



## MEMORANDUM

**FROM:** Sai Xoomsai Purcell

**DATE:** 12/18/2017

**SUBJECT:** NA170000005

This MA is being set up for payment mechanism. This contract is the extension of CT 8700 16112100084 executed on 11/22/2016. The original request should have been set up for a five-year contract. However, it was set up for only one year. Terms and conditions for this master agreement NA170000005 and back up documents are refenced back to CT 8700 16112100084.

Year 1 \$ 12,040 (CT 8700 16112100084)

Year 2 \$ 12,040

Year 3 \$ 12,040

Year 4 \$ 12,040

Year 5 \$ 12,040

Total \$ 60,200

**cc:**

**Purchasing Office**

**Subject**

**Date**

**Page 2**



Digital Airware, LLC  
8938 Landsdowne Avenue  
Harrisburg, NC 28075  
704.706.7173

# Invoice

Date	Invoice
10/18/2017	688

Bill To
Austin Police Department Financial Management P.O. Box 1629 Austin, TX 78767-1629

Remit To
Digital Airware, LLC 8938 Landsdowne Ave Harrisburg, NC 28075 jdemoreta@digitalairware.com 704-706-7173

P.O. No.	Terms
	Net 30

Item	Description	Qty	Rate	Amount
Enrollment Fee	Software License and Maintenance Agreement Enrollment fee for the period of (11/22/16-11/21/17) for Four Full Licenses	1	1,040.00	1,040.00
Enrollment Fee	Software License and Maintenance Agreement Enrollment fee for the period of (11/22/17-11/21/18) for Four Full Licenses	1	1,040.00	1,040.00
Enrollment Fee	Software License and Maintenance Agreement Enrollment fee for the period of (11/22/18-11/21/19) for Four Full Licenses	1	1,040.00	1,040.00
Enrollment Fee	Software License and Maintenance Agreement Enrollment fee for the period of (11/22/19-11/21/20) for Four Full Licenses	1	1,040.00	1,040.00
Enrollment Fee	Software License and Maintenance Agreement Enrollment fee for the period of (11/22/20-11/21/21) for Four Full Licenses	1	1,040.00	1,040.00
Annual License	Renewal Fee Annual license and Maintenance Agreement fee for the period of (11/22/16-11/21/17) for Four Full Licenses	1	8,000.00	8,000.00
Enrollment Fee	Renewal Fee Annual license and Maintenance Agreement fee for the period of (11/22/17-11/21/18) for Four Full Licenses	1	8,000.00	8,000.00
Annual License	Renewal Fee Annual license and Maintenance Agreement fee for the period of (11/22/18-11/21/19) for Four Full Licenses	1	8,000.00	8,000.00
Enrollment Fee	Renewal Fee Annual license and Maintenance Agreement fee for the period of (11/22/19-11/21/20) for Four Full Licenses	1	8,000.00	8,000.00
Annual License	Renewal Fee Annual license and Maintenance Agreement fee for the period of (11/22/20-11/21/21) for Four Full Licenses	1	8,000.00	8,000.00
Customization	Forms/Customization (11/22/16-11/21/17)	1	1,000.00	1,000.00
Customization	Forms/Customization (11/22/17-11/21/18)	1	1,000.00	1,000.00
Customization	Forms/Customization (11/22/18-11/21/19)	1	1,000.00	1,000.00

We look forward to working with you.

<b>Total</b>
<b>Payments/Credits</b>
<b>Balance Due</b>



Digital Airware, LLC  
8938 Landsdowne Avenue  
Harrisburg, NC 28075  
704.706.7173

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P.O. No.	Terms
	Net 30

Item	Description	Qty	Rate	Amount
Customization	Forms/Customization (11/22/19-11/21/20)	1	1,000.00	1,000.00
Customization	Forms/Customization (11/22/20-11/21/21)	1	1,000.00	1,000.00
Data Storage	Unlimited upload and download data storage for the period of (11/22/16-11/21/17)	1	2,000.00	2,000.00
Data Storage	Unlimited upload and download data storage for the period of (11/22/17-11/21/18)	1	2,000.00	2,000.00
Data Storage	Unlimited upload and download data storage for the period of (11/22/18-11/21/19)	1	2,000.00	2,000.00
Data Storage	Unlimited upload and download data storage for the period of (11/22/19-11/21/20)	1	2,000.00	2,000.00
Data Storage	Unlimited upload and download data storage for the period of (11/22/20-11/21/21)	1	2,000.00	2,000.00

We look forward to working with you.

