LASSEN COUNTY SHERIFF'S OFFICE

1415 Sheriff Cady Lane Susanville, CA 96130

Administration	Dispatch	Civil	Adult Detention Facility
Phone: (530) 251-8013	Phone: (530) 257-6121	Phone: (530) 251-8014	Phone: (530) 251-5245
Fax: (530) 251-2884	Fax: (530) 257-9363	Fax: (530) 251-2884	Fax: (530) 251-5243

Dean F. Growdon
Sheriff - Coroner

To: Lassen County Board of Supervisors

From: John Bohl, Operations Commander

Lassen County Sheriff's Office

Agenda Date: July 23, 2019

Subject: Respond to Request for Proposals for Computer Dispatch/Records Management Systems.

Background:

The County Employs 32 sworn Deputy Sheriff's (Deputies, Sergeants Lieutenants, Captains), 7 dispatchers, 28 Correctional Deputies (Correctional Deputies, Correctional Corporals, and Correctional Sergeants). The dispatch center has 3 fully functioning work stations, and a partial station. Typically, 1-2 dispatchers staff the Public Safety Answering Point (PSAP) with a supervisor on-site during most day shifts. The Sheriff's Office also provides dispatch services for the Susanville Police Department.

The City employs about 15 peace officers and two civilian employees.

During the last year the Sheriff's office PSAP handled 40,246 telephone calls. Of the total calls, 12,865 were 911 calls. These calls as well as officer initiated activity, resulted in 17,423 events involving patrol resources and assignment of a report number. Of those, 8,916 were Sheriff's (County) responsibility and 8,507 were Police (City) responsibility. The County PSAP currently maintains approximately 2,100 Active Warrants.

On October 22, 2003 The Sheriff's Office started using dispatch software and a record management system called LEADS. The Susanville Police Department had been using LEADS since the 1980's. Over the years departments using LEADS have steadily updated their systems leaving LEADS with only two agencies still using their product, so with the end of this product being well supported and maintained by LEADS in sight we started looking for a solution. In 2016 the 911 center and dispatch received a complete upgrade of the dispatch consoles and electronics hardware. Dispatch is still left without a true

CAD (Computer Aided Dispatch) capability. Owing to an increase in technology and our current aged software used for the dispatch center the need for upgrading of the dispatch and records management system has become obvious. A decision to of how to keep with the work load and mission critical requirements will have to be increased staffing or increased efficiency.

In order to capitalize on the integrated connectivity of the records management product it will also be necessary to also upgrade CrimeStar the Records Management System in use at the jail since, 2008 when the existing system precipitously crashed losing all of the records since the jail's opening on June 14, 1991. The record management upgrade, as well as, records connectivity throughout the Sheriff's Office will likely result in increased efficiency and accuracy of the booking process.

The updated CAD/RMS system will create updated reports for all of the existing California mandated reporting requirements which have inflexible deadlines. This solution will also, help produce labor intensive responses to California Public Records Act requests with strict time limits of 10 days upon receipt, with 1 additional extension of 14 days for good cause. Due to the heavy workload, required training and experience needed to operate the dispatch center combined with the challenge of recruiting and hiring qualified applicants this update will utilize technology and innovation much more efficiently to meet all of the increasing demands.

The impact upon patrol function will be substantial. Reports will sometimes be completed in the field, and access to information in the field for investigate purposes, without having to return to the office will increase efficiency and accuracy of work product and will become an indispensable tool.

On March 19, 2019 the Sheriff's Office published a Request For Proposals for Computer Aided Dispatch/Report Management System.

Discussion:

In April of 2019, the Lassen County Sheriff's Office received three timely responses to our previously published Request for Proposals developed by a partnership with the City of Susanville, and the Sheriff's Office for a fully integrated Computer Aided Dispatch, Record Management System, Mobile Field Reporting and Training Management System. The responses were from; Central Square Technologies, PTS Solutions. Inc., and Sun Ridge Systems, Inc.

An evaluation committee made up of city and county stakeholders reviewed and scored the proposals (scoresheet recapitulations attached) to determine the best fit for our needs, and met the requirements of the RFP and the committee recommended the Sheriff proceed with Sun Ridge Systems, Inc. The new product for Computer Aided Dispatch / Report Management System name is RIMS.

Fiscal Impact: To be determined.

Actions Requested:

Authorize the selection of the recommended vendor by the evaluation committee, and authorize the Sheriff and County Administrative Officer to enter into negotiations and contract development.

COUNTY OF LASSEN/CITY OF SUSANVILLE

REQUEST FOR PROPOSAL

INTRODUCTION

The County of Lassen (County) and City of Susanville (City) are seeking a firm to develop a CAD/RMS System for the Lassen County Sheriff's Office, Susanville Police Department, and the County 911 Communication Center that provides dispatch services for both agencies. It is in the best interest of the City and County to identify a vendor that can meet the CAD/RMS needs of both agencies.

Computer Aided Dispatch/Report Management System
CAD/RMS
Lassen County Sheriff's Office
Susanville Police Department

The County and City intend to award contracts to a firm that will meet our qualification criteria and has successfully performed services on similar projects in the past. The successful firm will be required to enter into contracts with the County and City separately for the services requested in this Request for Proposal (RFP) within a reasonable time after award. A firm submitting a proposal must be prepared to use the County and City standard contract forms rather than its own contract form. The County's model contract is attached as Exhibit A-County Model Contract. The City's model contract is attached as Exhibit E-City Model Contract. The contracts will include terms appropriate for this project. Generally, the terms of the contracts will include, but are not limited to: (1) completion of the project within the timeframe provided; (2) no additional work authorized without prior written approval; (3) no payment without prior written approval; (4) funding availability; (5) termination of contract under certain conditions; (6) indemnification of the County/City; (7) approval by the County and City of any subcontractors; and (8) minimum appropriate insurance requirements. The County and City intend to award contracts substantially in the form of the Model Contracts to the selected Contractor. County/City may chose not to award contracts.

Lassen County Sheriff's Office
1415 Sheriff Cady Lane
Susanville, CA 96130
(530) 251-8013
FAX (530) 251-2884

BACKGROUND
The County of Lassen is located in northeastern California, and the County Seat of Susanville is approximately 85 miles north of Reno, Nevada and approximately 112 miles east of Redding, CA. The region primarily consists of agricultural and public land, and the primary employers are three prisons and an Army Base. The County population is around 35,000 people. The population of the unincorporated areas is about 17,000. The remainder of the population lives in the incorporated City of Susanville. Of those residents, about 8,000 are incarcerated in state prisons, leaving a

Published: March 19, 2019

Proposals are due by 10:00 am on April 22, 2019

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service population of around 10,000 in the City of Susanville.

The County employs 32 sworn Deputy Sheriffs (Deputies, Sergeants, Lieutenants, Captains), 7 dispatchers, 28 Correctional Deputies (Correctional Deputies, Correctional Corporals, and Correctional Sergeants). The dispatch center has 3 fully functioning work stations, and a partial station. Typically, 1-2 dispatchers staff the Public Safety Answering Point (PSAP) with a supervisor on-site during most day shifts. The Sheriff's Office PSAP also provides dispatch services for the Susanville Police Department.

The City employs about 15 peace officers and two civilian employees.

During the last year the Sheriff's Office PSAP handled 40,246 telephone calls. Of the total calls, 12,865 were 911 calls. These calls, as well as officer initiated activity, resulted in 17,423 events involving patrol resources and the assignment of a report number. Of those, 8,916 were Sheriff's (County) responsibility and 8,507 were Police (City) responsibility. The County PSAP currently maintains approximately 2,100 Active Warrants.

SCOPE OF SERVICES

Overview. The County is looking to purchase a fully-integrated system for the Sheriff's Office that includes a Computer Aided Dispatch System, Records Management System, Mobile Field Reporting via tablet and/or smart phone, and a Training Management System, as well as additional modules, all with connectivity to local, County and State agency systems.

The City is looking to purchase a fully-integrated system for the Police Department that includes Records Management System, Mobile Field Reporting via tablet and/or smart phone, and a Training Management System, as well as additional modules, all with connectivity to local, County and State agency systems.

The vendor selected will be responsible for the implementation of all selected components, project management, training, data migration, and providing a turnkey installation that meets the performance requirements as stated in the final contract.

The County and City are proposing a very aggressive system implementation schedule. Contractor should be expecting to implement the new system within 120 days of contract execution. County/City understand interfaces and data conversion (if included in agreement) will extend beyond system implementation. Final schedule will be discussed during contract negotiations.

Background Check. Contractor staff will have access to confidential and sensitive data files and shall be subject to a Department of Justice and Criminal History background check. Failure to pass the background check shall exclude any employees of the contractor from access to confidential and sensitive files. All employees of the contractor

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who will participate at the level described above will be required to provide a valid issued driver's license or equivalent photo identification before they will be permitted to begin work on the project.

1. System Requirements: Refer to Attachment A. Attachment A is the System Requirements Worksheet and must be completed and returned in the original Excel format (PDF is not acceptable). Proposals must include specific responses to each of the requirements and highly desired features.

Proposal responses shall adhere to the following code guidelines:

E=Existing Requirement will be met by proposed existing software and/or hardware that is installed and operational and can be demonstrated.

M=Minor Modification Requirement will be met by proposed minor modifications to the existing software and/or hardware or use the software tools. All work shall be performed by the contractor.

U=Under Development Requirement will be met by proposed software that is currently under development, in Beta test, or not yet released yet.

T=Third Party Solution Requirement will be met by existing third party software and/or hardware. Integration work will be performed by vendor and third party. Pricing proposal must include expenses for third party (subcontractor) and it is preferred the vendor-third party relationship currently be functioning in another jurisdiction.

N=Not Available Requirement cannot be provided.

Note:

An omitted response will be assumed to be the same as "N-Requirement cannot be provided".

All costs associated with "M" or "T" responses shall be included in the pricing proposal.

2. Interfaces: Proposed system must interface or be fully integrated with CAD, RMS, Field Reporting, CLETS, and Mobile Reporting. Possible full integration with Safe Evidence Management (property & evidence), Jail Management System (Crimestar), etc. and have the ability to data mine from California Superior Court's case management system.

The Sheriff's Office manages the county-wide message switching facility for all County law enforcement agencies to access the Department of Justice CLETS and CJIS systems. The law enforcement agencies include the Sheriff's Office, and Susanville Police Department.

911 Interface: The County requires a one-way interface from the Vesta 911 system to the CAD application. Incoming calls should plot location on the CAD map as they are received by the 911 system; regardless if the call taker has answered the call or not. Once the call is answered, call takers shall be able to transfer all ANI/ALI data and time stamps into corresponding dedicated CAD fields, with the ability to modify the location of occurrence as needed. MSAG locations should be submitted for address verification and once validated, the previously plotted pin on the CAD map should be updated, if necessary. Incoming calls and answered calls should appear visually distinct on the CAD map.

The interface should be Phase II Wireless Compliant such that ALI data containing latitude and longitude coordinate information is converted to a location, accurately parsed into data fields and plotted on the CAD map. When only Phase I information is available, the tower location should plot on the CAD map. Finally, any address received from the 911 system should be able to be viewed in CAD as coordinates, a street address, an intersection and a radius from intersection.

3.   Testing:

The implementation must include adequate provisions for functional, performance and reliability testing. The County/City require the Contractor involvement in the development and execution of all test plans to assure the System delivers the expected results. Satisfactory completion of a mutually agreed upon Acceptance Test for each stage of the implementation is required as is a Final Acceptance Test in a fully integrated environment (to ensure components work together as intended).

The Acceptance Test will include a confirmation of each functional requirement identified in this RFP in addition to required performance and reliability acceptance procedures. The Contractor will be expected to demonstrate all contracted functionality using the product as configured for the County/City during testing. Final System Acceptance will not occur until all testing demonstrates the implemented product works as contracted in the live environment for ninety (90) days.

4.   Warranty:

The entire system solution as proposed in this RFP should include a first year warranty for the Contractor supplied hardware and software for a minimum of twelve (12) months after the formal Final System Acceptance date. Final System Acceptance will not occur until the system has performed for ninety (90) consecutive days in a live production environment without errors.

The warranty shall include all software updates, enhancements and refinements, as well as all professional services and interfaces. The warranty should conform to contractually agreed specifications and protect against any defects or damage caused by manufacturers, Contractors, or proposed subcontractors, in the system's equipment or software. Additionally, the Contractor will warrant its responses to the functional

requirements included in this RFP and any other element of this RFP and will agree to attach its RFP response to any contract reached with the County and City.

5.   Support and Maintenance:

The County and City expect that a five (5) year maintenance and support agreement will be offered. The support agreement should designate priority levels for system errors and include a guarantee response time for each priority level. Further, the proposal must provide financial reimbursement for Contractor failure to meet the required support obligations. Include how Contractor intends to support and maintain any third-party systems and whether or not the annual support and maintenance includes any upgrades at no additional cost. Is support offered remotely or on-site, as needed? Is support available 24x7?

6.   Training:

The Contractor is expected to provide the following types of training programs along with appropriate documents:

a) A training program for the County/City project implementation team that includes the training necessary to understand the overall System architecture, interface configurations, data import/export capabilities, and workflow configuration options, etc.

b) A training program for application administrators that includes the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of the System.

c) A training solution to support the training of end-users in the functionality of the various proposed System components. To support the training of end users, the County/City envisions the use of a "train-the-trainer" approach accompanied by computer-based training.

d) Post-implementation training for on-going end-user training of the initial System, as well as for future version releases. Again, the County/City envisions the use of a "train-the-trainer" approach accompanied by computer-based training.

8. RFP Calendar:

Issue Request for Proposal (RFP)	March 19, 2019
Question and Answer closed	April 12, 2019
Proposals Due	April 22, 2019
Evaluation-Award	May 3, 2019
Contracts Approved by County and City	May 22, 2019
Project Start	June 2019

FORMAT FOR PROPOSALS

Responses to the Request for Proposals must be made according to the requirements set forth in this section, both for content and for sequence. Failure to adhere to these requirements, or inclusion of conditions, limitations or misrepresentations in a response may be cause for rejection of the submittal. Use 8-1/2" x 11" sheets (fold outs are acceptable for charts, etc.). Type size must be large enough to be easily legible, but shall not be smaller than 10 point.

A. County Contact Person:

Submit Attachment A electronically, one complete submittal signed, unbound original and six (6) complete copies of the submittal to:

> Regina Mineau, Sheriff's Executive Assistant
> Lassen County Sheriff's Office
> 1415 Sheriff Cady Lane
> Susanville, CA 96130
> gmineau@co.lassen.ca.us

Questions posed during the RFP process must be submitted to Regina Mineau at gmineau@co.lassen.ca.us.

Regina Mineau will provide the question and answer to all potential respondents. Do not contact any other County/City employee with questions during the RFP process. Questions close April 12, 2019 midnight.

B. Mandatory Content and Sequence of Submittal:

1. Cover Letter

Section 1 shall be a maximum two-page Cover Letter and introduction, and shall include the name and address of the organization submitting the proposal, together with the name, address and telephone number of the contact person who will be authorized to make representations for the organization, the firm's federal tax ID number and a list of subcontractors, if any. The Cover Letter must include a statement that the proposal is valid for 90 days after receipt.

2. Table of Contents

Section 2 shall be a detailed Table of Contents and shall include an outline of the submittal, identified by sequential page number and by section reference number and section title as described herein.

3. Contractor Capabilities

Section 3 entitled "Contractor Capabilities" shall include a description of the proposing firm's resources, experience, and capabilities as listed below for successfully developing and completing this project as well as resumes of the staff to be assigned to the project. Submit in the order identified below:

a. Background and Experience. In this section, describe your firm's background, number of years in business, organizational structure, identify decision-making roles. Describe the roles and background of the design team leader and key team members who will be assigned to the Lassen project team. Include how many times the company has been sold, company mergers, or acquired any other company to integrate or interface their products. If the proposed CAD, Mobile or RMS systems are separate modules or are acquired from another source, include the purchase history. Describe the firm's demonstrated experience in developing CAD/RMS Systems. Include a comprehensive list of current California Law Enforcement Agencies utilizing your CAD/RMS system with current contact names, telephone numbers and e-mail addresses. This list will be utilized to determine customer satisfaction.

b. Key Personnel. Provide resumes describing the background and qualifications of key personnel your firm would use on this project, including any subcontractors that are considered as key personnel on this project. Name the intended on-site project manager.

c. Statements as to whether any of the following events have occurred in the last five years with the company (as its current entity or as a predecessor entity). If yes to any of the following provide a full explanation for each line item:

   i.   Was the company the subject of any order, judgment or decree?
   ii. Was the company's business the subject of any civil or criminal proceeding in which there was a final adjudication adverse to the company?
   iii. Was a petition under bankruptcy, insolvency, or receivership filed by or against the company?
   iv. Has the company:
       1) Supported a program where services were terminated?
       2) Supported a program where services were temporarily discontinued directly arising from activities conducted by the company?
       3) Supported a program that required substantial fines or refunds that directly arose from program related activities?

d. Financial Stability. Submit five years of financial statements.

   Failure to provide required disclosure, submit officially-signed documents or respond to all information requested/required will result in the proposal being deemed non-responsive.

e. Scheduling. Delineate the project scheduling process your firm uses. Use some

or all of the projects in the Experience Summary section, as well as other projects (if necessary), as specific examples, which demonstrate your ability to deliver your work on time.

4. Firm's Experience Summary

Section 4 entitled "Firm's Experience Summary" (please limit to three (3) projects), shall briefly describe related past projects completed along with a discussion comparing similarities with this proposed project. Section 4 shall also contain professional references, including names and telephone numbers for each sample project.

Include experience in querying data from the State of California, Department of Justice to include CLETS and CJIS.

5. Work Plan

Section 5 entitled "Work Plan", will outline how the Contractor's team intends to prepare and complete all tasks identified in their proposal, and anticipated timelines for each task for this project. Include training and implementation on the Schedule.

Provide detailed technical and functional information related to the product(s) and provide details on which modules are separate, interfaced or fully integrated. Describe the base system as it operates today. Include a list of features and/or modules that are included in the basic system purchase. If your database has interfaces with other databases, explain how the system operates. Outline the basic design and briefly explain how that design will meet the County/City needs. Is the solution centralized, modular, or does it define every component as an option that can be turned on or off?

A. Core System and Modules

Provide detailed information on the core system and its included components. Specify all modules by name and function: (example: CAD, RMS, Field Reporting, Mobile Reporting, Safe Evidence Management [property & evidence], Jail Management System [Crimestar], etc.) and whether they are interfaced and/or separate or fully integrated.

Describe how data flows between modules (e.g. is there a separate message switch server), specifically describe how data flows between mobiles and in-house.

B. Versions and Life Cycles

Provide the current version, release date, lifecycle and end-of-life date for the core system, each module, any third party solution and any OS or database software used by the proposed system. List the programming language and version of any application server and the database operating system. Include any other ancillary applications that are used to operate the system (e.g. workflow, dashboards, alerts, etc.)

Identify any unique or distinctive features in the system that differentiates your product from competitor's products.

H. Training

Include a training schedule addressing the different categories of training listed previously, #6, in the Scope of Services.

6. Scope of Work and Project Schedule

The Scope of Work should include two sections. Section A should include the scope of work and project schedule for the County and Section B should include the scope of work and project schedule for the City. The Scope of Work reflects how the project goals and deliverables will be achieved. Include a project schedule of time frames, milestones, quality control, testing processes and criteria for completion of the project.

