof, thanks to an improved design, IP68 sealing, plus drop and tumble tests that are even more aggressive than the industry standard MIL-STD 810H and IEC. And shatter-and-scratch-resistant Corning® Gorilla® Glass protects two of the most vulnerable features — the display and scanner exit window.

- **OS:** Android operating system
- **Display:** 6.0 in. Full High Definition; 1080x 2160; LED backlight; 450 NITS
- **Connectivity:** Wi-Fi 6E only, no cellular connectivity
- **Scanner:** Integrated 1D/2D barcode scanner and 8MP rear camera
- **Memory:** Up to 8 GB RAM, 128GB of Flash
- **Battery:** Standard 3800 mAH battery
- **GPS:** Integrated GPD Module with Concurrent Reception of GPS
- **Processor:** Qualcomm 5430 hex-core, 2.1 GHz
- **Dimensions:** Device dimensions: 6.5 in. L x 3 in. W x 0.49 in. H
- **Drop and Ingress:** IP68 and IP65 with battery per applicable IEC sealing specifications. Multiple 5 ft./1.5 m drops to concrete over operating temp (-10° C to 50° C/14° F to 122° F) with protective boot per MIL-STD-810H.
- **Cameras:** Front—5 MP; Rear—16 MP autofocus

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Brother RuggedJet 4230BL

- Industry leading battery life to last a full day shift and indicator for a true know before you go battery life status
- One Touch Pairing
    - Fast print speed of up to 5 inches per second
- Compact - Significantly smaller than its predecessor
- Tough Construction - IP54 certification and 6 ft. drop protection mean that water, dust, or drops will not affect the printer's operation under normal conditions
- Versatile Functionality - Prints on labels and receipts from 2 inches wide to 4 inches wide
- Two year, "bumper-to-bumper" warranty * – Brother will fix the problem or provide a replacement printer
- Ergonomic design – Easy to load paper and intuitive interface controls
- Low maintenance costs – Highly reliable direct thermal technology uses fewer moving parts than other printing technologies
- Low consumable costs – There are no ink or ribbons to replace
- Wide range of connectivity options – USB, Serial, and Bluetooth®
- 203 dpi resolution

Taylor Made Custom Work Boards/Holsters

- Custom made for Saltus to hold the DT362GL handheld device and Bluetooth thermal printers
- Work boards enable officers to easily store and transport ticket writers and printers – includes multiple mounting options
- Taylor Made provides custom work boards and holsters made from durable ballistic materials and stainless-steel clips and D-rings.
- These cases can be custom designed to meet specific vehicle requirements.
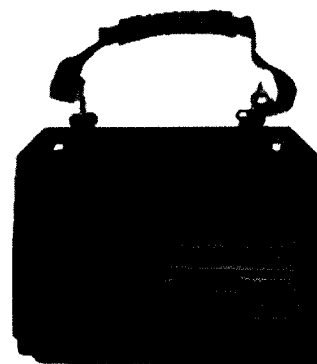
There are many options for mounting the brother printer in a vehicle. If requested, Saltus can provide pricing for the mounting option of your choice. Saltus does not provide installation services.

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Printed Ticket Sample

Saltus designs tickets to look as much like traditional handwritten tickets as possible. This maintains a level of comfort with officers, court administrators as well as violators.

- Ticket fronts and backs are customized based on agency requirements.
- Tickets can be printed in 4" wide or full 8 ½ x 11" formats. 4" tickets can be deployed with pre-printed backs containing violator instructions. 8.5 x 11" tickets can be printed with the entire citation on the front side (similar to the Court's PDF copy below).
- Tickets can also be printed on a standard printer from the digiTICKET web application. These can include signatures, pictures, and Court disposition information (see sample below).

Implementation and Support Services

The Saltus Solution Delivery Methodology is used for all solution deployments. This is a structured process that ensures that all possible issues and all requirements are jointly identified by Saltus, and customer resources and all system configuration changes are approved by the customer prior to any work being performed by Saltus engineers. This process ensures that Saltus and the customer are always on the same page and that expectations are being met throughout the entire process.

digiTICKET Hosting Infrastructure

Saltus partners with Microsoft to host the digiTICKET web application on the Azure Government Cloud.

Saltus can provide detailed hosting, security and backup and recovery information upon request.

Microsoft Azure Government Cloud

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digiTICKET Solution Scope Checklist

Agency: *Richwood Police Department*	**Sales Person:** Shawn Sicking
Contract Date:	**Contract Type:** dSaaS

Type of Solution	Answer /Qty.	Type	Description
Laptop	0		
Tablet/Handheld/Phone	5		

Hardware Provided by Saltus	Answer /Qty.	Type	Description
Tablet/Handheld	5	Zebra TC27	See detailed hardware pricing table for
4" Printers (note options MSR, Bluetooth, Battery)	5	RJ4230	See detailed hardware pricing table
Full Page 8 1/2 x 11 Printers	0	NA	
Barcode Scanners	0	NA	

Existing Hardware Provided by Customer	Answer /Qty.	Type	Description
Laptops	0		Windows
Tablets/Handhelds	0		
Does tablet have integrated scanners?			
4" Printers			
Full Page 8 1/2 x 11 Printers			
Barcode Scanners			

Exports / Interfaces	Response		
IF SALTUS IS PROVIDING EXPORT(S) (BELOW), CUSTOMER MUST CONFIRM AVAILABILITY AND PRICING FOR DATA IMPORT W/ 3rd PARTY.			
Records Management System			
Vendor Contact Information			
Is an RMS Export included?			
Type of export required?			
Court Case Management System	Net Data i3 Verticals		
Vendor Contact Information			
Is a CMS Export included?	Export included		
Type of export required?	Auto-export		
Other Interfaces (State system, Payment, etc.)			
Vendor Contact Information			
Is another export required?			
Type of export required?			
Has export format and process been vetted by config?	NA		
Has all documentation been provided to config?	NA		

Mobile Software to digiTICKET Mobile Software Interface	Response		
Mobile Query Software to digiTICKET Mobile Interface?	**No**		
Vendor Contact Information			
Number of states to be parsed (in-state + 2 included)?	0	10 person & vehicle returns MUST be provided per state	

Software Configuration Requirements (also see Pricing Summary)			
		Configuration of approval process tab on web application	
Configuration of Field Interview form			

Ticket Types / Formats	Answer /Qty	Type	Description
Printed ticket types:	0		
Pre-printed Paper Back Required (4" printer):	Yes		

Training Requirements	Response		
Type of Training:	On-Site	Travel & living expenses for on-site training will be invoiced seperately, as actual.	
Number of days of training:	1		

Custom Development Requests	Response		
NA			

Other	Response		
If dSaaS, does the solution include hardware or paper?	NO HW, INCLUDE PAPER		
Type of client connectivity? WiFi/MiFi/Cellular?	WiFi		
Expectations on deployment date?			
Have they used other e-ticketing software?			
Is this a response to an RFP, is there anything promised that Config needs to know about etc.?			