<b>Total</b>	USD 60,200.00
<b>Payments/Credits</b>	USD 0.00
<b>Balance Due</b>	USD 60,200.00



Digital Airware, LLC  
8938 Landsdowne Avenue  
Harrisburg, NC 28075  
704.706.7173

# Invoice

Date	Invoice
10/18/2017	682

Bill To
Austin Police Department Financial Management P.O. Box 1629 Austin, TX 78767-1629

Remit To
Digital Airware, LLC 8938 Landsdowne Ave Harrisburg, NC 28075 jdemoreta@digitalairware.com 704-706-7173

P.O. No.	Terms
	Net 30

Item	Description	Qty	Rate	Amount
Enrollment Fee	Aircraft 1 (11/22/17-11/21/18) (2 of 5 payments)	1	260.00	260.00
Annual License	Aircraft 1 (11/22/17-11/21/18) (2 of 5 payments)	1	2,000.00	2,000.00
Enrollment Fee	Aircraft 2 (11/22/17-11/21/18) (2 of 5 payments)	1	260.00	260.00
Annual License	Aircraft 2 (11/22/17-11/21/18) (2 of 5 payments)	1	2,000.00	2,000.00
Enrollment Fee	Aircraft 3 (11/22/17-11/21/18) (2 of 5 payments)	1	260.00	260.00
Annual License	Aircraft 3 (11/22/17-11/21/18) (2 of 5 payments)	1	2,000.00	2,000.00
Enrollment Fee	Aircraft 4 (11/22/17-11/21/18) (2 of 5 payments)	1	260.00	260.00
Annual License	Aircraft 4 (11/22/17-11/21/18) (2 of 5 payments)	1	2,000.00	2,000.00
Customization	Forms/Customization (2 of 5 payments)	1	1,000.00	1,000.00
Data Storage	Data Storage (11/22/17-11/21/18) (2 of 5 payments)	1	2,000.00	2,000.00

We look forward to working with you.

**Total** USD 12,040.00

**Payments/Credits** USD 0.00

**Balance Due** USD 12,040.00

**CONTRACT BETWEEN THE CITY OF AUSTIN ("City")  
AND  
Digital Airware, LLC ("Contractor")  
for  
Aviation Maintenance & Inventory Tracking Tool  
CT 8700 16112100084**

The City accepts the Contractor's Offer (as referenced in Section 1.1.3 below) for the above requirement and enters into the following Contract.

This Contract is between Digital Airware, LLC. having offices at Charlotte, NC 28269 and the City, a home-rule municipality incorporated by the State of Texas, and is effective as of the date executed by the City ("Effective Date").

**1.1 This Contract is composed of the following documents:**

- 1.1.1 This Contract
- 1.1.2 Digital Airware, LLC.'s Offer, dated 08/22/2016, including subsequent clarifications

**1.2 Order of Precedence.** Any inconsistency or conflict in the Contract documents shall be resolved by giving precedence in the following order:

- 1.2.1 This Contract
- 1.2.2 The Contractor's Offer as referenced in Section 1.1.3, including subsequent clarifications

**1.3 Compensation.** The Contractor shall be paid a total amount of \$12,040.00 as indicated in the Offer. Payment shall be made as indicated in the Solicitation after acceptance of the goods and/or services.