A. Implementation

Describe the implementation methodology for the project including a preliminary implementation schedule for all applications, the required time for system and application training, program testing and sequence of the installation of the various applications. Include a staffing matrix with estimated staff required by role and estimated required time per month.

B. Data Conversion

Describe the data conversion methodology and best practices recommended for CAD and RMS data. Include technical information including any additional databases required for conversion, where the conversion services will take place (i.e. will Contractor remotely access current data for conversion, or would Contractor prefer to have the data at Contractor's facility). Describe how Contractor manages the data conversion process to ensure the project stays on schedule.

Contractor may be expected to complete the following phases of data conversion: import data, convert data, validate data and complete quality production/validation reports.

C. Transition Support

Explain the process the implementation team will use to transfer this project to the support team and how unresolved bugs/issues from Go-Live will be managed. Include a sample Project Transition to Project Support document.

7. Support, Warranty and Maintenance

C. Technical Requirements

Describe technical requirements and the technical environment for the use of the software. Provide information regarding what the County/City will need to utilize the proposed system. Provide the minimum hardware and software specifications for networking and security, server, database and client that are required to install and run the application. Specify any physical requirements, including space needs, electrical power, cooling, etc. Include specifically which application requires or is recommended to run on a separate database (e.g. online reporting, Dashboards, Reporting). Include other third party licensing requirements. Include all requirements and costs for a virtual server environment. Include all requirements for backup recommendations.

D. System Diagram

Provide a diagram of the proposed System architecture. The diagram should include an overall representation of the servers, network, peripherals, workstations, mobile date components and interface points, as well as a representation of the System environments (Production, Backup, and Training/Testing).

Note: All items listed on the hardware costs section of the cost proposal must be included in the diagram and vice versa.

E. Geographical Files

Provide information on the geographical files the system uses. Describe how the mobile system utilizes these geographical files and how the system may differ from other vendors. Include information related to mobile computer geography, how it interacts with dispatch and how it will benefit dispatch and field personnel. Describe the format in which the system utilizes the map system (e.g. does the system digest native shape files or does it process a conversion).

F. Reporting and Dashboards

Include a list of all current reports built into the proposed system. Include a description of how the software manages the cross checking of errors to ensure accurate reporting. Include a description of how ad-hoc reporting or queries are handled within the system, for an average user. Include how crime analysts can use the system and include if this functionality is standard or add-on. Include any foreseen circumstances where a third party reporting system may be required. Describe any features, such as Dashboards, and how the data is combined (e.g. is a separate database required to support Dashboard) and how it is presented to the users.

Explain how users access the system whether by "user" license or "work station" license. Include number of licenses included in base price and include cost for additional licenses.

G. Unique Features

A. System Acceptance Plan

Provide a System Acceptance Plan for the project and segregate it into tasks/phases that will allow efficient project progress while also providing a means for monitoring the project. Include Contractor's efficient project progress while also providing a means for monitoring the project. Include Contractor's definition of "System Acceptance" and at what point in the project this occures.

B. First Year Support

Describe details of the proposed system's first year support, maintenance and updates of the software to begin upon System Acceptance.

C. System Support

Describe in detail the system support to be provided. This must include how software or hardware problems will be resolved and terms of the warranty. Include support days and hours available and if the company provides telephone support, 24x7. Specify the response time (e.g. 2 hours, 4 hours, or some other time period) based on severity of support necessary. Provide a detailed support road map with escalation procedures and contacts.

D. Support via Remote Access

As part of system support and maintenance, the Contractor's support personnel should have the capability to connect to the proposed system to investigate problems. If special software or hardware is required to support this capability, it must be included in Attachment B-Cost Spreadsheet as a separate line item.

E. Software Updates

Contractor must describe its software update or upgrade policy. Specifically:

    a. What is the guaranteed time frame to update the software to comply with State or Federal mandated changes to CLETS or NCIC?
    b. How frequently and under what circumstances are software updates provided?
    c. How will County/City be notified of updates?
    d. What is involved in implementing an update?
    e. How many hours will the system be down during an update?
    f. Will County/City incur any charges for updates or new versions of products licenses? If so, under what circumstances?
    g. How frequently does the company release new, enhanced versions of software?
    h. How many enhancements County/City expect with these new versions?
    i. What is the Contractor's approach to migration from earlier versions?
    j. How many versions will Contractor support?
    k. For software updates requiring data migration to a new server, describe the

process and include projected system down time.

l. Will Contractor guarantee, within normal maintenance costs, that all current versions of Microsoft Windows operating systems will be supported?

m. If the software is in development to change platforms (e.g. to .NET) or any other significant planned technical update, describe how customers will receive this update.

F. Annual Maintenance

Provide a quotation for maintenance of the proposed systems for the five years following expiration of the first year warranty period. Describe when year two annual maintenance fees are due, presumably one year from Project Acceptance. Describe service levels including, if applicable, remote program diagnosis and correction, on-site problem correction and response time. Include a sample Maintenance Contract and include the calculation utilized to determine the cost of the payment schedule required. Include project annual fee Increases and how those are calculated.

8. Cost

The cost portion of the proposal should include two sections. Section A should include a cost schedule for the County and Section B should include a cost schedule for the City.

The cost portion of the proposal must be for a firm price that identifies a breakout of the pricing for each element of the proposed project, including individual costs for module.

If an hourly rate is quoted, the anticipated total number of hours should be included along with a not-to-exceed price for the project.

Cost section must be completed within the format provided in this RFP as Attachment B.

9. Draft Contract Scope of Work

Contractors should submit a draft Scope of Work that is intended to be incorporated as Attachment III in the resultant contracts.

SELECTION PROCESS

The selection committee will include representatives from Lassen County and City of Susanville. The criteria for selecting the contractor recommended for selection by the Lassen County Board of Supervisors and the City Council for the City of Susanville is provided below:

(1) Reputation and Experience. Does Contractor have a reputation of being reliable, delivering on schedule, and performing tasks to the satisfaction of its clients? Does Contractor have sufficient experience in the kind of work required? Does Contractor warrant and offer support for systems?

(2) Capability and Availability of Staff. Does Contractor have the qualified and experienced staff needed to perform this job? Did the firm address the major requirements of this solicitation to include an implementation plan, training requirement, data conversion, and support and maintenance going forward?

(3) System Capabilities. Does Contractor's solution address County and City required system capabilities for a CAD/RMS system? Will the proposed system meet the needs of the County and City? Does the system readily interface with necessary peripheral systems?

(4) Financial Stability of the Firm. Does Contractor have financial strength and stability?

(5) Cost. Is the cost reasonable for the proposed task and is the cost of on-going support, maintenance and licensing reasonable?

Selection will consist of two levels of review. Level I will consist of evaluating the proposals for the purpose of establishing the most qualified contractors. Level II will be used to select the finalist. This level may include a request for a presentation from the finalists, proposal fact finding, reference checks and negotiation of contract terms and conditions.

Upon the recommendation of the selection committee, City and County representatives will take their recommendation to their respective governing bodiesfor review and/or approval to enter contractual agreement.

NOTICES

Any questions related to this RFP are to be directed to the County's website, Publicpurchase.com Do not contact County/City personnel or selection committee members regarding this project or the selection procedures.

All proposing firms responding to this RFP should note the following:

A. Intellectual Property Rights: As between the County/City and the Contractor, County/City owns all right, title and interest in and to the content of the data. The Licensed program materials contain confidential information of the Contractor and all copyright, trademarks, patents and other intellectual property rights created, developed, subsisting or used in or in connection with the licensed program materials are the exclusive property of the Contractor.

B. Lassen County and City of Susanville reserves the right to:

1. Reject any or all submittals;
2. Request clarification of any submitted information;

3. Waive any informalities or irregularities in any qualification statement;
4. Not enter into any contract;
5. Not select any firm;
6. Cancel this process at any time;
7. Amend this process at any time;
8. Interview firms prior to award;
9. Enter into negotiations with one or more firms;
10. Award more than one contract if it is in the best interest of the County/City;
11. Issue similar RFPs or RFQs in the future; and/or
12. Request additional information during the interview.

C. The selected firm is expected to perform and complete the project in its entirety.

D. Any and all costs arising from this RFP process incurred by any proposing firm shall be borne by the firm without reimbursement by Lassen County and/or the City of Susanville.

E. Surety Required: A performance bond in the amount of one-hundred percent (100%) of the project cost shall be required of the selected Contractor to ensure satisfactory performance of the work. The bond shall be a corporate surety bond issued by a surety company authorized to do business in California.

F. Confidential and Proprietary Data

All materials received relative to this RFP will be kept confidential, until such time as an award is made or the RFP is cancelled, at which time all materials received will be made available to the public. Proposals received will be subject to Government Code 6250, the Public Information Act. Under the Act, the County/City may be obligated to provide a copy of any and all responses to this Request for Proposal, if such requests are made after the contract is awarded.

One exception to this required disclosure is information that fits within the definition of a confidential trade secret (Government Code section 6254(k)) or contains other technical, financial or other data whose public disclosure could cause injury to the vendor's competitive position. If any vendor believes that information contained in its response to this Request for Proposal should be protected from disclosure, the vendor MUST specifically mark the pages of the response that contain the information.

The County/City will not honor any attempt by the vendor to designate the entire proposal as proprietary.

MODEL CONTRACT

The Contractor selected is expected to execute a contract substantially similar to the ones

shown in Exhibits A and E.

DISCLOSURE OF INFORMATION

All information and materials submitted to the County/City in response to this RFP may be reproduced by the County/City for the purpose of providing copies to authorized County/City personnel involved in the evaluation of the proposals, but shall be exempt from public inspection under the California Public Records Act until a Contract is executed. Once a Contract is executed, the California Public Records Act limits the County's/City's ability to withhold data relating to proprietary information or trade secrets, as defined by statute. If a Contractor's proposal contains any such proprietary information or trade secret that the Contractor does not want disclosed to the public, subsequent to the execution of the contract, each sheet of such information MUST be marked by the Contractor as "proprietary information" or "trade secret." If, after the contract is executed, a third party requests a copy of any Contractor's proposal and such documents contain material marked "proprietary information" or "trade secret," the County/City will withhold that information if it meets the statutory definition of proprietary information or trade secret and the Contractor agrees to defend, indemnify, and hold harmless the County/City in any subsequent legal action based on its withholding.

TIMING AND SCHEDULE

All responses to this RFP must be submitted on or before 10:00 a.m. on April, 2019.

County/City are proposing a very aggressive system implementation schedule. Contractor is expected to implement the new negotiations system within 90 days of contract execution. County/City understand interfaces and data conversion will extend beyond system implementation. Final schedule will be discussed during contract

Exhibit A – County Model Contract

Software License, Modification and Maintenance

This Contract, dated as of the last date executed by the County of Lassen is between the County of Lassen, a political subdivision of the State of California, hereinafter referred to as "COUNTY", and the professional service Contractor indicated in the variable information table below, hereinafter referred to as "CONTRACTOR."

VARIABLE INFORMATION TABLE					
Term of This Contract (Complete Dates in Just One of the Following Three Rows)					
Term Begins		Term Completion Date			
On Following Date		On Following Date			
County Department					
	Basis of Price (Do Not √ More Than One of the Following Four Blocks)				
Price | $	Fixed Price	Annual Price	Monthly Price		Hourly Rate
Not-to-Exceed Price	$	√ if Reasonable Expenses are authorized in addition to Hourly Rate			
CONTRACTOR Contact Information		COUNTY Contact Information			
CONTRACTOR		Project Manager			
Address		Address			
City, State & ZIP		City, State & ZIP			
Telephone		Telephone			
Facsimile		Facsimile			

WHEREAS, County, through the County Department identified above, desires to have work described in the Attachment III - Scope of Work performed; and

WHEREAS, Contractor possesses the necessary qualifications to perform the work described herein;

NOW THEREFORE BE IT AGREED between the parties to this Contract that this Contract is subject to the provisions contained in the following attachments, which are made a part of this Contract. Should there be any conflicts between this Contract and the attachments that are incorporated herein precedence shall first be given to the provisions of this Contract followed by the attachments, in descending order, as indicated below:

Attachment I – Terms and Conditions (including Exhibit "A")
Attachment II – Insurance Requirements for Software and Professional Services Contract
Attachment III – Scope of Work
Exhibit B – Software Licensing
Exhibit C – Software Maintenance
Exhibit D – Schedule of Charges and Payments

By signature below, the department head or his or her deputy certifies that no unauthorized alterations have been made to the Attachment I – "Terms and Conditions" and/or the Attachment II – "Insurance Requirements for Software and Professional Services Contract."

_____   _____   _____
Typed or Printed Name   Signature   Date

This Contract and the above listed Attachments represent the entire undertaking between the parties.

COUNTY   CONTRACTOR

By_____   _____
Chairman, Lassen County   Date   Name   Date
Board of Supervisors

REVIEWED AS TO FORM

ATTACHMENT I
TERMS AND CONDITIONS

1.0   Definitions

1.1   *Acceptance:* The Software shall be considered accepted for all purposes upon the earlier of: (a) notification by County that the Software is in compliance with all requirements specified in this Contract; (b) expiration of the Test Period if County fails to notify Contractor of any material nonconformity during that period; or (c) use of the Software by County in a production environment for at least thirty (30) days.

1.2   *Acceptance Certificate:* A certificate provided by the Contractor that is signed by the County confirming the Acceptance of each phase as defined within the Project Management Plan.

1.3   *Acceptance Plan:* That document, delivered as a component of the Implementation Plan document, that defines and describes the acceptance tests and conditions which define Acceptance.

1.4   *Agreement:* This Contract, all schedules, attachments, appendices and exhibits thereto, and any and all subsequent duly executed amendments thereto.

1.5   *Authorized Representative:* The person or persons authorized by County to work with Contractor to implement changes to the Software, submit Software issues to Contractor to resolve, and authorize the Contractor to make changes to the list of Users who can use the Software.

1.6   *Compliance Update:* A change made to the Software to reflect a mandated change in the applicable law.

1.7   *Computer System:* The desktop hardware and software components and programs that are used by County in conjunction with the Software, but do not include the Hosting Servers.

1.8   *Confidential Information:* Copyrights, Trade Secrets, Technical Information, Technology, and any and all other confidential and/or proprietary information provided by one Person ("Discloser") to another Person ("Recipient") pursuant to this Contract or otherwise, relating to, among other items, the research, development, products, processes, business plans, customers, finances, suppliers, and personnel data of or related to the business of Discloser, including, without limitation, the Software and all Documentation. Confidential Information shall also include all "non-public personal information" as defined in Title V of the Gramm-Leach-Bliley Act (15 U.S. C. Section 6801, et seq.) and the implementing regulations thereunder (collectively, the "GLB Act"), as the same may be amended from time to time. Confidential Information does not include any information: (i) Recipient knew before Discloser provided it; (ii) which has become publicly known through no wrongful act of Recipient; (iii) which Recipient developed independently, as evidenced by appropriate documentation; or (iv) of which Recipient becomes aware from any third Person not bound by non-disclosure obligations to Discloser and with the lawful right to disclose such information to Recipient. Notwithstanding the foregoing, specific information will not be deemed to be within the foregoing exceptions merely because it is contained within more general information otherwise subject to such exceptions.

1.9   *Copyrights:* Copyrighted and copyrightable materials, whether or not registered, published, or containing a copyright notice, in any and all media, and further including, without limitation, any and all moral rights and corresponding rights under international agreements and conventions, all Derivatives thereof, and any and all applications for registrations, registrations, and/or renewals of any of the foregoing.

1.10   *Customization:* Any improvement, derivation, extension or other change to the Software made by Contractor at the request of the County, including any that result from the joint efforts or collaboration of Contractor and County. Contractor may, from time to time, incorporate Customizations into the Software as "Enhancements."

1.11   *Data:* All data entered or used by County in order to use the Software, including but not limited to user account data and the data for which the Software is designed to store, manipulate, analyze and report in performing its functional requirements.

1.12   *Data Conversion Plan:* The formal plan to be prepared by Contractor with County support that identifies the data conversion elements: schedule, information, personnel, and any other items agreed upon as integral to the conversion of existing systems data to the configured databases by the County's Project Manager and the Contractor's Project Manager.

1.13   *Database Software:* Relational database management systems (RDMS), such as Microsoft SQL Server, Oracle, or similar Third-Party Software that is utilized by the Software to store County data on a disk sub-system as part of the operation of the Software.

1.14   *Defective Work:* Work that (i) is unsatisfactory, faulty, or deficient, (ii) does not conform to the Statement of Work, (iii) does not meet the requirements of any inspection, test, or approval referred to in the Acceptance Criteria, or (iv) does not meet or exceed the requirements specified in this Contract.

1.15   *Deliverables:* Those components, milestones, and/or materials, including, without limitation, the Software, Documentation, Maintenance Modifications, and Enhancements to be completed by one Party and delivered or otherwise provided to the other Party in accordance with the terms of this Contract and/or an effective Maintenance Agreement. Deliverables can mean either Deliverables required from Contractor ("Contractor Deliverables") or Deliverables required from County ("County Deliverables").

1.16   *Derivatives:* Any and all adaptations, enhancements, improvements, modifications, revisions, extensions or translations, whether to Intellectual Property or otherwise.

1.17   *Documentation:* Standard user publications relating to use of the Licensed Software, such as reference, installation, administrative, maintenance, and programmer manuals, provided by Contractor to County, all of which are made available to County by Contractor by either hard copy or electronic delivery.

1.18   *End User:* Any employee(s), affiliate(s), agent(s), or representative(s) of the County, or any other person under the direction or control of the County that uses the Software to perform certain functions or tasks as required by the County.

1.19   *Enhancement:* A change or addition, other than maintenance modifications, to Software and related Documentation, including, without limitation, all new releases, that improve functions, add new functions, or significantly improve performance by changes in system design or coding; provided, however, that Enhancements do not include any New Product.

1.20   *Error:* Either (i) any error or defect resulting from an incorrect functioning of Software caused by the Software's failure to meet Specifications therefor; or (ii) any error or defect resulting from an incorrect or incomplete statement in Documentation caused by the failure of the Software and/or the Documentation to meet the Specifications therefor.

1.21   *Error Correction (may also be referred to as "Patch"):* Either (i) a temporary repair or replacement or other modification or addition that, when made or added to the Software, corrects an Error, or (ii) a procedure or routine that, when observed in the regular operation of the Software, eliminates the practical adverse effect of an Error on the County. Temporary repair may be made permanent and released in Subsequent Releases of the Software.

1.22 *Explanatory Documentation:* Documents that describe the escrow contents and explain how to compile and load the software program in the event that the escrow materials are released to the County.

1.23 *Final Acceptance Certificate:* County's final written acceptance of the Programs and services to be provided under this Contract.

1.24 *Hardware:* The Computer System components and equipment, other than the Licensed Software and Third-Party Software.

1.25 *Hosting Services Agreement:* That certain Hosting Services Agreement, between Contractor and Hosting Vendor, providing for the Hosting Servers that store the Hosted Software and Data for County's access.

1.26 *Hosting Servers:* Those servers controlled and managed by Contractor for hosting the Hosted Software and which may be accessed by County for purposes of utilizing the Hosted Software.

1.27 *Hosted Software:* A fully operational, stable and up to date Version of the Software that Contractor will make accessible to County via the Internet and that is installed on the Hosting Servers.