**1.4 Clarifications and Additional Agreements.** The following are incorporated into the Contract.

**1.4.1 Software requirements and scope of service.**

Software Requirements for Aviation Maintenance & Inventory Tracking Tool Evaluation	
<b>General</b>	
<input type="checkbox"/>	Results presented in easy to understand format
<input type="checkbox"/>	Web-based application
<input type="checkbox"/>	Capacity to display results to others who don't have access to the software
<input type="checkbox"/>	Technical support for questions about data
<input type="checkbox"/>	Public Sector/Law Enforcement Expertise
<input type="checkbox"/>	Technical support for questions about software
<input type="checkbox"/>	Expertise of company personnel
<b>Aircraft Records</b>	
<input type="checkbox"/>	Ability to list aircraft demographics including serial numbers, hobbs times, FAA inspections
<input type="checkbox"/>	Color coded alert system
<input type="checkbox"/>	Ability to store equipment lists and balance sheets
<b>Accessory &amp; Tool Tracking</b>	
<input type="checkbox"/>	Color coded alert system for each tool or accessory
<input type="checkbox"/>	Personal Email reminders for upcoming inspections
<input type="checkbox"/>	Ability to adjust and track useable time on tools and accessories
<b>Customized Forms</b>	
<input type="checkbox"/>	Forms designed specifically for service for the user to use as a template
<input type="checkbox"/>	Ability to pull customized reports
<input type="checkbox"/>	Ability to email customized reports to the user
<b>Flight Tracking</b>	
<input type="checkbox"/>	Ability to upload flight tracking information from Android phone or iPad device
<input type="checkbox"/>	Ability to record flight coordinates and send the data back to the user once on the ground
<b>Inventory</b>	
<input type="checkbox"/>	Ability to track inventory costs across multiple locations
<input type="checkbox"/>	Ability to schedule shipments and receivements

This Contract (including any Exhibits) constitutes the entire agreement of the parties regarding the subject matter of this Contract and supersedes all prior and contemporaneous agreements and understandings, whether written or oral, relating to such subject matter. This Contract may be altered, amended, or modified only by a written instrument signed by the duly authorized representatives of both parties.

In witness whereof, the parties have caused a duly authorized representative to execute this Contract on the date set forth below.

Digital Airware, LLC.

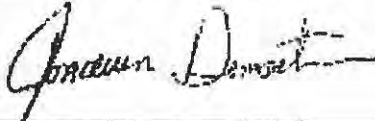
CITY OF AUSTIN

Joaquin DeMoreta

Sai Xoomsal Purcell

Printed Name of Authorized Person

Printed Name of Authorized Person



Signature

Signature

President

Senior Buyer Specialist

Title:

Title:

11/22/2016

11/22/16

Date:

Date:

Aviation Maintenance and Inventory Tracking Software as a Service	Digital Airware	Sky Ops	My Flight Solutions	*Air Vault
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This tracking system is needed to do a multitude of tasks for a fleet of 3 helicopters ranging from mundane unit stats to keeping up with the hours on parts regulated by the Federal Aviation Administration (FAA) for helicopters and airplanes. The system needs to be focused on tracking maintenance and operation aspects of the Air Operations Unit. The ability to track parts and tools is the most important requirement that this system must meet. The FAA must certify the warranty of tools and parts annually; this system must be able to notify by email, text etc the user when the part and/or tool is up for repair in order for the unit to plan accordingly.

General Requirements				
	YES - Internet based, on same cloud as US government uses for security reasons			
High security feature, possibly cloud based		YES - internet based	YES	
Not tied to in house computer systems; no involvement from CTM	YES	YES	YES	
Ability to track all parts in storage, keep up with TBO's, this includes 3 helicopters and one fixed wing air asset	YES	*Sky Ops maintenance management piece is under development. NO Cannot guarantee this piece will work.	YES	
Risk Management System for pilots	YES	NO	YES	
Notification mechanism for warranty expiration			YES	
Tool tracking. Ability to track yearly calibration of all tools.	YES	*Sky Ops maintenance management piece is under development. NO	YES	
Person Protective Equipment Inventory (track warranty of specialized equipment)	YES	NO	YES	
Ability to track flight hours (FAA requirement)	YES	NO	YES	
Track each pilots/Tactical Flight Officer's training hours	YES	NO	YES	
Ability to track certifications including but not limited to medicals for the pilots (annual physical is required)	YES	****	NO	
Ability to track take home vehicles (tracking routine on non-city owned vehicles, i.e. Organized Crime Division)	YES	NO	YES	
Include a safety management system (how is this different from risk management system?)	YES	****	YES	
Ability to track unit activity (track information on each call, such as type of call, ect	YES		YES	
Ability to track the 1033 program items	YES	YES	YES	
Price				
One-time charge or annual fee	Annual Fee	Annual Fee		
Initial charge		\$50.00 per user per month for all functionality		
Annual fee	\$12,040			
Extra cost for more licenses	*One log-in for APD access	N/A		
Contact	Laura McGaffney Lmcgaffney@digitalairware.com	Ingmar van Leth ivl@skyops.com		rgreathouse@criticaltech.com