1.28 *Implementation Plan:* That deliverable, provided by Contractor, that includes the specific tasks and deliverables required for the implementation of the identified work, and the specific dates for completion thereof. The Implementation Plan shall also include the Test Plan and Acceptance Plan for the identified work.

1.29 *Intellectual Property:* Trade Secrets, Copyrights, Derivatives, Documentation, Patents, Software, Technical Information, Technology, and any and all proprietary rights relating to any of the foregoing.

1.30 *Licensed Software:* The proprietary computer software program(s) identified in the Software License and all related materials, Documentation, all corrections, patches or updates thereto, and other written information received by County from Contractor, whether in machine-readable or printed form.

1.31 *Maintenance Release:* A Subsequent Release of the Licensed Software that includes Error Corrections and/or Updates.

1.32 *New Product:* Any change or addition to Software and/or related Documentation that: (i) has a value or utility separate from the use of the Software and Documentation; (ii) as a practical matter, may be priced and offered separately from the Software and Documentation; and, (iii) is not made available to Contractor's licensees generally without separate charge.

1.33 *Notice of Completion:* A written notice from Contractor stating that delivery, installation and implementation of all Licensed Software, and/or Third-Party Software at County's site has been completed and that the Software is available for acceptance testing.

1.34 *Object Code:* Machine readable compiled form of Licensed Software provided by Contractor.

1.35 *Party:* Either Contractor or County, and "parties" means both of the same.

1.36 *Patents:* All patentable materials, letters patent and utility models, including, without limitation, all reissues, continuations, continuations-in-part, renewals, Derivatives, and extensions of any of the foregoing and all applications therefor (and patents which may issue on all such applications).

1.37 *Professional Services:* Any Installation, Customization, Training, Consulting, Support Service(s), and other similar service(s) performed by Contractor under the terms of this Contract.

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1.38 *Project Management:* The process of planning, scheduling, and controlling certain activities in order to meet project objectives.

1.39 *Project Management Plan:* A comprehensive plan for execution of the Project to implement the Software, which includes subsidiary plans that include the Project Schedule, List of Deliverables, Data Conversion Plan, Issue Management Plan, Interface Specifications, Training Plan, Risk Management Plan, Resource Plan, Communication Plan, Change Control Plan, Document Control Plan, Acceptance Plan, and Quality Management Plan.

1.40 *Programs:* The Software, as written by the Contractor and approved Third Party Vendors, integrated by Contractor and delivered to the County, in the form of executable code providing fully compatible communication with the Contractor's licensed software engine, to operate on the Hardware for purposes of accomplishing the functional capabilities as set forth in this Contract.

1.41 *Release:* Means a version of the Software denoted by the number to the left of the decimal point (as compared to a change in the number to the right of the decimal point). For example, 4.x and 4.1 are the same Release; 4.x and 5.x are two different Releases. Releases include major Enhancements and the incorporation of any Version developed after the Release immediately preceding the most current Release.

1.42 *Seat:* A unique physical device, such as a terminal, microcomputer, or similar computing device that is part of the Computer System at which an End User has access to some or all of the Software or Third-Party Software.

1.43 *Site:* A single physical location and single database for which the Software is licensed. The number of Sites for which County is licensed to use the Software shall be specified in the applicable Schedule.

1.44 *Software:* The software program(s) identified on Exhibit D, including Error Corrections, Compliance Updates, and new Versions and Releases of such program(s) that may be provided under this Contract. The term "Software" excludes any Third-Party Software.

1.45 *Software Acceptance Date:* The date of final acceptance of the System by County as described in Attachment III of this Contract.

1.46 *Specifications:* The functional, operational, and performance characteristics of the Licensed Software as described in Contractor's current published Documentation.

1.47 *Subsequent Release:* A release of the Licensed Software for use in a particular operating environment which supersedes the Licensed Software. A Subsequent Release is offered and expressly designated by Contractor as a replacement to a specified Licensed Software product. A Subsequent Release will be supported by Contractor in accordance with the terms of this Contract. Multiple Subsequent Releases may be supported by Contractor at any given time.

1.48 *Support Services:* Those services provided by Contractor as described in Exhibit C - Software Maintenance.

1.49 *System:* The Licensed Software and associated interfaces furnished by Contractor for the Client and the Equipment on which such software operates, the combination of which shall satisfy the requirements set forth in the Specifications.

1.50 *System Cutover:* The point at which the County approves Contractor's initiation of the System, or a phase of the project, to a production status and the County may terminate use of the current software system it uses to perform the same business functions.

1.51 *Test Period:* The thirty (30) day period following: (a) County's receipt of the Notice of Completion or (b) in the case where County requests or causes a material delay in the performance of implementation services, the date set forth in the Implementation Plan for commencement of Acceptance Testing.

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1.52 *Third Party Software:* Software utilized in tandem with the Licensed Software, and necessary to enable the Licensed Software to perform the Specifications, supplied by Contractor with the Licensed Software or acquired directly by County on the advice of Contractor.

1.53 *Trademarks:* Trademarks, service marks, logos, trade names, and/or domain names including, without limitation, any and all common law and/or statutory rights therein and any and all applications to register and/or registrations therefor, anywhere within or outside of the Territory.

1.54 *Update:* A revision of the Software released by Contractor to its end user customers receiving maintenance and support services from Contractor. "Update" does not include any New Product or added features for which Contractor generally imposes a separate charge.

1.55 *Upgrade:* Either an enhancement to the Licensed Software code to add new features or functions to the Licensed Software or software programming revisions containing corrections to Error Corrections that have been reported by users or discovered by the Contractor. Upgrades include revisions that are made to the Software to conform to a newer version of the operating system software.

1.56 *Users:* People who, in accordance with the terms of this Contract, are authorized by County's Authorized Representatives to access the Software for purposes of performing data entry, analysis, or reporting, or for providing technical support.

1.57 *Version:* A new version of the Software that includes minor Enhancements, Error Corrections, and/or Compliance Updates, which is indicated by a different number to the right of the decimal point (e.g., "4.1" and "4.2" represent different Versions of Release "4").

1.58 *Warranty Period:* Commencing on the Software Acceptance Date and continuing during the Term, including any renewals or extension, all Errors shall be corrected by the Contractor without charge to the County.

1.59 *Work or Project:* The implementation, assembly, installation, optimization, and integration as required by this Contract, whether completed or partially completed, including all labor, materials, and services provided, or to be provided by Contractor to fulfill Contractor's obligations hereunder. The Work, therefore, constitutes all of the requirements for providing the Programs and all services under this Contract to the County.

2. **Scope of Work.** The work to be undertaken is identified in Attachment III – Scope of Work which is made a part of this Contract.

3. **Reimbursement.** The work shall be performed for the Fixed Price, Annual Price, Monthly Price or Hourly Rate as indicated above in the Variable Information Table, but shall not exceed the Not-to-Exceed Price if included in the Variable Information Table. Reasonable expenses if authorized and specified in addition to the Hourly Rate if both the Hourly Rate block and the block authorizing Reasonable Expenses are checked in the Variable Information Table. Payment shall be made after the Project Manager or designee reviews and approves the work and after submittal of an invoice by the Contractor. Expenses and or materials if stipulated shall be paid only upon prior approval and with receipts and only after review and authorization by the Project Manager.

4. **County Project Manager.** The County Project Manager or designee for this undertaking who will receive payment invoices and answer questions related to the coordination of this undertaking is identified above in the Variable Information Table.

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5. **Independent Contractor.** Contractor is an independent Contractor, working under his/her own supervision and direction and is not a representative or employee of County nor is the Contractor a partner or in any way directly affiliated with the County. Contractor agrees to file tax returns, report compensation and pay all applicable taxes on amounts paid pursuant to this Contract.

6. **Ownership of Data.** County is and shall remain the owner of the following items incidental to this Contract upon production, whether or not completed: all data collected, all documents of any type whatsoever, and any material necessary for the practical use of the data and/or documents from the time of collection and/or production whether or not performance under this Contract is completed or terminated prior to completion, except for Software which shall be owned or licensed as provided in this Contract. Contractor shall not release any materials under this section without prior written approval of County.

No materials produced in whole or in part under this Contract shall be subject to copyright in the United States or in any other country except as provided in this Contract or except as determined at the sole discretion of the County. County shall have the unrestricted authority to publish, disclose, distribute, and otherwise use in whole or part, any reports, data, documents or other similar materials prepared under this Contract, except for the Software and other Intellectual Property, which shall be subject to the ownership and other restrictions set forth in this Contract.

7. **Technology Life Expectancy.** County understands, acknowledges, and agrees that the technology upon which the Hardware, Software, and Third-Party Software is based changes rapidly. County further acknowledges that Contractor will continue to improve the functionality and features of the Software to improve legal compliance, accuracy, functionality, and usability. As a result, Contractor does not represent or warrant that the Hardware, Software, and/or Third-Party Software provided to County under this Contract or that the Computer System recommended by Contractor will function for an indefinite period of time. Rather, Contractor and County may, from time to time, analyze the functionality of the Hardware, Software, Third-Party Software, and Computer System in response to changes to determine whether upgrades are advised. Contractor shall, for the duration of the maintenance period covered by this Contract, and at no additional cost to County, maintain the Software to be compatible with supported operating systems and databases. County upgrades may include, without limitation, the installation of a new Release, additional disk storage and memory, and workstation and/or server upgrades. County upgrades may also include the installation and/or removal of Third-Party Software. County is solely responsible for all costs associated with such future resources and upgrades.

8. **Intellectual Property.** County acknowledges that Contractor owns all right, title and interest in and to the Software, the Documentation, and other information relating thereto (including all Customizations developed for County), including all patents, trademarks, copyrights, trade secrets, Customizations and other Intellectual Property rights. No rights, other than those granted pursuant to the License, are transferred to County.

9. **Warranty.** Contractor warrants the Software to operate in all material respects as specified in the Contractor-provided documentation. If Contractor makes or has made claims in response to specifications listed in a County solicitation, then the Contractor warrants the Software to operate in all material respects as claimed in response to the solicitation. Contractor warrants that the Software does not contain any disabling devices that would allow Contractor to terminate operation of the Software. Contractor further warrants that, to the best of its knowledge, the Software does not contain any malicious software. Contractor warrants as follows for all customization made by Contractor for the County: (i) All Customizations will continue to be supported by Contractor under its Maintenance Agreement as defined in Exhibit C; (ii) All Customizations will be preserved and will remain functional in any future software versions, revisions, or updates provided by Contractor; and (iii) All future software versions, revision, or updates provided by Contractor will not cause the County to incur any additional cost as a result of the Customizations. These provisions shall apply for as long as the County is covered by the Contractor's Maintenance Agreement.

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Should the Software, as sold and installed hereunder, fail to meet any standards or requirements as detailed in this Contract, Contractor shall, without further charge to County, provide additional or substitute Software or modification to the Software of whatever kind and as is necessary, in order to meet Contractor's obligations under this Contract

10. **Source Code Escrow.** Contractor, on behalf of its customers, has entered into an escrow agreement, and deposited its source code for the Software and relevant explanatory documentation. Within 30 days following Final Acceptance by the County, Contractor shall add the County to the list of customers that are reflected on its multi-party escrow agreement. Such deposit shall be updated from time to time by Contractor such that what is on deposit with the Escrow Agent reflects Enhancements, Customizations and other modifications to the Software licensed to the County. Should certain events reflected in the escrow agreement occur, then the County may demand the release, and upon such demand receive the source code and accompanying documentation from the Escrow Agent. In the event the source code is released to the County, the County shall have the right to use the source code to provide technical improvements and enhancements to the Software, but shall not have the right to sell, assign or transfer the right to use the Software to another party. Contractor's obligations and the County's rights under the escrow arrangement shall cease to exist upon termination or expiration of this Contract.

11. **Confidentiality.** The Contractor shall comply as follows and in accordance with the required performance of this Contract:

    a. All applications, records, data or any information concerning any individual made or kept by any public office, officer or department obtained by the Contractor in the performance of duties or as a consequence of performing said duties, shall be the confidential property of the County and shall not be communicated, transmitted, reproduced or in any other way conveyed to any person not directly a party to this Contract, its terms and conditions in accordance with all applicable laws and regulations including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and any implications thereof including destruction of records or data as appropriate under compliance criteria.

    b. No person will publish or disclose or permit or cause to be published or disclosed any data, facts, figures, list of persons or any other form of information obtained by the Contractor in the performance of duties or as a consequence of performing said duties. No person shall publish, disclose, or use or permit, or cause to be published, disclosed or used any confidential information pertaining to any individual or group of individuals obtained by the Contractor in the performance of duties or as a consequence of performing said duties.

    c. Contractor agrees to inform all employees, agents, associates and partners of the above provisions and that any person knowingly and intentionally violating the provisions of this clause is guilty of a misdemeanor. Contractor shall bear equal responsibility for any violation of the provisions of this paragraph.

    d. Contractor agrees and understands that if confidential information concerning any individual made or kept by any public office, officer or department is obtained by the Contractor and included on any memory device that may be housed in a computer, or other device (such as a "mobile device") may become subject to HIPAA requirements and/or any state or local regulations that apply which could result in surrender of the hard drive, sanitization or the destruction thereof in accordance with Department of Defense 5220.22-M standard and/or industry standards current to time of the release of the equipment which ever represents the greatest level of (permanent) information destruction. At the very least, at the end of this Contract, Contractor may be required to stipulate to the fact that no such files exist.

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County Initials _____

Contractor Initials _____

12. **Termination.** This Contract may be terminated for any reason by either the County or Contractor by a thirty (30) day written notice. Authorized costs incurred by the Contractor will be reimbursed up to the date of termination. Notwithstanding anything stated to the contrary herein, this Contract shall expire on the Completion Date indicated in the above Variable Information Table unless the Completion Date is modified by written amendment to this Contract.

    12.1. **Disentanglement**

    If directed by County, Contractor shall cooperate with County and County's other vendors and Contractors to ensure a smooth transition at the time of termination of this Contract, regardless of the nature or timing of the termination. Contractor shall cooperate with County to accomplish a complete transition of the services as set forth in this Contract being terminated to County or to any replacement provider designated by County, without any interruption or adverse impact on those services or any other services provided by third parties. Contractor shall fully cooperate with County and any new service provider and otherwise promptly take all steps, including but not limited to providing to County or any new service provider all requested information or documentation required to assist County in effecting a complete transition to the new service provider. Contractor shall provide all information or documentation regarding the services to be transitioned, including but not limited to data conversion tables, client files, interface specifications, and training materials. Contractor shall provide for the prompt and orderly conclusion of all work required under this Contract, as County may direct, including completion or partial completion of projects, documentation of work in process, and other measures to assure an orderly transition to County or the County's designee. All Contractor work done as part of the Disentanglement shall be performed by Contractor and will be reimbursed by the County at no more than Contractor's costs, up to the total amount of this Contract. Contractor shall not receive any additional or different compensation for the work otherwise required by this section. Contractor's obligation to provide these services shall not cease until the Disentanglement is completed to the County's reasonable satisfaction.

    12.2. **Return, Transfer and Removal of Data and other Assets**

    Upon termination of this Contract, Contractor shall return to County all County-furnished assets in Contractor's possession.

    Upon termination of this Contract, Contractor shall ensure that any and all of County's data maintained by Contractor is extracted in a commercially recognized format acceptable to County prior to the termination date or the completion of the Disentanglement period, whichever is later, and that said data is securely transmitted to County or County's designee.

    12.3. **Effect of Termination**

    Contractor shall cooperate with County to ensure a smooth transition at the time of termination of this Contract, regardless of the nature or timing of the termination. Contractor shall cooperate with County to ensure that any and all of County's data maintained in the software licensed to the County by Contractor is extracted in a commercially recognized format acceptable to County prior to the termination date, and that said data is securely transmitted to County. The termination of this Contract shall not affect the County's rights to the Software pursuant to Exhibit B - Software Licensing provided that County has paid all Software license fees set forth in the Exhibit D and County is not in breach of any provision of this Contract or the Exhibits. If County terminates this Contract prior to the payment of all Software license fees, or if County is in breach of this Contract, County shall immediately cease using the Software and shall either destroy or return the original and all copies, in whole or in part, in any form, of the Software and related materials. County shall certify such action in writing to County within one (1) month after the termination date. Obligations and rights in connection with this Contract which by their nature would continue beyond the termination of this Contract, including without limitation, Sections 11 and 13 of this Attachment I, shall survive termination of this Contract.

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County Initials _____

Contractor Initials _____

13. **Indemnification.** Notwithstanding any language contained herein to the contrary, Contractor warrants that the Software does not infringe upon or violate any patent, copyright, trade secret, contract right, or any other proprietary right of any third party within the United States. Contractor agrees to accept responsibility for any and all loss or damage to any person or entity, and to defend, indemnify, hold harmless and release the County, its officers, agents and employees from and against any and all actions, claims, damages, disabilities or expenses that may be asserted by any person or entity, including Contractor, to the extent arising out of or in connection with the negligent acts or omissions or willful misconduct in the performance by Contractor hereunder, whether or not there is concurrent negligence on the part of the County, but excluding liability due to the active negligence or willful misconduct of the County. This indemnification obligation is not limited in any way by any limitation on the amount or type of damages or compensation payable to or for Contractor or its agents under worker's compensation acts, disability benefit acts, or other employee benefits acts. Contractor shall also be liable to County for any and all loss of or damage to County property arising out of or in connection with Contractor's performance under this Contract.

14. **Right to Monitor/Audit and Associated Liability.** It being understood by the parties hereto that the County's funding source herein may be County, State and/or Federal appropriations, and therefore Contractor is responsible for administering the program as described herein, Contractor agrees to accept responsibility for receiving, replying to and/or complying with an any audit of this project which may be deemed appropriate or required in compliance with County, State or Federal mandates and to reimburse the County for any liability upon the County for any discrepancy resultant from said audit exceptions or for any liability that result from a breach of contract, misrepresentation or inaccuracy.

15. **Record Retention and Availability.** Contractor shall maintain and preserve all records related to this Contract in its possession (or will assure the maintenance of such records in the possession of any third party performing work related to this Contract) for a minimum period of three (3) years from the effective date of this Contract, or until all State and/or Federal audits are complete, whichever is later. Upon request, Contractor shall make available copies of these records to County, State or Federal Governments' personnel, including but not limited to the State Auditor General. In the event that this contract is related to a FEMA grant record retention shall be three years from the date of the Grant Close-out letter.

16. **Compliance with California Public Records Act.** Contractor understands that, except for disclosures prohibited under Section 11, Confidentiality, County may be required to disclose to the public certain records it receives from Contractor pursuant to the Public Records Act. Contractor agrees to contact County immediately upon receiving a request for information under the Public Records Act and to comply with County's instructions on how to respond to the request as required by law

17. **Insurance Requirements.** Contractor shall procure and maintain for the duration of this Contract, insurance against claims for injuries to persons or damages to property which may arise from, or be in connection with the performance of the Work hereunder by Contractor, Contractor's agents, representatives, employees and sub-contractors. At the very least, Contractor shall maintain the insurance coverage, limits of coverage, and other insurance requirements as described in Attachment II to this Contract.

18. **Changes to the Contract.** Changes to this Contract may only be approved by written amendment to this Contract. No alteration or variation of any term or condition of this Contract shall be valid unless made in writing, signed by the parties hereto in accordance with County Policies and Procedures. No oral understanding or agreement not incorporated as a duly authorized written amendment shall be binding on any of the parties hereto.

19. **Representations and Warranties.** Contractor by execution represents the skill, knowledge, proficiency and expertise to perform as herein stipulated.

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County Initials _____

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20. **Contractor's Standard of Care.** County has relied upon the professional ability, experience, and credentials presented and represented by the Contractor as a material inducement to enter into this Contract. Contractor hereby warrants that all of Contractor's work will be performed in accordance with generally accepted and applicable professional practices and standards as well as the requirements of applicable Federal, State and local laws, it being understood that acceptance of Contractor's work by County shall not operate as a waiver or release.

21. **Termination for Exceeding Maximum Level of Expenditures.** Contracts exceeding the monetary limits delegated to the Purchasing Agent, or authorized deputies, are not valid unless duly executed by the Chair of the Board of Supervisors. If this Contract was executed for the County of Lassen by the Purchasing Agent, or authorized deputy, this Contract shall automatically terminate on the date that the provision of services or personal property or incurring of expenses, the cumulative total of which, exceeds the amount prescribed by Government Code section 25502.5 for personal services contracts or the amount prescribed by Public Contract Code section 22032 (b) for public works contracts.

22. **Termination for Exceeding Maximum Term.** Contracts exceeding the three year term delegated to the Purchasing Agent, or authorized deputies, are not valid unless duly executed by the Chair of the Board of Supervisors. If this Contract was executed for the County of Lassen by the Purchasing Agent, or authorized deputy, this Contract shall automatically terminate on the date that the term exceeds three years. Amendments to this Contract, or new Contracts for essentially the same purpose, shall not be valid beyond the three year limitation unless duly executed by the Chair of the Board of Supervisors.

23. **Compliance with Laws.** Contractor shall comply with all Federal, State and local laws, rules and regulations, including but not limited to, all nondiscrimination laws. Specifically, the Contractor, by executing this Contract, stipulates and certifies that it complies and will comply in good faith as well as all actions, with the following regulatory requirements:

    a. Non-discrimination with regard to minority, women, and disabled veteran-owned business enterprises; hiring practices on the basis of race, color or national origin, gender, handicaps or age;
    b. Environmental protection legislation generally, including regulations regarding clean air and water, endangered species, handling of toxic substances, and the public's right to know;
    c. Drug Free Workplace, Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act, and the Public Health Service Act;
    d. National Labor Relations Board - Public Contract Code section 10296;
    e. Domestic Partners – Public Contract Code section 10295.3; and
    f. The Americans with Disabilities Act.

24. **Applicable Law and Forum.** This Contract shall be construed and interpreted according to California law and any action to enforce the terms of this Contract for the breach thereof shall be brought and tried in the Superior Court of the County of Lassen.

25. **Contractor Performance and the Breach Thereof.** The County may terminate this Contract and is relieved of the payment of any consideration to Contractor should Contractor fail to perform the covenants herein contained at the time and in the manner herein provided. Contractor shall be notified in a timely manner of default and provided 30 days in which to remedy the default. If at the end of the 30 days, if remedy is not made or does not satisfy the default, the County shall notify the Contractor of the breach and thereby the termination of this Contract. In the event of such termination, the County may proceed with the work in any manner deemed proper by the County. The cost to the County shall be deducted from any sum due the Contractor under this Contract and the balance, if any, shall be retained by the County.

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26. **Contradictions in Terms and Conditions.** In the event of any contradictions in the terms and/or conditions of this Contract, these Attachment I - Terms and Conditions shall prevail.

27. **No Delegation Or Assignment.** Contractor shall not delegate, transfer or assign its duties or rights under this Contract, either in whole or in part, directly or indirectly, by acquisition, asset sale, merger, change of control, operation of law or otherwise, without the prior written consent of County and any prohibited delegation or assignment shall render the Contractor in breach of this Contract. Upon consent to any delegation, transfer or assignment, the parties will enter into an amendment to reflect the transfer and successor to Contractor. County will not be obligated to make payment under the Contract until such time that the amendment is entered into.

28. **Conflict of Interest.** Contractor and Contractor's employees shall have no interest, direct or indirect, which will conflict in any manner or degree with the performance of services required under this Contract.

   a. This Contract is entered into by County upon the express representation that Contractor has no other contracts in effect with County except as described on Exhibit "A" hereto attached. Exhibit "A" is hereby made part of this Contract by reference herewith and hereby subjugated to these Terms and Conditions (Attachment I).

   b. Contractor understands and will adhere to the County's policy that no contracts shall knowingly be issued to any current County employee or his/her immediate family or to any former County employee or his/her immediate family until two years after separation from employment, without notifying the Director of Human Resources in writing:

   Regina Schaap, Director of Human Resources
   220 S.Lassen Street
   Susanville, CA 96130

   c. Contractor stipulates by execution of this Contract that it has no business or other interests that provide(s) any conflict with the interest of the County in the matters of this Contract. Contractor recognizes that it is a breach of ethics to not disclose any interest that may constitute a conflict of interest to the County for the advice of County Counsel on the matter prior to executing this Contract.

29. **Canon of Ethics.** Contractor, by execution of this Contract, agrees to act in the best interest of, and on behalf of, the County and its constituents in all matters and Contractor agrees to perform its obligations under the Contract in an honest, fair, prudent and diligent manner as dictated by reasonable standards of conduct for its profession.

30. **Severability.** The terms and conditions of this Contract shall remain in force and effect as a whole separate from and even if any part hereof the Contract is deemed to be invalidated.

31. **No Implied Waiver.** In the event that the County at any point ignores or allows the Contractor to break or not fulfill an obligation under this Contract, or otherwise breach this Contract, it does not mean that County waives its future rights to require the Contractor to fulfill those obligations.

Entirety of Agreement. This Contract inclusive of all Attachments herein stipulated and made part of the Contract constitutes the entire agreement between these parties.

Insurance Requirements for Software and Professional Services Contract

Before the commencement of work, Contractor shall submit to County: (1) **Certificates of Insurance** for all relevant coverages listed in Section A below; (2) All **Endorsements** listed in Section B below; and (3) a "**Declarations Page**" listing the titles of all endorsements to the Commercial General Liability (CGL) policy.

A. **MINIMUM SCOPE LIMIT OF INSURANCE** – Coverage shall be at least as broad as:

   1.) **Commercial General Liability.** Insurance Services Office (ISO) "occurrence" form CG 00 01 12 07 CGL or equivalent on an "occurrence" basis, including bodily injury, property damage, contractual liability, medical expenses for any one person, personal and advertising injury, products-completed operations coverage and policy limits of no less than **$1,000,000 per occurrence.** If a general aggregate applies, either the general aggregate shall apply separately to this project/location or the general aggregate shall be twice the required occurrence limit.

   2.) **Automobile Liability Insurance.** ISO form CA 0001 covering (any auto) Code 1 or if Contractor has no owned autos, hired (Code 8) and non-owned autos (Code 9), with limits no less than $250,000 per passenger and $500,000 for all passengers. (Not required if Contractor provides written verification he or she will not be using a vehicle to perform the scope of work described in the Contract.)

   3.) **Workers' Compensation Insurance.** As required by the State of California with Statutory Limits and Employer's Liability Insurance with limits of no less than $1,000,000 per accident for bodily injury and disease. (Not required if Contractor provides written verification he or she has no employees.)

   4.) **Data Processing Liability (Errors and Omissions) Insurance.** (If applicable. See Note below.)

   Insurance appropriate to the Contractor's profession with limits no less than $1,000,000 per claim, and $2,000,000 aggregate. (Note: Professional liability insurance coverage is normally required if the Contractor is providing a professional service regulated by the State. For example, insurance agents, professional architects and engineers, doctors, lawyers, nurses and certified public accountants. However, other professional Contractors not regulated by the State, such as computer or software designers, claims administrators, consultants, and others should also have professional liability insurance. If the contracted service requires "brain work, as opposed to "physical work", then professional liability insurance will most likely be required.)

If Contractor maintains higher limits than the minimums shown above, County shall be entitled to the higher limits.

B. **INSURANCE POLICY ENDORSEMENTS**

   1.) **The Commercial General Liability policy shall contain or be endorsed to contain the following:**

   The County, its officers, officials, employees, and volunteers are covered as additional Insured's on the CGL policy with respect to liability arising out of work performed or operations performed on behalf of Contractor including materials, parts, or equipment furnished in connection with such work or operations.

   For any claims related to this Contract, the Contractor's insurance coverage shall be primary insurance as respects the County, its officers, employees and volunteers. Any insurance or self-

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insurance maintained by the County, its officers, employees and volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

The insurance afforded by this policy shall not be cancelled except after thirty (30) days prior written notice by certified mail return receipt has been given to the County. (Note: We recommend Contractor's insurance carrier insert the language above into ISO form 20 10 11 85; or if that form is not available, later additions editions of ISO forms CG 20 10 and CG 20 37. We will also accept a Blanket Additional Insured Endorsement, as long as it provides coverage equal to coverages noted in Section A1 above and all items listed in Section B above.)

2.) **Workers' Compensation Insurance.**

The Contractor's Workers' Compensation Insurance policy shall contain or be endorsed to contain a waiver of subrogation In favor of the County, for all work performed by Contractor, its employees, agents and sub-Contractors.

C. **OTHER INSURANCE PROVISIONS**

   1.) **Primary Coverage.** For any claims related to this Contract, Contractor's insurance shall be primary insurance as respects the County, its officers, employees and volunteers. Any insurance or self-insurance maintained by the County, its officers, employees and volunteers shall be excess of the Contractor's insurance and shall not contribute with it. However, Contractor's insurance may contribute with other additional insureds providing primary insurance coverage for the same "occurrence", offense, claim or suit.

   2.) **Notice of Cancellation.** Each insurance policy required above shall not be canceled, except after thirty (30) days' prior written notice (10 days for non-payment) has been given to the County.

   3.) **Waiver of Subrogation.** Contractor hereby grants to County a waiver of any right to subrogation that an insurer of said Contractor may acquire against the County, by virtue of payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the County received a waiver or endorsement from the insurer.

   4.) **Deductibles and Self Insured Retentions.** Any deductibles or self-insured retentions must be declared and approved by the County. The County may require the Contractor to provide proof of ability to pay losses and related investigations, claims administration, and defense costs within the retention.

   5.) **Acceptability of Insurance Carriers.** Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A: VII, unless otherwise acceptable to County. (A.M. Best Ratings can be accessed over the internet for no cost at www.ambest.com).

   6.) **Claims Made Policies.**

   If any of the required policies provide coverage on a claims-made basis then the following requirements must be met:

   a.) The Retroactive Date of the policy must be shown and must be before the Contract or beginning of Contract work.

   b.) Insurance must be maintained and evidence of insurance must be provided **for at least five (5) years after completion of the Contract work.**

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   c.) If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the Contract effective date, the Contractor must purchase "extended reporting" coverage for a minimum of five (5) years after the completion of contract work.

   7.) **Verification of Coverage.** Contractor shall furnish the County certificates of insurance and original endorsements affecting coverage required by this clause. All certificates of insurance and endorsements are to be received by the County before work under the contract has begun. The County reserves the right to require complete, certified copies of all insurance policies required by this contract.

   Certificates of insurance shall state that the insuring agency agrees to endeavor to mail to County written notice 30 days before any of the insurance policies described herein are cancelled.

   Contractor agrees to notify County within two working days of any notice from an insuring agency that cancels, suspends, reduces in coverage or policy limits the insurance coverages described herein.

   8.) **Sub-Contractors.** Contractor will require and verify that all sub-Contractors maintain insurance meeting all the requirements stated herein or cover sub-Contractors under their insurance policies. Upon request, Contractor shall provide County proof that all sub-Contractors are covered by their own insurance or the Contractor's insurance policies.

   9.) **Special Risk or Circumstances.** County reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage or special circumstances.

Attachment III – Scope of Work

1.0 Objectives of the Project

Contractor will manage and implement a project, in accordance with the methodology described herein, to enable the County to utilize Contractor's **<Insert name of software system>** software. In fulfilling its respective obligations as described in this Attachment III – Scope of Work and the resulting implementation plans, Contractor and County agree to use all commercially reasonable efforts to perform in accordance with the respective plans and schedules.

2.0 Project Personnel

2.1 Contractor will designate a Project Manager and provide individuals to meet the requirements and accomplish the work as stated in this Contract. If, during the course of the implementation of this Contract, it becomes necessary for the Contractor to change the person assigned as Contractor's Project Manager, Contractor will notify County in writing. The following positions on the Contractor's project team are identified as Contractor Key Roles:

Project Manager
- Responsible for successful project implementations by managing project scope, project deliverables, project resources, project communication, project timelines, and project risk
- Responsible for transition to support

Business Analysts
- Act as subject matter experts for the product
- Define and document data requirements and mapping elements, and configuration requirements through the product overviews and business process discovery
- Perform testing and work with clients on user acceptance testing
- Train the clients and periodically update user documentation
- Support during project completion through transition

Implementation Engineers
- Responsible for data migration and importing templates into the System's data structure
- Responsible for developing reports, extracts, and interfaces for the project team

2.2 Contractor's Project Manager will be responsible for all aspects of the project implementation and will be fully knowledgeable of the objectives of the project. Contractor's Project Manager will provide leadership to both Contractor and County personnel engaged in the Project implementation, and will coordinate all administrative and technical decisions on the project.

2.3 Contractor's Project Manager will coordinate all of Contractor's on-site and off-site personnel working on the Project. The Contractor Project Manager will schedule Contractor implementation team resources and work with the County's Project Manager to ensure that the County's team is available for planned activities.

2.4 County will designate a Project Manager to serve as the primary point of contact with Contractor during the execution of the Project. If, during the course of the implementation of this Contract, it becomes necessary for the County to change the person assigned as County's Project Manager, County will notify Contractor in writing.

2.5 Contractor's Project Manager shall deliver to County's Project Manager, weekly reports of Contractor's progress on the project, including progress toward completing the Tasks and

County Initials _____   Contractor Initials _____

Deliverables as described herein. Each report must contain a description of the current status of the project, the Tasks on which time was spent, the estimated progress to be made in the next reporting period and the problems encountered, the proposed solutions to them and their effect, if any, on the project schedule.

2.6 Contractor will solicit and consider input from County prior to substitution of those individuals performing Key Roles as identified herein. Contractor further agrees that any substitution made pursuant to this paragraph must be of equal or higher skills, knowledge, and abilities than those personnel originally assigned and that County's concurrence with a substitution will not be construed as an acceptance of the substitution's performance potential. The personnel furnished must have the knowledge necessary to complete requirements as defined in this Contract.

2.7 Upon request by County, Contractor shall replace any Contractor personnel who County determines, at County's sole discretion, to be unable to perform Contractor's obligations under the Contract, including but not limited to, inappropriate or unprofessional personal conduct and/or professional inabilities.

3.0 County Responsibilities

3.1 The County's Project Manager will coordinate with the Contractor Project Manager regarding the delivery of Data Conversion Services. County's Project Manager will be available to Contractor Project Manager as needed to enable Data Conversion Services to be performed efficiently, and will participate in meetings, training, and other activities related to the delivery of Data Conversion Services as reasonable requested by Contractor's Project Manager.

3.2 The County will make available End Users and additional staff as necessary and appropriate to enable the implementation to proceed as planned.

3.3 County will ensure that End Users who participate in Training have the background and experience required to enable them to understand the subject material and learn how to use the Software, including operation of workstations in a MS Windows environment.

3.4 County will provide a training room to accommodate up to twelve students and one trainer, each with their own PC.

3.5 The County is responsible for meeting the information technology infrastructure needs of the project, including procuring and licensing all hardware and software products, other than the software provided by Contractor, required for the Project. Contractor will provide advice and guidance as necessary to assist County in acquisition and configuration of infrastructure resources. Depending on the nature and extent of such assistance to be provided by Contractor, Contractor's technical services may be billable at then-current rates. Before any non-contract technical services charges are incurred, Contractor will provide a formal quote for said services, which will be managed through the Change Request process.

3.6 The County will provide timely access to its office facilities for Contractor personnel as needed during County's regular business hours (Monday through Friday, 8am to 5pm) for the duration of the project. After-hours access can be arranged in advance with the County Project Manager. The facilities to be provided shall include work areas, desks and chairs, telephones and wireless access, and access to copier and fax machines.

3.7 The County will provide timely access to all areas of its premises required for Contractor to perform its responsibilities under this Contract. Access to restricted areas (including the server room, wiring closets, etc.) will require an authorized escort.

3.8 The County shall provide access to business, operational, and technical data for its environment, as necessary to meet the objectives of this Project. The County shall provide the necessary extracted data in the agreed upon intermediate format required to complete

County Initials _____   Contractor Initials _____

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the data conversion. Data and data access will be provided under a mutually agreed security policy.

3.9 The County is responsible for all data cleansing activities. Contractor will provide subject matter experts to assist with troubleshooting and developing cleansing strategy.

3.10 The County shall be responsible for participating in the Product Overview sessions; Contractor-led "train-the-trainer" sessions; identifying County subject matter experts responsible for defining and documenting the County business process using the Contractor product suite; and providing training resources to conduct the End-User Training sessions in the County offices prior to system deployment.

3.11 The County shall be responsible for developing testing scenarios from defined business processes, documented requirements, and current examples of business use cases. Execution of the functionality testing, as well as data conversion review and validation is the responsibility of the County. Contractor will provide subject matter experts to assist with troubleshooting, system training, and facilitate logging/tracking of identified product defects.

3.12 The County shall provide staging areas for the purpose of hardware and software configuration, and operational state testing before installing upgraded or new equipment at the County site.

3.13 The County shall provide a facility that will serve as the software solution lab where computer terminals will be set up for interfacing with the test and development database.

4.0 Contractor Responsibilities

4.1 Contractor will provide County with required specifications for Local Hardware, including software specifications for required operating systems and network software, so that County may procure and/or configure the necessary Local hardware at County's expense.

4.2 If requested by the County, Contractor will provide technical support services to assist County in evaluating its Local Hardware; identifying network, communications and computer resources required to properly operate the Software; and installing and configuring the Local Hardware for the County. If Contractor provides these services, it guarantees to the County that, at the time of installation, the Local Hardware will be properly configured and installed, and will provide sufficient network communications, and computer resources to support the anticipated number of End Users.

5.0 Place of Performance

Contractor will perform project work at its own locations as well as in County offices. County will make available such office space and meeting space as is reasonably required for Contractor staff to perform their work.

6.0 Project Management Plan

Contractor Project Manager, with the assistance and consultation of the Project Management Team, will develop a Project Management Plan (PMP) to include the following components, either incorporated into the body of the PMP or presented as exhibits or schedules thereto:

6.1 Project Schedule: A preliminary high-level Project Schedule is provided in Section 12 below. The Contractor and County Project Managers shall conduct a joint review of the Project Schedule during the initial stages of the project. Once the Project Schedule is agreed by the Project Management Team it will become the primary tool used to guide the project team, monitor, and control the project.

The Project Schedule will be reviewed and updated by the project management team on a regular basis in response to changing circumstances, actual progress and as more detailed planning becomes possible. Any material changes to the accepted Project Schedule which

County Initials _____   Contractor Initials _____

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affect the schedule of milestone tasks or that are considered to be of significant impact by either Project Manager will be handled in accordance with the Change Control Plan.