## MEMORANDUM

### Austin Police Department Special Operations Air/K9

**TO:** Todd Gage, Commander  
**FROM:** David Socha, Lieutenant  
**DATE:** August 16, 2016  
**SUBJECT:** Sole Source Ref: Digital Airware

On my arrival to the Air Support Unit, I was advised that we needed an aircraft maintenance and inventory tracking system. This tracking system is needed to do a multitude of tasks, ranging from very mundane unit stats to keeping up with the hours on parts regulated by the FAA for helicopters and airplanes. I found out that failing to keep up with the parts on a helicopter was a huge issue with the FAA that could result large fines. Police Departments have been fined as much as 80K for failure to remove parts that have "timed out" and were still in use.

During my search I found one company identified as "Digital Airware LLC" (DAW). This company was on the radar of APD when they purchased the new H125/B3 about 3 years ago, however, this product was cut due to financial obligations. Before I researched this company, I created a list of requirements as well as items that we needed to track, these were:

1. High security features, possibly cloud based.
2. Not tied to our in house computer systems so that the IT people would not have to be involved.
3. Must track all parts that we have in storage, keep up with TBO's, this includes 3 helicopters and one fixed wing air asset.
4. Have a risk management system for pilots.
5. Tool tracking. To keep up with the yearly calibrations of all tools.
6. PPE Inventory.
7. Be able to track flight hours.
8. Track each pilots/TFO's training hours.
9. Track Certifications including medicals for the pilots.
10. Keep track of our take home vehicles.
11. Keep track of the 1033 program items.

info@skyops.com  
ingmar, president

\* what we need:  
- Maintenance & engineering  
- Flight hours  
- Time on parts  
- Fleet <sup>small</sup>

\* Maintenance contractor FAA has fined our to go  
making errors in

↓ Parts timing out  
\* Tracking time on parts

12. Have a safety management system.
13. Keep track of unit activity.

This was a long list and with hours of research it appears that DAW was still the only company that was able to cover all these items plus others not listed.

While I was at the ALEA conference and trade show (July 17-22), I spoke to several vendors that deal with these type of systems. None of them covered all that I needed for this unit. Sky Ops was the closest but they did not do any parts tracking or tracking of officer's flight information. They stated they could work with us and maybe in a few months have something like that. This is not a guarantee of the product. DAW also has great tech support. This system is based on the secure cloud and is logged into through a secure portal on the web. This means our IT people would not have to worry about viruses entering our APD system.

I also inquired into how many police agencies are currently using Digital Airware and this was the list that I obtained from them:

Arizona DPS  
Delaware State PD  
Hillsborough County Sheriff's Dpt  
Lee County Sheriff's Dpt  
Maricopa County Sheriff's Dpt  
Massachusetts State PD  
Mesa PD  
Miami Fire Rescue  
Miami Dade PD  
North Carolina Highway Patrol  
New Jersey State PD  
NYPD  
Ontario PD  
Orange County Sheriff's Dpt  
Palm Beach County Sheriff's Dpt  
Pinal County Sheriff's Dpt  
Pinellas County Sheriff's Dpt  
San Antonio PD  
St. Johns County Sheriff's Dpt  
Tampa PD  
Texas DPS

I also spoke to Assistant Chief Tim Ochsner and Chief Bill Nabors with Texas Department of Public Safety's Aircraft Division about this program. They stated that they have been using Digital Airware for some time now and it has proven to be invaluable and it had worked great for them. They further stated that they do not even use all the features and know they might be missing out. I also spoke with the San Antonio Air Support Unit who stated that they were one of the first customers and could not do without the system.

I feel Digital Airware LLC should be considered a Sole Source company. After extensive research, I've been unable to find a company that is even close to

Maintenance \*  
tracking \*  
they are  
currently  
working on  
\*looking to  
partner up  
w/ other  
system

comparable. As far as the price, it is comparable to some of the companies I researched, as several were around \$1,000.00 dollars a month with tech support. This product can only be purchased through this company.

DWS:dws:tg