6.2 Deliverables: A list of the key Deliverables, a form for tracking the completion of the Deliverables, and a sample of the Deliverable Acceptance Statement to be used to document completion of Deliverables. Deliverables will be tracked and County's acceptance of Deliverables will be documented. Deliverable documents will be provided to the County Project Manager in an electronic format via email unless otherwise mutually agreed by the project managers. Electronic documents will be delivered in the format of the tool used to produce them (e.g. Word, Excel, MS Project) unless specified differently in the Deliverables List or otherwise mutually agreed by the project managers.

Where deliverables are not documents or where deliverable documents are delivered by a means other than email, the Contractor Project Manager will notify the County Project Manager by email that the deliverable is complete with an appropriate description of the delivery method and how the County can take possession of the deliverable. Where delivery method includes a delay before the County is in receipt of the item, e.g. mail, then the delivery date will be when the County receives the item.

6.3 Data Conversion Plan: A description of the overall approach, responsibilities, and timing of the process for converting data from the County's legacy database to the Licensed Software. The Data Conversion Plan will be based on a two-step data conversion effort. The County will design and develop the programs to extract and cleanse the data from the current data structures into an intermediate file format. Contractor will design and develop the programs to convert the data from the intermediate files into the new system. Both parties will build edit and data validation tables/files that at a minimum parallel those currently being utilized by the County for the purpose of validation in the accuracy of the data and files extracted/imported.

6.4 Issue Management Plan: A high-level description of how issues will be classified, logged, and resolved. This plan should include a template of the form to be used for logging issues and their resolutions.

6.5 Interface Specifications: A definition of external interfaces between the Software and other existing or planned information or communications systems. Contractor and County shall have responsibility for preparing and controlling all of the Interface Specifications.

6.6 Training Plan: A description of the strategy for providing comprehensive training in all aspects of system usage, administration and problem resolution will be developed during Project Initiation. The training strategy will include a needs analysis to define who needs training and on what topics, development of training curriculum, arrangement of training logistics, preparation of training materials, and assessing training effectiveness. Training will include classroom lectures and interactive training in concert with the online help resources and user manual. All training will have prescribed user-oriented objectives. Contractor will provide training materials. The Training Plan will incorporate training for the following groups of County staff, and include the indicated content:

a. Trainers – Contractor will provide general end-user 'train-the-trainer' training to designated County 'Trainers'. This training will be conducted during the pre-installation period. The information the County 'Trainers' acquire will be used as they train the End Users. Several different "train-the-trainer" classes will be taught prior to live implementation.

b. Key Users – County staff members identified by management who will be working with Contractor as a part of the installation and implementation team. This includes members of the County-designated Support Team who will be the principal points of contact with Contractor for ongoing maintenance as described in Exhibit C.

County Initials _____   Contractor Initials _____

c. Supervisors/Managers – County staff members who need to understand and facilitate the system at the operations level will train in a classroom setting. These users will learn how to manage the specifics of daily, weekly, and monthly operations as they pertain to facilitating the program as a whole system. This training will be conducted prior to live implementation.

6.7 Risk Management Plan: A high-level description of activities that Contractor and the County will implement to mitigate identified areas of risk to the successful completion of the Project. Risk management and control consists of keeping risks within agreed to bounds. It includes the identification, reporting and assessment of the status of each Project risk at the appropriate management levels. The set of identified Project risks is monitored via Project cost, schedule and requirements management systems. New risks may be identified when any or all of the project control areas have significant deviation from the project plan. Risk reviews identify the status and the effectiveness of avoidance and contingency actions for each risk. This process will continually be reassessed during the reporting/status updates for the project. Details on procedures in place for managing risk during the implementation process, including a template for a Risk Log to be used in tracking risks and their mitigations, will be defined in this plan.

6.8 Resource Plan: A description of the roles and responsibilities (task responsibility matrix) of individuals whose efforts will be required to sufficiently staff the Project, as well as a description of how other personnel and non-personnel resources will be allocated and deployed for successful completion of the Project.

6.9 Communication Plan: A description of the communication procedures, reporting requirements and formats, and issue escalation process to be used in communications between Contractor and the County during the execution of the Project.

6.10 Change Control Plan: The procedures to be used for requesting and approving changes to the Project, including changes initiated by either the Contractor or the County. It should include a Change Request form template and list of situations/activities that will require a duly authorized Change Request to be considered valid. Change Control is a formal procedure to manage changes to project deliverables (including requirements, specifications and project plans). Through this process the impact of proposed change(s) on functionality, performance, cost, schedule, and quality objectives will be analyzed, evaluated, and reported. The Change Control Process will include, at a minimum:

a. A change request must be made in writing by the party desiring the change, to document the potential change.

b. The change will be reviewed and, if acceptable to County, Contractor will submit to County an estimate of the impact to cost, schedule, scope, and quality.

c. Contractor will continue performing the services in accordance with the original Contract unless otherwise agreed upon by the County's project manager. Work cannot commence on any new activities related to the change request until all parties agree in writing.

d. All change requests will be logged and tracked.

e. Contractor's Project Manager and County's Project Manager will adapt project plans to incorporate approved changes.

6.11 Document Control Plan: A description of the manner in which Contractor will index and publish project documentation, and make that documentation available to the County.

6.12 Acceptance Plan: A description of the criteria for final acceptance of the Project and the procedure by which Acceptance will be demonstrated and documented. Unless otherwise provided for in this Contract or agreed upon in writing by both parties, acceptance testing

will be performed on the County's site, on the County's equipment. The Acceptance Plan shall include the following provisions:

a. The review, approval, and acceptance of all project Deliverables will be the responsibility of County's Project Manager. The County will apply the following Software Acceptance Process to acceptance of all deliverables:

i. For the life of this Contract, County has the right to complete a review of any deliverable received from Contractor and notify Contractor of County's findings; and

ii. If the deliverable is unacceptable, Contractor shall resubmit the deliverable after the appropriate correction or modifications have been made.

iii. The process described above will be repeated until final acceptance is obtained, the County waives the irregularity, or the Contract is terminated.

b. "Final Acceptance" is defined as:

i. The successful completion of all deliverables as stated in the Scope of Professional Services and following the Software Acceptance Process described above, and

ii. The final delivered product fully implemented in County's live production environment AND

c. County will have thirty (30) days following completion of the Software Acceptance Process, or such other period that is mutually agreed to by the parties, in which to accept or reject it in writing. If County rejects it, County will specify in writing its grounds for rejection and Contractor will use its best efforts to make the product conform to the requirements of this contract as soon as possible and at no additional cost to County. Contractor shall continue to use its best efforts to make the product conform to the requirements of this Contract until County accepts the product or terminates this Contract upon written notice to Contractor.

6.13 Quality Management Plan: A high-level description of Contractor's procedures for ensuring the overall quality and efficacy of the Software.

7.0 Project Initiation

7.1 Contractor will, in accordance with the Document Control Plan, establish a documentation library that is available to County. County shall have the option of making all documentation available on County's intranet site, provided that all documents are treated as confidential and proprietary, and not a matter of public record.

7.2 Contractor will initiate systems as described in the Project Management Plan for recording and managing issues, risks, and changes.

7.3 Contractor will conduct product overview sessions demonstrating the features of the Software and will review how the Software will be configured to meet the Specifications. The purpose of these sessions is to:

a. Identify all product configurations necessary to enable functionality to meet defined requirements;

b. Identify business processes changes required to be adopted by the Client in order to deploy the software; and

c. Familiarize client resources with the software for ultimate production usage – as introductory informal training.

7.4 Contractor will install the Software into a test area on County's Local Hardware for initial testing and training.

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8.0 Project Execution

8.1 Contractor will manage the overall project effort and supervise each project subgroup tasked with all project deliverables.

8.2 Contractor will provide regular status reports in accordance with the Communication Plan.

8.3 Data Mapping Review

a. The data mapping review will build on the Data Conversion Plan to complete a detailed study of the data conversion requirements.

b. The County will be primarily responsible for providing information about the nature and purposes of the data. Contractor will provide subject matter expertise as specifically related to the Licensed Software and schema.

c. The Data Mapping Review will consist of the following tasks:

i. Confirm the source files containing data to be converted.

ii. Identify the data elements to be converted, or not converted, from each source file.

iii. Outline the programs required to extract the data.

iv. Provide an approach for controls and reconciliation to ensure the completeness of the mapping.

v. Identify data purification issues, including problem, magnitude, and correction alternatives.

vi. Document mapped data elements/files within a working document.

vii. Provide a "field-level" mapping of source file data elements to the new system database.

d. In order to efficiently move through this process, the County may elect to engage Contractor to perform additional data conversion activities related to the overall data conversion deliverable. This additional work would be arranged through the Change Request process.

8.4 Data Conversion Development and Test

The development and testing of data conversion programs and files primarily consists of two parallel efforts:

a. County will develop and test the programs to extract the data from the current file structures and deliver them to Contractor in an intermediate file structure prescribed and provided by Contractor.

b. Contractor will develop and test the programs to load the intermediate files into the Contractor database. Only data that is absolutely necessary for proper system function and within the scope of the current database structure will be converted. All data not within the current structure will either not be converted or will be converted at Contractor's discretion at the then-current time and materials rate.

c. Contractor and the County will develop a mutually agreeable data conversion test plan including appropriate audit trails and summary reports.

8.5 Data Conversion Delivery

a. Contractor will load the converted data into the agreed upon environment, so the County can conduct acceptance testing in accordance with the Acceptance Plan.

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b. Contractor and the County will work together to refine the process of extracting and loading the data to optimize time and resources required to execute the conversion at three separate points in time:

i. Initial data load – This conversion consists of a sample size set of data addressing the majority of business rules used to define/populate County data. Several iterations of this initial data may be loaded for review based on the number of corrections needed for successful use of the data in testing. The system will be configured using the base configuration for the state-specific features.

ii. Full/Complete data load – This conversion builds from the Initial Data Load to include all business rules and a complete set of the County data. Several iterations of this data load may also be necessary. The system will be configured using client-specific configurations identified in the product overview sessions. The goal is to use this database and conversion to move into the User Acceptance Testing activities.

iii. Production data load – this is the final conversion and will be used to deploy the system into production use of the application. The configuration will be the one accepted from the User Acceptance Testing (UAT) activities.

9.0 Training

Contractor will provide training in accordance with the Training Plan. Data used during training will be the County's converted data. In addition to training with the converted data, mock "live" sessions will be run so that the actions currently performed by each department can be simulated on the new system. On completion of each training class, Contractor will provide an assessment of each trainee's skill levels and capabilities with recommendations for any additional recommended training. Additional training will be managed through the Change Request process documented in the PMP at the then-current consulting services rates.

10.0 User Acceptance Testing (UAT)

10.1 User Acceptance Testing is primarily concerned with testing the functionality of the delivered software against the County's business requirements and the Product Feature List:

<insert list here>

10.2 The County has the primary responsibility for conducting this testing with some assistance from Contractor with process training and troubleshooting.

10.3 Acceptance of the converted data is not a part of UAT; it is addressed during the conversion process and tested with each delivery. If data is uncovered during UAT and deemed by County as critical, then that error will be tracked and corrected as part of the UAT process.

10.4 Application or data faults or defects uncovered during UAT may require changes to the base application or conversion programs. Prior acceptance of the conversion tasks does not imply that such conversion adjustments will be change requests.

10.5 Additional levels of testing, such as system testing and integration testing, may be conducted at the discretion of the County.

10.6 The following activities will take place during UAT, as further defined in the deliverables section of Schedule:

a. Development of the Test Strategy Plan

b. Development of Testing Scenarios and Scripts

c. Execution of the Test Plan

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d. Management, documentation, reporting of test results

e. Fault status tracking

11.0 Project Deliverables and Deliverables Acceptance

For each of the Deliverables there will be a formal acceptance process by which the County Project Manager provides Contractor with assurance that the County is satisfied that the Acceptance Criteria for the respective Deliverable have been met.

The procedure for formal acceptance of a deliverable will have the following steps:

a. Contractor will complete the deliverable and present documentation or other evidence thereof to the County.

b. For major project deliverables, Contractor will meet with the County Project Manager in person or by telephone conference call to outline the content of the deliverable and provide any points of clarification.

c. A Deliverable Acceptance Statement (DAS) will be presented by the Contractor Project Manager to the County Project Manager.

d. The County Project Manager will review the DAS, confer with the appropriate team members, and sign and return the DAS indicating acceptance, or in the case of non-acceptance, documenting the reasons for the non-acceptance.

e. In the case of non-acceptance of a deliverable, Contractor will confirm receipt of the County's non-acceptance and provide a written response detailing the plan to address the non-acceptance issue(s).

f. The Contractor Project Manager will catalog the response on the Deliverable Register and, if the deliverable is not accepted, document the effect on the project in the next Project Status Report.

g. The County will make its best effort to approve, or reject project deliverables, or otherwise request an extension for deliverables. The timeframe for approval of the submitted DAS is also defined for each deliverable. In the event the County does not respond according to the defined acceptance period for a deliverable, Contractor will assume the deliverable is approved.

11.2 Deliverables List: Contractor will provide the deliverables described in the Deliverables List below. This Deliverables List is subject to revision in the Deliverables section of the Project Plan.

<Insert Deliverables List>

11.3 Final Project Acceptance

a. Upon completion of all Deliverables, Contractor will present County with a Notice of Completion.

b. Upon receipt of the Notice of Completion, County will: (a) sign the Notice of Completion, indicating County's final acceptance of the project; or (b) submit in writing to Contractor notice of any errors that County believes exist within the Software.

c. If County has identified errors, Contractor will have a plan to correct any reproducible Priority 1, errors, as defined in Exhibit C. If no Priority 1 errors exist, or if a plan to resolve has been delivered, then Contractor will provide a DAS to be executed by County to memorialize Acceptance.

12.0 Project Schedule

The chart below illustrates the timing and duration of the main activities and milestones of the project. The dates are estimates only as of the date of preparation of this Contract. The chart is intended as an overview to aid in the general understanding of the project schedule. A more detailed schedule will be included in the Project Plan that falls within the overall structure of this summary schedule and that will be used as the working schedule for the project. The current implementation schedule calls for an X to Y month deployment. The Project Schedule will be developed during the Project Initiation phase and will include analysis of the current business cycle before determining a System Cutover target date.

<Insert Project Schedule>

13.0 Additional Services

County and Contractor contemplate that the Implementation Plan will from time to time be amended during the project. All amendments to the Implementation Plan shall be made in writing on a change control request form and signed by the Project Manager for each party. Services requested of and provided by Contractor that are not within Contractor's obligations under this Contract shall be subject to the applicable rates as described in Exhibit D.

Exhibit B – Software Licensing

1.0 Agreement to License

This Contract provides for the license of Software by Contractor as Licensor to County as Licensee, in accordance with the terms and conditions of this Contract. Contractor shall license to County and County shall license from Contractor, the Software as described in Exhibit D - Schedule of Charges and Payments.

2.0 Grant of License

Unless this Contract is terminated in accordance with the provisions of Attachment I - Terms and Conditions, Contractor grants to County a, nontransferable, revocable and nonexclusive subscription license for use of the Software (machine readable version) and Documentation therefor in accordance with the terms and conditions of this Contract. Such use shall be limited to County only. Title to the Software remains with Contractor, which shall be the sole and exclusive owner of all rights to Patents, Copyrights, Trademarks, Trade Secrets, and all other Intellectual Property rights in the Software and in all Customizations, Derivatives and Enhancements thereto. Any data supplied by the County shall remain the property of the County.

3.0 Right to New Versions

If Contractor creates a new Version of the Software, Contractor will provide that new Version to County at no additional charge so long as the County is current with payments to Contractor for the Annual Software Subscription Fee. The delivery of each Version and Release will include Installation, any necessary data conversions, and Release documentation that will include Release/Version notes, and any updated Training materials prepared by Contractor. Notwithstanding anything in the foregoing to the contrary, the County shall, at its own expense, be responsible for the User Training with respect to each Version and Release. For clarity, new Versions will maintain the functionality of Customizations, Enhancements and Interfaces performed by Contractor and provided for under this Contract or any Change Order. County understands implementation of a new Version may require County to upgrade its Computer Systems.

4.0 Third Party Software

County shall execute all documents reasonably requested by Contractor and will abide by all reasonable requirements with respect to Third Party Software licensed or sublicensed by Contractor to County hereunder, or necessary to the performance of the Software hereunder in accordance with the Specifications, and County agrees to maintain in effect all required licenses and approvals of all applicable third persons.

5.0 Acceptance Testing

During the Test Period, County may test the Software to verify that it conforms in all material respects to the Documentation. If the Software does not so conform, County shall promptly notify Contractor in writing, and Contractor shall work diligently to correct all priority 1 nonconformities at no additional charge to County.

6.0 Local Hardware

6.1 In order to be executed and to perform in a satisfactory manner, the Software must be installed on Local Hardware that provides sufficient network, communications, and computer resources to support the anticipated number of End Users. The Local Hardware must be properly configured, installed, managed, and maintained. County is solely responsible for ensuring that the Local Hardware meets these standards and for ensuring that its Local Hardware is installed according to the schedule mutually agreed by both parties.

6.2 The Local Hardware and third party technologies required to properly execute the Software may change over time. Additional network, communications or computer resources may be required to enable County to install and use enhancements, promotions or new Versions of the Software. Contractor will make best efforts to give the County a minimum of 180 days' notice of additional third party software products that may be required, and provide information to allow County to evaluate the impact of the enhancement, promotion or new Version on network performance and to plan for network upgrades.

7.0 Rights of County as Licensee

7.1 If the Software is licensed on a per seat basis, County may use and execute the Software only on the licensed number of Seats designated on Exhibit D - Schedule of Charges and Payments. Unless otherwise provided on Exhibit D, County must purchase a license for each Seat that has access to the Software.

7.2 If the Software is licensed on a Site basis, County may use and execute the Software only in connection with the operations of the Site(s). Unless otherwise provided in Exhibit D, County must purchase a license for each site for which the Software is used.

7.3 County may make copies of the Software for backup and archival purposes only, provided that (a) no more than two (2) copies of the Software are in existence at any one time, and (b) Contractor's copyright and other proprietary legends are reproduced on each copy. County shall keep appropriate records of the number and location of all copies and make such records available to Contractor upon request. All copies that are made by County shall be the property of Contractor.

7.4 County may make copies of the Documentation for County's internal use only, provided that Contractor's copyright and other proprietary legends are reproduced on each copy.

7.5 County may permit access to the Software to third parties for the purpose of loading data and/or generating reports, subject to execution by said parties of a non-disclosure agreement to be provided by Contractor.

8.0 Restrictions

In addition to other restrictions set forth in this Contract, County may not:

8.1 Use, copy, modify or distribute the Software (electronically or otherwise) or any copy, adaptation, transcription, or merged portion thereof except as expressly authorized under this Contract;

8.2 Use the Software for any purpose for the benefit of any third party (including any body of government other than the entity that executes this Contract) in a commercial, retail, service bureau, or similar enterprise;

8.3 Translate, reverse engineer, decompile, recompile, update, enhance, or create derivations of all or any part of the Software, or merge any Software with any other software or program, including, without limitation, the structure and sequence of any database and/or database files, including those created by County under this Contract;

8.4 Without prior written approval of Contractor, modify or manipulate the data in the Software's database, except by means provided in the Software;

8.5 Without prior written approval of Contractor, modify, extend, or add tables, including, without limitation, the structure and sequence of any database or database files that are used by the Software, including those created by or for County under this Contract; or

8.6 Intentionally remove the labels or any proprietary legends from the Software or its Documentation.

County Initials _____

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Contractor Initials _____

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County Initials _____

Contractor Initials _____

9.0 Tools and Customizations

County shall not have any right to independently make changes to the underlying code of the Software. County may develop, and shall retain ownership of, hooks, interfaces, or similar tools for use with the Software, provided that the hook, interface or tool does not use any part of the Software or require any modification or alteration of the underlying code of the Software. Contractor shall own all right, title, and interest (including all associated intellectual property rights) in and to any Customizations to the Software.

10.0 Documentation

Contractor will provide Documentation of the process and procedures for use of the Software, including all screens. Documentation will be embedded in the Software and accessible to End Users through a "Help" icon or menu.

11.0 Right to Audit

Contractor shall have the right, up to two (2) times per calendar year and within ten (10) days of Contractor's written request, during normal business hours and at times mutually agreed upon by the parties, to audit County's use of the Software to monitor compliance with this Contract. If an audit reveals that County has exceeded the restrictions on use, County shall be responsible for the prompt payment to Contractor of any underpayment of license fees.

Exhibit C – Software Maintenance

1.0 Scope of Software Maintenance

1.1 This Exhibit C covers the maintenance of Software licensed or delivered by Contractor for the benefit of the County pursuant to that certain concurrently effective Software Licensing (Exhibit B) between the parties, as listed on Exhibit D - Schedule of Charges and Payments. This Contract provides maintenance services only with respect to Software, including third party software, supplied by Contractor to County pursuant to the terms of the Software License Agreement. This Contract does not provide for maintenance services for any third party software not provided by Contractor to County or for any hardware.

1.2 Contractor's obligation to provide Support Services shall extend to the current Release and prior Versions whose Release number begins with the same number or immediately preceding number as the current Release. For example, if the current Release is 4.5, Contractor will support only those Versions between 3.x and 4.5. If County desires support for earlier Versions of the Software, such support may be treated by Contractor as additional consulting services for which County will be billed at Contractor's then-current time-and-materials rates. County understands that its implementation of a new Version may require County to upgrade its Computer System.

2.0 Term of Software Maintenance

2.1 The initial term ("Initial Term") of this Exhibit C shall begin on the effective date of this Contract and, unless sooner terminated or extended in accordance with the terms hereof, shall continue in effective for sixty (60) months following the System Cutover. Unless sooner terminated or extended in accordance with the terms hereof, the term of this Exhibit C shall remain in effect for a period ending on the date immediately prior to the fifth (5th) annual anniversary date of the Maintenance Agreement Effective Date.

2.2 Upon expiration of the Initial Term, subject to the same fees paid by Contractor during the prior term unless adjusted in accordance with Section 3 below, Exhibit C will automatically renew for a successive period of one (1) year ("First Renewal Term"), as set forth above, unless County gives Contractor written notice at least ninety (90) days prior to the expiration date of the Initial Term that Exhibit C will not be renewed beyond the Initial Term. Thereafter, Exhibit C will automatically renew for successive periods of one (1) year ("Subsequent Term(s)") unless either party gives the other party written notice at least ninety (90) days prior to the expiration of the then current Subsequent Term that such term will not be renewed. The Initial Term, First Renewal Term and the Subsequent Terms are herein collectively referred to as "Term".

3.0 Software Support and Maintenance Fees

Software Support and maintenance fees shall be as detailed in Exhibit D - Schedule of Charges and Payments.

4.0 Hosting Services

Contractor shall arrange hosting of the Software on behalf of the County. For the Term of this Contract and any extensions or renewals hereto, County will have the ability to access and use the Software on the hosted servers provided by the Hosting Vendor selected by the Contractor subject to the limitations and rights set forth in this Contract and in the Hosting Services Agreement. Contractor shall notify County of any change in Hosting Vendor within thirty (30) days following

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such change. Contractor will make commercially reasonable efforts to choose a new hosting provider that conforms to the specifications as set forth here:

<Insert specifications here>

Should Hosting Vendor not be approved by County, Contractor agrees that County will be offered the option of purchasing servers and maintaining the system by County, or selecting a new Hosting Vendor that is acceptable to both Contractor and County. If County decides to move to its own hosting provider or on premise there is the potential for lost functionality and the County will be responsible for all of the cost related to the move. Availability of access, data security, remedies related to the same and other similar matters will be governed by an agreement the Contractor has executed with the Hosting Vendor. County shall be solely responsible for accessibility as it relates to the Computer Systems, local connectivity to the Internet, and other County network functionality.

5.0 **Data Backup, Retention and Disposal.** Contractor shall be responsible for creating and maintaining timely, accurate and readable electronic back-ups of all data, program and system files. Periodically, in accordance with information technology best practices, Contractor shall restore such backups to a test server to validate that the data backups are recoverable without lost or corrupted data.

Using appropriate and reliable storage media, Contractor will back up County data daily and retain such backup copies for a minimum of thirty-six (36) months, or as consistent with requirements in federal, state and local law. At the end of that time period and at County's request, Contractor will direct the Hosting Vendor to destroy or overwrite the backup copies. Upon County's request, Contractor will supply County with a certificate indicating the nature of the storage media destroyed, the date the backups were destroyed or overwritten, and the method of destruction used. In addition, Contractor will provide certification of Department of Defense (DOD) 5220.22-M (or current) standard wipe of any hard drive media storage device removed from Contractor's production systems.

6.0 **Administrative Functions Performed by Contractor.** Contractor shall provide certain limited administrative services regarding the maintenance of the Software including, (i) setting permissions, (ii) adding, modifying or deleting attributes, events, statutes, program and case types and lookup items, (iii) adding and deleting case types, and (iv) creating and modifying workflows, (v) adding and modifying assessments and related scoring. If any change requested by the County for the administration of the Software require changes to reports, interfaces, workflows, creation of an event(s) or similar, the change order process outlined in Exhibit C will be used to describe the work to be performed and any costs to be borne by County.

7.0 **Confidentiality of County Information.** Any information obtained by Contractor or a sub-contractor, such as Hosting Vendor, that is considered confidential by federal or state law, shall remain confidential and not disclosed unless court ordered to do so. The system must employ industry standard protections to prevent unauthorized access of confidential data. Any unauthorized access to data that will violate this confidentially statement shall promptly be reported to the County.

8.0 **Covered Maintenance**

Contractor will provide to County: (i) all services required to ensure that the Software operates in conformity with all Specifications; and (ii) all Enhancements developed by Contractor for the Software and related Documentation during the Term of this Contract. Covered Maintenance Services do not include the costs of accessories and expendable supplies necessary to operate the Software, such as magnetic tape cards, optical disks, disk packs, paper, and similar items, and such items are not provided free of charge by Contractor hereunder.

9.0 County Obligations

9.1 County may designate up to five (5) persons by whom requests by County for Support Services may be made ("Support Team"). Contractor shall not be required to accept calls or requests from anyone other than a designated contact person. County may change its designated contact person, or request that additional people be made contact persons, at any time upon notice to Contractor.

9.2 County shall implement and follow the reasonable written instructions of Contractor regarding operation of the Software.

9.3 County shall maintain a Computer System that shall be housed with site conditions that conform to common industry standards for all computer systems and/or media devices. County shall, at its own expense, install and periodically update a computer virus program to protect its Computer System from computer viruses that may, from time to time, be transmitted or downloaded. Contractor expressly disclaims any liability for loss or damage caused by any computer virus on County's Computer System, except those which may prove to be attributed to Contractor's software or activities.

9.4 County shall, at its own expense, protect the security of its Computer System and adopt policies and practices needed to prohibit unauthorized access to the Computer System. Contractor shall not be responsible for any security breach and expressly disclaims any liability for loss or damage caused by the unauthorized access to County's Computer System other than that which is caused by an employee of Contractor. Contractor shall ensure that the Hosting Services Agreement includes provisions ensuring security of the Software and Data.

9.5 **Software Administration.** County, as a general matter, shall perform all tasks associated with the administration of the Software, other than those that are assigned to Contractor, including without limitation, adding, modifying, removing and otherwise maintaining users, templates, lookups, and logons and passwords,

9.6 **Communications Equipment.** County shall, at its sole expense, install and maintain communications equipment that will permit County to have high speed internet access to the Software. County acknowledges that maintenance of the appropriate communications equipment is a condition precedent to Contractor's provision of use for the Software.

10.0 Compliance Updates

Where applicable, Contractor shall exercise due diligence in accordance with the highest professional standards and provide County, in a timely manner, with Compliance Updates. Contractor agrees to monitor changes in the applicable California laws and regulations to help the County maintain the system compliance. The County agrees to promptly notify Contractor when it becomes aware of any applicable change in the laws or regulations which the Software is designed to support. Contractor will provide up to 1000 hours of technical effort per calendar year in furtherance of legislative compliance updates. Any hours over 1000 that are required to meet a compliance update effort by Contractor shall be spread on an equitable basis across Contractor's affected client base on a time and materials basis.

11.0 Service Level Agreement

11.1 Contractor will maintain a website accessible by County, which contains information concerning the Software and Support Services.

11.2 Contractor will respond to County requests for software support services regarding the licensed software in accordance with the procedures identified below. In each case, County may describe and submit notice of the support need by telephone, facsimile or electronic mail.

11.3 All Contractor staff assigned to provide services to County will be appropriately qualified by education, training and experience to deliver those services, and will be familiar with the functional capabilities of the Software.

11.4 Telephone Support includes: (i) remote diagnostics; (ii) service desk and dispatch; (iii) question and answer consulting; and (iv) non-chargeable user error remedies. Contractor shall provide a toll-free maintenance telephone number. Remote diagnostics equipment that is required at County's location for remote support is to be obtained by County.

11.5 Contractor shall provide County with telephone support services for Software from 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, excluding County-recognized holidays.

11.6 Response Policy

Contractor shall respond to any Errors reported by County based on the priority code assigned to each such Error. County shall identify the priority code when it initially reports the Error to Contractor. Contractor may, in its reasonable discretion, re-classify the Error after its initial investigation. In the event Contractor does not meet the service level response for the Error as described in the table below, the County may request to escalate the Error to a higher priority code, which request the Contractor shall not unreasonably deny.

<Insert table illustrating negotiated Service Level Agreement, with definitions and response standards for each priority code.>

11.7 Remedies

In the event Contractor fails to meet the service level standards described herein, County may, without penalty, withhold payment for maintenance and support fees until said standards are met.

12.0 **Right to Modify or Cancel Support**

12.1 County may choose to cancel software maintenance and support at the next renewal date upon thirty (30) calendar days' notice to Contractor.

12.2 County may delete a subset of licenses that are no longer in use from software maintenance and support at the agreement next renewal date upon thirty (30) days' notice to Contractor.

12.3 County may resume software maintenance and support for lapsed periods by paying Contractor an amount no greater than the support fee that would have been due if maintenance and support had been continued over the lapsed period. Upon payment of such fees for lapsed periods, Contractor agrees to provide County with right to any software upgrades released during that period.

12.4 The parties agree that County may request additional services not covered under this Contract by delivering to Contractor a Change Order request. Services to be provided pursuant to a Change Order may include, without limitation, services related to: (i) additional Training; (ii) programming, configuration and data migration or repair; (iii) research, development and business analysis related to the estimates and bidding for Customizations and Enhancements. Contractor shall provide County with a written response to the Change Order request which describes in general the work requested, an estimate of the time required to perform such services, and a schedule of the fees related thereto. For clarity, the scope and nature of a requested Change Order may require the development of specific requirements and an analysis of the impact on the Software and reports in order to provide detailed estimate for the requested work. The County understands and acknowledges that Contractor shall not undertake detailed specification development or estimate preparation until a signed Change Order

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authorizing such work is signed by County. The County shall be charged at the rates set forth in Exhibit D for the development of requirements by Contractor. All work detailed in a Change Order will be performed on a time and materials basis at the rates set forth in Exhibit D, unless specified otherwise in the Change Order. Any impact on the Software License Fee will also be reflected in the Change Order.

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Exhibit D – Schedule of Charges and Payments

1.0 **License Fees**

<Insert description of License Fees

2.0 **Implementation Costs**

<Insert description of Implementation Costs>

3.0 **Maintenance and Support Fees**

The maintenance and support fees for the Licensed Software are as follows;

Year One	$
Year Two	$
Year Three	$
Year Four	$
Year Five	$

The annual Maintenance and Support fee for Year One is included in the Total Project Charges and will be paid in accordance with the payment scheduled described in Section 6.1 of this Schedule E. Fees for subsequent years are due on the anniversary date the date of Final Acceptance.

4.0 **Payments**

4.1 <Insert payment schedule based on schedule of deliverables>

4.2 The contractual amounts described in this Schedule to be paid to Contractor constitute the entire compensation due Contractor and all of Contractor's obligations regardless of the difficulty, materials or equipment required. The contractual amount includes fees, licenses, overhead, profit and all other direct and indirect costs incurred or to be incurred by Contractor.

4.3 Any cost adjustments to the Contract must be agreed upon by the parties by amending this Contract. No claim for additional services, not specifically provided herein, will be allowed by County except to the extent provided by a valid amendment to this Contract through the Change Request process.

4.4 Payment will be made by County upon receipt by County of invoices from Contractor. County will be allowed thirty (30) days to process each payment.

4.5 The payment of an invoice by County will not prejudice County's right to object to or question that or any other invoice or matter in relation thereto. Contractor's invoice will be subject to reduction for amounts included in any invoice or payment made which are determined by County, on the basis of audits conducted in accordance with the terms of this Contract, not to constitute allowable costs. Any payment will be reduced for overpayments, or increased for underpayments on subsequent invoices.

4.6 County reserves the right to deduct from amounts that are or will become due and payable to Contractor under this, or any contract between the parties, any amounts that are or will become due and payable to County by Contractor.

4.7 Reimbursement for Contractor staff travel and travel related costs associated with on-site work done in performance of this Contract will be paid at the GSA Standard rate. Meals will be reimbursed on a per diem basis at the current GSA rate. Contractor will make every reasonable attempt to book air travel in advance to reduce costs. Payment for any travel

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costs that exceed the travel budget as agreed upon by the parties must be approved by County's Project Manager.

5.0 **Taxes**

The fees set forth in this Contract do not include any amounts for taxes. Sales, use or excise taxes, to the extent they apply, are the sole responsibility of County. Contractor will not submit an invoice nor will Contractor collect such taxes from the County.

6.0 **Payment Terms**

All payments are due net 30 Days following County's receipt of an accurate invoice.

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EXHIBIT E – CITY MODEL CONTRACT

AGREEMENT BETWEEN SUSANVILLE CITY
AND
CONTRACTOR

A. GENERAL PROVISIONS

A.1.   This is a contract between the City of Susanville (hereafter referred to as City or the City), a political subdivision of the State of California and * (hereafter referred to as Contractor or the Contractor). Together City and Contractor may be refered to as the Parties or Parties. This contract is effective as of the date the last party signs this contract.

   A.1.1. Contractor agrees to perform the services described in Attachment A.
   A.1.2. Contractor agrees to provide the goods described in Attachment A.
   A.1.3. Contractor agrees to finish providing the goods and services described in Attachment A no later than *, 2019.
   A.1.4. Contractor agrees to provide the goods and services described in Attachment A for the price of $*.

A.2.   INDEPENDENT CONTRACTOR. For all purposes arising out of this Agreement, Contractor is an independent contractor. Contractor and each and every employee, agent, servant, partner, and shareholder of Contractor (collectively referred to as Contractor) shall not be, for any purpose of this Agreement, an employee of City. Furthermore, this Agreement shall not under any circumstance be construed or considered to be a joint powers agreement as described in California Government Code sections 6000, et seq., or otherwise. As an independent contractor, the following shall apply:

   A.2.1   Contractor shall determine the method, details and means of performing the services to be provided by Contractor as described in this Agreement.

   A.2.2   Contractor shall be responsible to City only for the requirements and results specified by this Agreement and, except as specifically provided in this Agreement, shall not be subject to City's control with respect to the physical actions or activities of Contractor in fulfilling the requirements of this Agreement.

   A.2.3   Contractor shall be responsible for Contractor's own operating costs and expenses, property and income taxes, workers' compensation insurance and any other costs and expenses in connection with performance of services under this Agreement.

   A.2.4   Contractor is not, and shall not be, entitled to receive from or through City, and City shall not provide or be obligated to provide the Contractor with workers' compensation coverage, unemployment insurance coverage or any other type of employee or worker insurance or benefit coverage required or provided by any Federal, State or local law or regulation for, or normally afforded to, any employee of City.

   A.2.5   Contractor shall not be entitled to have City withhold or pay, and City shall not withhold or pay, on behalf of the Contractor any tax or money relating to the Social Security Old Age Pension Program, Social Security Disability Program or any other type of pension, annuity or disability program required or provided by any Federal, State or local law or regulation for, or normally afforded to an employee of City.

   A.2.6   Contractor shall not be entitled to participate in, or receive any benefit from, or make any

claim against any City fringe benefit program including, but not limited to, City's pension plan, medical and health care plan, dental plan, life insurance plan, or other type of benefit program, plan or coverage designated for, provided to, or offered to City's employees.

   A.2.7   City shall not withhold or pay on behalf of Contractor any Federal, State or local tax including, but not limited to, any personal income tax owed by Contractor.

   A.2.8. Contractor is, and at all times during the term of this Agreement shall represent and conduct itself as, an independent contractor and not as an employee of City.

   A.2.9   Contractor shall not have the authority, express or implied, to act on behalf of, bind or obligate the City in any way without the written consent of the City.

A.3   LICENSES, PERMITS, ETC. Contractor represents and warrants to City that it has all licenses, permits, qualifications, and approvals of whatsoever nature which are legally required for Contractor to practice its profession. Contractor must, at its sole cost and expense, keep in effect or obtain at all times during the term of this Agreement any licenses, permits, and approvals which are legally required for Contractor to practice its profession at the time the services are performed.

A.4   CHANGE IN STATUTES OR REGULATIONS. If there is a change of statutes or regulations applicable to the subject matter of this Agreement, the Parties agree to be governed by the new provisions, unless either party gives notice to terminate pursuant to the terms of this Agreement.

A.5   TIME. Contractor shall devote such time to the performance of services pursuant to this Agreement as may be reasonably necessary for the satisfactory performance of Contractor's obligations pursuant to this Agreement. Neither party shall be considered in default of this Agreement to the extent performance is prevented or delayed by any cause, present or future, which is beyond the reasonable control of the party.

A.6   INSURANCE.

   A.6.1   Prior to rendering services provided by the terms and conditions of this Agreement, Contractor must acquire and maintain during the term of this Agreement insurance coverage (hereinafter referred to as the insurance or insurance) through and with an insurer acceptable to City. The insurance shall contain the following coverages:

       A.6.1.1 Comprehensive general liability insurance including comprehensive public liability insurance with minimum coverage of One Million Dollars ($1,000,000) per occurrence and with not less than One Million Dollars ($1,000,000) aggregate; Contractor must insure both City and Contractor against any liability arising under or related to this Agreement.

       A.6.1.2 Comprehensive automobile liability insurance with minimum coverage of Five Hundred Thousand Dollars ($500,000) per occurrence and with not less than Five Hundred Thousand Dollars ($500,000) on reserve in the aggregate, with combined single limit including owned, non-owned and hired vehicles.

       A.6.1.3 Workers' Compensation Insurance coverage for all of Contractor's employees and other persons for whom Contractor is responsible to provide such insurance coverage, as provided by Division 4 and 4.5 of the California Labor Code.

   A.6.2   The limits of insurance herein shall not limit the liability of the Contractor hereunder.

   A.6.3   In respect to any insurance herein, if the aggregate limit available becomes less than that

required above, other excess insurance must be acquired and maintained immediately. For the purpose of any insurance term of this Agreement, "aggregate limit available" is defined as the total policy limits available for all claims made during the policy period.

   A.6.4   Contractor's insurance must name the City and City's officers, employees, agents and independent contractors as additional insureds and must include an endorsement that no cancellation or material change adversely affecting any coverage provided by the insurance may be made until twenty (20) days after written notice is delivered to City.

   A.6.5   The insurance policy forms, endorsements and insurer(s) issuing the Insurance must be satisfactory to City at its sole and absolute discretion. The amount of any deductible payable by the insured shall be subject to the prior approval of the City. City, as a condition of approval, may require proof of the adequacy of Contractor's financial resources.

   A.6.6   Prior to Contractor rendering services provided by this Agreement, and immediately upon acquiring additional insurance, Contractor must deliver a certificate of insurance describing the insurance coverages and endorsements to:

       Kevin Jones, City of Susanville Police Chief
       1801 Main Street
       Susanville, CA 96130

Upon City's request, Contractor must deliver certified copies of any insurance policies to City.

   A.6.7   Contractor must not render services under the terms and conditions of this Agreement unless each type of insurance coverage and endorsement is in effect and Contractor has delivered the certificate(s) of insurance to City as previously described. If Contractor fails to procure and maintain said insurance, City may, but shall not be required to, procure and maintain the same, and the premiums of such insurance must be paid by Contractor to City upon demand. The policies of insurance provided herein, which must be provided by Contractor, must be for a period of not less than one year. Twenty (20) days before to the expiration of any policy of insurance, Contractor must deliver to City a renewal or new policy to take the place of the policy expiring.

   A.6.8   City has the right to request further coverages and/or endorsements on the insurance as City deems necessary, at Contractor's expense. The amounts, insurance policy forms, endorsements and insurer(s) issuing the insurance must be satisfactory to City in its sole and absolute discretion.

   A.6.9   Any subcontractor(s), independent contractor(s) or any type of agent(s) performing or hired to perform any term or condition of this Agreement on behalf of Contractor, as may be allowed by this Agreement (hereinafter referred to as the Secondary Parties or the Secondary Parties), must comply with each term and condition of the section of this Agreement entitled Insurance. Furthermore, Contractor must be responsible for the Secondary Parties' acts and satisfactory performance of the terms and conditions of this Agreement.

A.7   INDEMNITY.

City shall not be liable for, and Contractor shall defend and indemnify City and its officers, agents, employees and volunteers (collectively City Parties or the City Parties), against any and all claims, deductibles, self-insured retentions, demands, liability, judgments, awards, fines, mechanics' liens or other liens, labor disputes, losses, damages, expenses, charges or costs of any kind or character, including attorneys' fees and court costs (hereinafter collectively referred to as Claims), which arise out of or are in any way connected to the work covered by this Agreement arising either directly or indirectly from any act,

error, omission or negligence of Contractor or its officers, employees, agents, contractors, licensees or servants, including, without limitation, claims caused by the concurrent negligent act, error or omission, of City Parties. However, Contractor shall have no obligation to defend or indemnify City Parties against claims caused by the active negligence, sole negligence or willful misconduct of City Parties.

A.8   CONTRACTOR NOT AGENT. Except as City may specify in writing, Contractor has no authority, express or implied, to act on behalf of City in any capacity whatsoever as an agent. Contractor has no authority, express or implied, pursuant to this Agreement to bind City to any obligation whatsoever.

A.9   ASSIGNMENT PROHIBITED. Contractor must not assign any right or obligation pursuant to this Agreement. Any attempted or purported assignment of any right or obligation pursuant to this Agreement is void and of no legal effect.

A.10   PERSONNEL. Contractor must assign only competent personnel to perform services pursuant to this Agreement. In the event that City, in its sole discretion at any time during the term of this Agreement, desires the removal of any person or persons assigned by Contractor to perform services pursuant to this Agreement, Contractor must remove any person immediately upon receiving written notice from City of City's desire for removal of such person or persons.

A.11   STANDARD OF PERFORMANCE. Contractor must perform all services required pursuant to this Agreement in the manner and according to the standards observed by a competent practitioner of the profession in which Contractor is engaged. All products of whatever nature Contractor delivers to City pursuant to this Agreement must be prepared in a first class and workmanlike manner and must conform to the standards of quality normally observed by a person practicing in Contractor's profession.

A.12   POSSESSORY INTEREST. The parties to this Agreement recognize that certain rights to property may create a "possessory interest", as those words are used in the California Revenue and Taxation Code section 107. For all purposes of compliance by City with Section 107.6 of the California Revenue and Taxation Code, this recital shall be deemed full compliance by the City. All questions of initial determination of possessory interest and valuation of such interest, if any, shall be the responsibility of the Lassen County Assessor and the contracting parties hereto. A taxable possessory interest may be created by this, if created, and the party in whom such an interest is vested will be subject to the payment of property taxes levied on such an interest.

A.13   TAXES. Contractor hereby grants to the City the authority to deduct from any payments to Contractor any State, Federal or County imposed taxes, fines, penalties and related charges which are delinquent at the time such payments under this Agreement are due to Contractor.

A.14   TERMINATION.

   D.14.1   City has the right to terminate this Agreement at any time by giving notice in writing of such termination to Contractor. In the event City gives notice of termination, Contractor must immediately cease rendering service upon receipt of such written notice and the following shall apply:

       A.14.1.1 Contractor must deliver to City copies of all writings prepared by Contractor pursuant this agreement. The term "writings" shall be construed to mean and include: handwriting, typewriting, printing, photocopying, photographing computer storage medium (tapes, disks, diskettes, etc.) and every other means of recording upon any tangible thing, and form of communication or representation, including letters, pictures, sounds, or symbols, or combinations thereof.

       A.14.1.2 City must pay Contractor the reasonable value of services rendered by Contractor to the date of termination pursuant to this Agreement not to exceed the amount documented by

Contractor and approved by City as work accomplished to date; provided, however, that in no event shall any payment hereunder exceed, **DOLLAR AMOUNT HERE ($)**. Further provided, however, City shall not in any manner be liable for lost profits which might have been made by Contractor had Contractor completed the services required by this Agreement. In this regard, Contractor must furnish to City such financial information as in the judgment of the City is necessary to determine the reasonable value of the services rendered by Contractor. In the event of a dispute as to the reasonable value of the services rendered by Contractor, the decision of the city shall be final. The foregoing is cumulative and does not affect any right or remedy which City may have in law or equity.

A.14.2 Contractor may terminate its services under this Agreement upon thirty (30) days written notice to the City, without liability for damages, if Contractor is not compensated according to the provisions of this Agreement or upon any other material breach of this Agreement by City, provided that Contractor has first provided City with a written notice of any alleged breach, specifying the nature of the alleged breach and providing not less than fourteen (14) days within which City may cure the alleged breach.

A.15   OWNERSHIP OF INFORMATION. All professional and technical information developed under this Agreement and all work sheets, reports, and related data shall become and/or remain the property of City, and Contractor agrees to deliver reproducible copies of such documents to City on completion of the services hereunder. Contractor agrees to indemnify and hold City harmless from any claim arising out of reuse of the information for other than this project.

A.16   WAIVER. A waiver by any party of any breach of any term, covenant or condition herein contained or a waiver of any right or remedy of such party available hereunder at law or in equity shall not be deemed to be a waiver of any subsequent breach of the same or any other term, covenant or condition herein contained or of any continued or subsequent right to the same right or remedy. No party shall be deemed to have made any such waiver unless it is in writing and signed by the party so waiving.

A.17   COMPLETENESS OF INSTRUMENT. This Agreement, together with its specific references and attachments, constitutes all of the agreements, understandings, representations, conditions, warranties and covenants made by and between the parties hereto. Unless set forth herein, neither party shall be liable for any representations made, express or implied.

A.18   SUPERSEDES PRIOR AGREEMENTS. It is the intention of the Parties that this Agreement shall supersede any prior agreements, discussions, commitments, representations, or agreements, written or oral, between the Parties hereto.

A.19   ATTORNEY'S FEES. If any action at law or in equity, including an action for declaratory relief, is brought to enforce or interpret provisions of this Agreement, the prevailing party shall be entitled to reasonable attorney's fees, which may be set by the Court in the same action or in a separate action brought for that purpose, in addition to any other relief to which such party may be entitled.

A.20   MINOR AUDITOR REVISION. In the event the City of Susanville's Finance Department finds a mathematical discrepancy between the terms of the Agreement and actual invoices or payments, provided that such discrepancy does not exceed one percent (1%) of the Agreement amount, the Finance Department may make the adjustment in any payment or payments without requiring an amendment to this Agreement to provide for such adjustment. Should City or Contractor disagree with such adjustment, they reserve the right to contest such adjustment and/or to request corrective amendment.

A.21   CAPTIONS. The captions of this Agreement are for convenience in reference only and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction

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or meaning of the provisions of this Agreement.

A.22   DEFINITIONS. Unless otherwise provided in this Agreement, or unless the context otherwise requires, the following definitions and rules of construction shall apply herein.

    A.22.1 Number and Gender. In this Agreement, the neuter gender includes the feminine and masculine, the singular includes the plural, and the word "person" includes corporations, partnerships, firms or associations, wherever the context so requires.

    A.22.2 Mandatory and Permissive. "Shall" and "will" and "agrees" are mandatory. "May" is permissive.

A.23   TERM INCLUDES EXTENSIONS. All references to the term of this Agreement or the Agreement Term shall include any extensions of such term.

A.24   SUCCESSORS AND ASSIGNS. All representations, covenants and warranties specifically set forth in this Agreement, by or on behalf of, or for the benefit of any or all of the parties hereto, shall be binding upon and inure to the benefit of such party, its successors and assigns.

A.25   MODIFICATION. No modification or waiver of any provisions of this Agreement or its attachments shall be effective unless such waiver or modification shall be in writing, signed by all parties, and then shall be effective only for the period and on the condition, and for the specific instance for which given.

A.26   COUNTERPARTS. This Agreement may be executed simultaneously and in several counterparts, each of which shall be deemed an original, but which together shall constitute one and the same instrument.

A.27   OTHER DOCUMENTS. The parties agree that they shall cooperate in good faith to accomplish the object of this Agreement and, to that end, agree to execute and deliver such other and further instruments and documents as may be necessary and convenient to the fulfillment of these purposes.

A.28   PARTIAL INVALIDITY. If any term, covenant, condition or provision of this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remainder of the provision and/or provisions shall remain in full force and effect and shall in no way be affected, impaired or invalidated.

A.29   VENUE. It is agreed by the parties hereto that unless otherwise expressly waived by them, any action brought to enforce any of the provisions hereof or for declaratory relief hereunder shall be filed and remain in a court of competent jurisdiction in Lassen County, State of California.

A.30   CONTROLLING LAW. The validity, interpretation and performance of this Agreement shall be controlled by and construed under the laws of the State of California.

A.31   CALIFORNIA TORT CLAIMS ACT. Notwithstanding any term or condition of the Agreement, the provisions, and related provisions, of the California Tort Claims Act, Division 3.6 of the Government Code, are not waived by City and shall apply to any claim against City arising out of any acts or conduct under the terms and conditions of this Agreement.

A.32   TIME IS OF THE ESSENCE. Time is of the essence of this Agreement and each covenant and term herein.

A.33   AUTHORITY. All parties to this Agreement warrant and represent that they have the power and authority to enter into this Agreement in the names, titles and capacities herein stated and on behalf of any entities, persons, estates or firms represented or purported to be represented by such entity(s), person(s),

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estate(s) or firm(s). The Parties are in full compliance with all formal requirements necessary or required by any State and/or Federal law in order to enter into this Agreement. Further, by entering into this Agreement, neither Party shall have breached the terms or conditions of any other contract or agreement to which such party is obligated, which such breach would have a material effect hereon.

A.34   CORPORATE AUTHORITY. If Contractor is a corporation or public agency, each individual executing this Agreement on behalf of said corporation or public agency represents and warrants that he or she is duly authorized to execute and deliver this Agreement on behalf of said corporation, in accordance with a duly adopted resolution of the Board of Directors of said corporation or in accordance with the bylaws of said corporation or Board, Commission or Council of said public agency, and that this Agreement is binding upon said corporation or public entity in accordance with its terms. If Contractor is a corporation, Contractor shall, within thirty (30) days after execution of this Agreement, deliver to City a certified copy of a resolution of the Board of Directors of said corporation authorizing or ratifying the execution of this Agreement.

A.35   CONFLICT OF INTEREST.

    A.35.1 Legal Compliance. Contractor agrees at all times in performance of this Agreement to comply with the law of the State of California regarding conflicts of interest, including, but not limited to, Article 4 of Chapter 1, Division 4, Title 1 of the California Government Code, commencing with Section 1090 and Chapter 7 of Title 9 of said Code, commencing with Section 87100, including regulations promulgated by the California Fair Political Practices Commission.

    A.35.2 Advisement. Contractor agrees that if any facts come to its attention which raise any questions as to the applicability of this law, it will immediately inform the City designated representative and provide all information needed for resolution of the question.

    A.35.3 Admonition. Without limitation of the covenants in subparagraphs A.35.1 and A.35.2, Contractor is admonished hereby as follows:

        The statutes, regulations and laws referenced in this provision A.35 include, but are not limited to, a prohibition against any public officer, including Contractor for this purpose, from making any decision on behalf of City in which such officer has a direct or indirect financial interest. A violation occurs if the public officer influences or participates in any City decision which has the potential to confer any pecuniary benefit on Contractor or any business firm in which Contractor has an interest of any type, with certain narrow exceptions.

A.36   NONDISCRIMINATION. During the performance of this Agreement, Contractor shall not unlawfully discriminate against any employee of the Contractor or of the City or applicant for employment or for services or any member of the public because of race, religion, color, national origin, ancestry, physical handicap, medical condition, marital status, age or sex. Contractor shall ensure that in the provision of services under this Agreement, its employees and applicants for employment and any member of the public are free from such discrimination. Contractor shall comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12900 et seq.). The applicable regulations of the Fair Employment Housing Commission implementing Government Code Section 12900, set forth in Chapter 5, Division 4 of Title 2 of the California Code of Regulations are incorporated into this Agreement by reference and made a part hereof as if set forth in full. Contractor shall also abide by the Federal Civil Rights Act of 1964 and all amendments thereto, and all administrative rules and regulation issued pursuant to said Act. Contractor shall give written notice of its obligations under this clause to employee, agent, subcontractor or entity working with or for Contractor. Contractor shall include the non-discrimination and compliance provision of this paragraph in all subcontracts to perform work under this Agreement.

A.37   JOINT AND SEVERAL LIABILITY. If any party consists of more than one person or entity, the liability of each person or entity signing this Agreement shall be joint and several.

A.38   TAXPAYER I.D. NUMBER. The City shall not disburse any payments to Contractor pursuant to this Agreement until Contractor supplies Contractor's Taxpayer Identification Number or Social Security Number to City by providing City with a completed IRS Form W-9.

A.39   No Third Party Beneficiary. This Agreement is made solely and specifically among and for the benefit of the parties to it, and their respective successors and assigns, subject to the express provisions of the agreement relating to successors and assigns, and no other person has or will have any rights, interest, or claims under this Agreement as a third-party beneficiary or otherwise.

A.40   NOTICES. All notices and demands of any kind which either party may require or desire to serve on the other in connection with this Agreement must be served in writing either by personal service or by registered or certified mail, return receipt requested, and shall be deposited in the United States Mail, with postage fully prepaid, and addressed to the party so to be served as follows:

        If to "City":

        Kevin Jones, Chief
        Susanville City Police Department
        1415 Sheriff Cady Lane
        Susanville, CA 96130

        If to "Contractor":

        *Name
        Address

It is so agreed.

Date:_____

                       Kevin Stafford, Mayor for City of Susanville

Date:_____

                       *, Contractor

END OF ATTACHMENT E – CITY MODEL CONTRACT.

ATTACHMENT A TO CITY MODEL CONTRACT

1.
   a. Contractor will provide the following goods and services to the City of Susanville.
   *

END ATTACHMENT A TO CITY MODEL CONTRACT

Attachment A - Requirements

E = Existing Requirement will be met by proposed existing software and/or hardware that is installed and operational and can be demonstrated.
M = Minor Modification Requirement will be met by proposed minor modifications to the existing software and/or hardware or use of software tools.
U = Under Development Requirement will be met by proposed software that is currently under development, in Beta test, or not yet released.
T = Third Party Solution Requirement will be met by existing third party software and/or hardware.
N = Not Available Requirement cannot be provided

Category	#	Capabilities	Vendor Response	Comments
General	1	Provide for an infrastructure solution with minimum of 99.9% uptime with high availability		
General	2	Seamless data integration with all data accessible in all modules of system to include interfaces with Xjail, FileOnQ, Saxdan and Attn General's, Ozen Justice		
General	3	Custom interfaces. Ability to design own to push or obtain data.		
General	4	CLETS interface for double check and validation audit. Automatic monthly reporting of double check reports.		
General	5	Full compliance with all applicable CJIS/NCIC and California DOJ data security and data transmission regulations and mandates for hard-lined servers/workstations and mobile computers over commercial cellular networks		
General	6	Support transaction entry from command line, function keys and GUI		
General	7	All systems must be able to use standard image files natively		
General	8	The system must have the ability to be multi-jurisdictional, allowing multiple agencies to enter information into the system and both aggregate and combine their data at will		
General	9	The vendor must have a proven track record for timely installation and implementation of the proposed system		
General	10	Vendor must provide a Data Dictionary of all data files, with descriptive details on the relationship of the various data files accessed by the system		
General	11	Vendor must provide a copy of all installation media		
General	12	Standard Windows type functionality shall be available for all applications (e.g., dialog boxes, point-and-click, and drag-and-drop)		
	13	Standard Relational Data Base		
General	14	MS Windows Server (2012 or newer) based systems		
General	15	Mobile software with support for multiple platforms – Windows, Android, iOS, LINUX		
General	16	Ability to produce required/mandated forms (example: current BC Jail Property Booking Form) for all current forms and the ability to create other forms in the future should a need arise at the County or State level		
General	17	Next Generation 911 features, especially built-in two-way SMS and MMS functionality (messages, photos, 2nd videos) and ability to attach files to CAD events and RMS		
General	18	All modules must have a "back" button allowing movement to the previous screen		
General	19	Ability to capture AMF/ALI information that can be associated with any CAD event or used to create a CAD event.		
CAD	20	Manages the generation of unique control numbers for tracking calls for service, reporting incidents etc., including number format, manual generation of numbers		
CAD	21	Manages CAD and RMS interactions, such as CAD to RMS data transfers		
CAD	22	Generates multiple case numbers for a single event		
CAD	23	Check box for Coroner Case (to RMS) vs. Coroner Reportable Only		
CAD	24	Displays event- unit, and wireless call locations on an integrated mapping component		
CAD	25	Ability to "stack" calls for service or "batch dispatch" (send multiple calls for service to field units for handling at will)		

Category	#	Capabilities	Vendor Response	Comments
CAD	26	Displays premise history/information (gate codes, warnings, prior contacts, etc.)		
CAD	27	Displays prior event information for calls for service at same location		
CAD	28	Provides for operator-controlled window sizing and sorting, with dynamic font sizing, in both display and entry windows and user screen presentation profiles by individual		
CAD	29	A Common Locations file which allows operators to enter a specific business or location name that verifies against the GeoFile and displays the address and place name		
CAD	30	Ability to view officer queries (names checks, CLETS, license plates) from unit history or call history		
CAD	31	Ability for Dispatch to run a NCIC query for an officer and the return includes the officer unit number requesting the query		
CAD	32	Ability to perform reply, delete, forward, include, print and summary actions upon receipt of a CAD message (i.e., warrant information, CLETS returns. etc.)		
CAD	33	Redacts CLETS Information from call history		
CAD	34	Alerts warning display and audible warning		
CAD	35	Point-to-Point messaging with no character limitation		
CAD	36	Parallel training system, on a separate system		
CAD	37	Ability to hold calls for a specific unit		
CAD	38	Ability to also query local records (RMS) when running a person for a warrant check		
CAD	39	The CAD system shall capture non-incident and incident related unit history in a unit history file.		
CAD	40	The CAD priority to be set based on type/priority codes with user ability to modify		
CAD	41	The CAD shall provide an ability to quickly manage duty roster and shift changes of a single unit, including on or off duty, area of coverage, personnel assigned, and whether recommended for dispatch		
CAD	42	The CAD system shall include an Automatic Vehicle Location (AVL) Component.		
CAD	43	Robust standard reports in CAD		
CAD	44	Ability to manage towing services		
CAD	45	System has a tool to identify non-geoverified addresses		
CAD	46	Ability to see all logged-on personnel GPS location (constant refresh)		
CAD	47	Immediate plotting/display of E-911 information		
CAD	48	Immediate plotting of E911 cell phone GPS information		
CAD	49	Play back of historical AVL unit history		
CAD	50	Specific unit tracking / map centering (pursuit mode)		
CAD	51	Closest unit recommendation from CAD incident		
CAD	52	AVL/mapping includes multiple layers including parcel data and satellite image		
CAD	53	Ability to view fleet coverage with drill-down for unit details		

Category	#	Capabilities	Vendor Response	Comments
CAD	54	Mobile Device with GPS support		
CAD	55	Drill-down on unit icon for specific unit information/call information		
CAD	56	Color-coded icons to represent unit status		
CAD	57	Automatic call-routing (current GPS location to CAD call destination)		
CAD	58	Dispatch enabled / cell-specific SMS messaging for significant incidents (real-time), intended for specific workstations (e.g. command staff, investigations, SWAT, etc.)		
CAD	59	Send call for service via email if desired (user input - ad-hoc or distribution lists)		
CAD	60	Pre-designation of specific type of incidents (e.g. 187, fatals, etc..)		
CAD	61	Tracking of calls generated by CAD (false alarms)		
CAD	62	Automatic courtesy letter for incomplete 911 false alarms		
CAD	63	CAD/CLETS interface with the ability to tag CLETS responses to the history of CAD calls.		
CAD	64	Ability to display past calls from a particular area.		
CAD	65	Ability to use keyboard and F keys for commands as well as a mouse.		
CAD	66	Ability to alert (visual and audible) the dispatcher when they have run a subject thru CLETS that is wanted and priority so that it hit so it presents itself first.		
CAD	67	Alerts to dispatchers to newly entered comments		
CAD	68	The ability to access booking photos via CAD and send them to Mobile Devices or attach them to calls		
CAD	69	Ability to automatically prompt for potential duplicate calls based on location and proximity		
CAD	70	Ability to allow searches via wildcard, diminutive match, diminutive match, Soundex match, and string match		
Mobile	71	Closed call capable walk disposition code and comments section		
Mobile	72	License plate DMV registration/hits query (with variety state search capability)		
Mobile	73	Message queuing (text and queries) o Unit-to-unit messaging o Unit-to-person name messaging o Unit to station (specific person/work group) messaging o Unit-to-dispatch messaging o Dispatch-to-unit messaging o Dispatch-to-group/all/specific messaging o Reply-to-list; message button o Next/previous message button o Save received message o Print received message to station printer o Recall message o History of session messages		
Mobile	74	Refreshing real-time unit status monitor with unit #, officer name, status, priority, location, timestamp, call activity		

Attachment A - Requirements

E = Existing Requirement will be met by proposed existing software and/or hardware that is installed and operational and can be demonstrated.
M = Minor Modification Requirement will be met by proposed minor modifications to the existing software and/or hardware or use of software tools.
U = Under Development Requirement will be met by proposed software that is currently under development, in Beta test, or not yet released.
T = Third Party Solution Requirement will be met by existing third party software and/or hardware.
N = Not Available Requirement cannot be provided

Category	#	Capabilities	Vendor Response	Comments
bile	75	Pending real-time call list monitor with incident #, timestamp, status priority/level, area, beat, type of call, nature, and location		
bile	76	Priority 1 incoming call/pending alarm (selective ON/OFF option)		
bile	77	CAD incident recall feature (by incident and/or DR #)		
bile	78	Get Call feature by assigned unit number		
bile	79	Add comments feature to currently assigned call		
bile	80	Status Change buttons (customizable)		
bile	81	* Required queries: o R - Name search (RMS - Registrants, NCIC, MUPS, etc...) one-time search - hit all DBs with responses in one-time search. o Address search (CAD/RMS) o Business name o Driver's License number & specific state o Events (Case #, FIs, Cite #, AR #) o Gun serial number (AFS)		
bile	82	Optional queries: o Parole LEADS o Cal-Photo search		
bile	83	Full compliance with all applicable CJIS/NCIC and California DOJ data security and data transmission regulations and mandates for mobile computers over commercial cellular networks		
bile	84	Transmit all call-information data displayed in CAD		
bile	85	User friendly full night mapping functionality		
bile	86	Ability for Mobile officers to see all CAD holding calls.		
bile	87	Ability for Mobile officers to query RMS system based on name, DL number or date of birth		
bile	88	Ability for Mobile officers to query CAD based on name, DL number or date of birth		
bile	89	Ability to configure self-initiated calls for service (turn off or on)		
bile	90	Ability to log into system with assigned equipment, ride-along info, special detail info, radio number, unit number, pac-set number, additional notes, etc...		
bile	91	Query to CLETS/RMS (warrants, veh. Reg, stolen vehicles, stolen property, DMV, license plates, criminal history, weapons, etc...)		
bile	92	Query to Cal-Photo		
bile	93	Ability to send and/receive images from dispatch to Mobile		
bile	94	Ability to view location pre-plans, floor plans, active shooter pre-plans, etc...		
bile	95	Ability to automatically query data sharing initiative feeds.		
bile	96	CAD address call routing via AVL mapping (routing to call) with driving directions		
bile	97	AVL address search and plotting with routing with driving directions		

Attachment A - Requirements

E = Existing Requirement will be met by proposed existing software and/or hardware that is installed and operational and can be demonstrated.
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T = Third Party Solution Requirement will be met by existing third party software and/or hardware.
N = Not Available Requirement cannot be provided

Category	#	Capabilities	Vendor Response	Comments
Mobile	98	AVL Toolbar with zoom, pan, full screen, map layering, etc...		
Mobile	99	Customizable one-touch status button		
Mobile	100	Creation of Field Interview cards, citation, photo capture		
Mobile	101	Full compliance with all applicable CJIS/NCIC and California DOJ data security and data transmission regulations and mandates for hard wired servers/workstations and mobile devices over commercial cellular networks		
Mobile	102	CLETS/METS/NCIC/CSAR capable		
Mobile	103	RMS Searching		
Mobile	104	CAD Searching		
Mobile	105	Mobile Device Management (MDM) capable		
Mobile	106	All department forms filling with standard features (e.g. spell check, font/bold/italicize, underline, cut/paste, etc...) Option for NO auto word correction		
Mobile	107	Auto-populate same-field entries across forms.		
Mobile	108	Ability for names and matching DOB entered that exist in RMS to prompt user to "Use Existing Name" and make updates to record, if required.		
Mobile	309	Workflow with supervisor approval/corrections kick-back and report holding		
Mobile	110	Notifications when reports are holding or due for corrections		
Mobile	111	Forms remain active when connectivity is lost		
Mobile	112	Ability to view incomplete and denied reports and deny notes by different employees.		
Mobile	113	Strong word processing functionality in the narrative field (similar to MS Word)		
Mobile	114	Rich Text Format for all report writing		
Online Reporting	115	Ability for the public to file incident reports online via a web portal & complete a patrol requests. Ability for public to add supplemental information, complete certain on-line forms.		
Online Reporting	116	Ability for public to upload photos, trail cams, etc.		
Online Reporting	117	Work flow of the report to a supervisor for approval and ability to kick-back for corrections/additions to citizen		
Online Reporting	118	Initiation of case number on citizen completion with a unique report numbering series		
Online Reporting	119	Ability to post agency specific forms, Ability for public to file reports.		
RMS	120	Ability to add alerts and/or critical notifications to names and addresses		
RMS	121	Public Logs-searchable on-line		
RMS	122	Automatic submission of stolen property to Stolen Property Sys.com		
RMS	123	Ability to push Coroner Report to the Electronic Death Registration System (EDRS)		
RMS	124	Ability to auto redact certain information for Public Records Releases		
RMS	125	Ability to track reports released to various entities		
RMS	126	Ability to allow wildland searches		
RMS	127	Location specific patrol check information		

Attachment A - Requirements

E = Existing Requirement will be met by proposed existing software and/or hardware that is installed and operational and can be demonstrated.
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Category	#	Capabilities	Vendor Response	Comments
	128	Officer initiated data entry (patrol checks) with date/time stamping		
	129	Creation of daily briefing logs with date/time, shift, Watch Commander, duty roster, unit/beat assignments, briefing training, significant call logs, and additional information		
	130	Archive and retrieval of daily logs		
	131	Ability to control and change archive settings.		
	132	Distribution of Daily Roster/Logs via email to workgroups (e.g. dispatch, department)		
	133	Ability to see and print CAD Calls for Service within RMS		
	134	LiveScan Fingerprint Interface automatically populate Livescan Device with biographical and arrest data		
	135	Ability to capture all data, and perform all edits required for CA UCR reporting and make UCR/NIBRS related fields a mandatory requirement for report entry		
	136	Ability to create and track Use of Force forms both internally and ability to push Use of Force forms to state DOJ.		
	137	Ability to generate supplement numbers for subordinate related documents under an incident control number		
	138	System to provide a mechanism to expunge (completely remove from system) criminal history information and sealed reports.		
	139	System provides a Link Analysis to connect all related records		
	140	System shall provide a master names, vehicle and property index used for all names, vehicles or property entered into the system. These indexes must be used by all systems (CAD, RMS, Mobile, JMS, Property and Evidence, Employee)		
	141	System must have sources and phonetic search capabilities for RMS records		
	142	System has a tool to run to identify duplicate master records (e.g. names, vehicles)		
	143	Strong word-processing functionality in the narrative field (similar to MS Word). All department forms filling with standard features (e.g. spell check, font/bold/italicize, underline, cut/paste, etc...) Option for NO auto word correction		
	144	Free-form fields in each document section for comments, additional info, notes, and/or details that is searchable		
	145	Auto-populate capability from other modules (CAD, JMS, Property and Evidence, Mobile Devices)		
	146	Ability to scan documents and attach to records via PDF format, including any denied records.		
	147	Multiple levels of supervisory review and approval (workflow) of document before finalized		
	148	With permissions, ability for other users to view an Officer's draft report, including any denied records.		
	149	With permissions, ability for other users to print an Officer's draft report.		
	150	Audit trail in document showing history of actions (initiated, reopened, modified, printed, approved, unapproved, etc.) including operator/date/time/reason		

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Category	#	Capabilities	Vendor Response	Comments
RMS	151	Ability for department to link forms required for certain case types to prompt personnel to complete all necessary forms.		
RMS	152	Search capability by multiple parameters (date range, report status, officer, crime, report type, vehicle license/description, name, location, property, character string, etc.)		
RMS	153	Coroner Case Types to include a searchable field Cause of Death		
RMS	154	Integrated email notifications to specified groups or individuals to assign an incident to the investigation detail, send as info cc, etc.		
RMS	155	Track all cases/subpoenas		
RMS	156	Track officer appearance dates/times and related subpoenas		
RMS	157	Ability to print original reports and track when reports were distributed (e.g. DA copy)		
RMS	158	System has the ability to run a report to identify duplicate master records, auto delete and/or auto merge records		
RMS	159	Creation and statistical reporting		
RMS	160	Our data statistical reporting		
Case Mgmt.	161	Ability to assign officers to cases		
Case Mgmt.	162	Ability to set timers on follow-up		
Case Mgmt.	163	Ability to make cases confidential on an ad-hoc basis		
Case Mgmt.	164	Ability to add notes to cases		
Case Mgmt.	165	Ability to create supplemental reports to cases		
Case Mgmt.	166	Ability for investigators not assigned to a case, to view case and case notes		
Case Mgmt.	167	Dashboard style of information (detective caseload totals, clearance rate, specific crime trending/tracking, etc...)		
Case Mgmt.	168	Ability to receive alerts on user defined fields (e.g. an investigator will receive an alert of a specific person or vehicle is entered in the system by patrol)		
Case Mgmt.	169	Watch letter generation on closed cases		
Case Mgmt.	170	Automated email notification on expired timers related to assigned cases		
Case Mgmt.	171	Creation of To-Do/Action-Item lists within case notes		
Case Mgmt.	172	Ability to attach files to case notes		
Case Mgmt.	173	Case disposition tracking		
Case Mgmt.	174	Ability to re-assign case to new detective/case agent		
Case Mgmt.	175	Supervisor-level approvals and case clearance decisions		
Case Mgmt.	176	Caseload tracking / lead generation (tip sheets)		
Case Mgmt.	177	Crime Relationship Charting and Case number linking		
Case Mgmt.	178	Case timeline charting		
Case Mgmt.	179	Ability to share and restrict data among agencies via security		
Crime Analysis	180	Calculate trends and patterns with refreshing customizable dashboard		

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Category	#	Capabilities	Vendor Response	Comments
Crime Analysis	181	Graph and chart views within dashboard		
Crime Analysis	182	Calculation and display of Crime Index		
Crime Analysis	183	Calculation and display of Case Clearance Rate		
Crime Analysis	184	Canned report crime-type pin mapping (date/time, location, etc.)		
Crime Analysis	185	Hot spotting of clusters		
Crime Analysis	186	User-defined crime-type pin mapping (filtering)		
Crime Analysis	187	Ability to drill down into icon for call details		
Crime Analysis	188	Viewable map layers (user selected)		
Crime Analysis	189	Zoom/Pan/and printing		
Crime Analyst	190	Access for public to filter on crime-types, date/time range, area and display data on County map		
Informants	191	Capturing of personal information		
Informants	192	CI number issuance and tracking		
Informants	193	CI updates/notes		
Informants	194	Deconfliction verification (reliability/tracker)		
Informants	195	Tracking of CI payments and buy-money/petty cash funds		
Pawn	196	Integration with the state pawn system (maintained by DOJ)		
Pawn	197	Complete pawn slip tracking. Ability to send notification to outside LE agency of pawned items.		
Pawn	198	Chronic pawn alerts and reports		
Registrants	199	Tracking of state mandated registrants (personal info, and photos) - compliancy, risk level, end dates and associated ID's and push data to CSAR after automated staff double check of entry data.		
Registrants	200	Integration with State registrant systems		
Registrants	201	Ability to add alerts and/or critical notifications		
Reporting	202	Out of Compliance Notification		
Reporting	203	Ability to query by name and/or address		
Reporting	204	Ability to produce UCR/ACR/NIBRS/Use of Force reports		
Reporting	205	Year-to-year/year-to-date and monthly comparisons (trend reporting)		
Reporting	206	Create Ad-hoc trend and statistical reports and queries		
Reporting	207	Ability to modify standard reports (headers)		
Reporting	208	Ability to create, save, print and distribute reports		
Reporting	209	User-selected filters for report generation		
Reporting	210	Ability to flag certain types of reports such as Use of Force, Domestic Violence, Confidential Victim, Missing Persons. Auto forward certain case types to certain recipients.		

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Category	#	Capabilities	Vendor Response	Comments
rrants	211	Tracking of agency-assigned warrant with all data from warrant (name, charges, personal identifiers, address, bail amount, etc)		
rrants	212	Due diligence, service tracking with name & personal identifiers data		
rrants	213	Integration to upload warrants to State Wanted Persons System (WPS)		
rrants	214	Ability to comply with state mandated double check for state system entry and provide standard report for system audit		
n Permits	215	Tracking of gun permit applicants and current gun permit holders		
n Permits	216	Ability to enter gun permit applicant data to RMS resulting in mandate formatted CCW permit to include an image file.		
n Permits	217	Automated email notification on expired timers related to gun permits		
n Permits	218	Ability for system to automatically search applicant names, system-wide for prior contacts.		
n Permits	219	Creation of To-Do/Action-Item lists within gun permit applications		
n Permits	220	Ability to attach files to gun permit applications		
n Permits	221	Ability to set timers on follow-up for gun permit applications		
n Permits	222	Ability to receive alerts on user defined fields (e.g. the Records Supervisor will receive an alert if a gun permit holder is entered in the system by patrol)		
rm Permits	223	Tracking of alarm permit applicants and current alarm permit holders		
rm Permits	224	Fee management - create letters, bills and event info on unpermitted alarms, overdue bills, and false alarms		
rm Permits	225	Track false alarms with County adopted fee schedules		
rm Permits	226	Automated email notification on expired alarm permits with a renewal letter		
rm Permits	227	Automatic letter generation on false alarms with fee		
rm Permits	228	System Generated permit Number		
neral Permits	229	Create and track general permits and licenses for gun dealers, pawn companies, large events, etc		
neral Permits	230	Ability to track associated fees and payments on permits and licenses		
ng	231	Track gang registrants		
ng	232	Ability to add alerts for Gang members on names in CAD/RMS		
ng	233	Graffiti management		

OPTIONAL/DESIRED SYSTEM FEATURES

Category	#	Capabilities	Vendor Response	Comments
nory Mgmt.	234	Tracking of firearms and maintenance issues		
nory Mgmt.	235	Tracking of officer stores/monthly qualification		
nory Mgmt.	236	Automatic system reminders for firearm maintenance		
nory Mgmt.	237	Chain of custody log for each firearm (transferring ability)		

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Category	#	Capabilities	Vendor Response	Comments
nory Mgmt.	238	Range-use scheduling (viewable calendar)		
nory Mgmt.	239	Back-up firearm use and off-duty firearm registration		
nory Mgmt.	240	Fail-to-Qualify notifications/officer reminder		
sset Forfeiture	241	Integration with external finance system		
sset Forfeiture	242	Tracking and document imaging of DAGS		
sset Forfeiture	243	Auto-calculation of AF percentages		
sset Mgmt	244	Ability to track assignment, condition, location, history and upkeep of department equipment		
sset Mgmt	245	Ability to coordinate future/preventative maintenance schedules		
sset Mgmt	246	Track consumable items (e.g. ammunition, cleaning supplies, etc.)		
sset Mgmt	247	Track supplier contact info, ordering instructions, order history, supplier fulfillment		
sset Mgmt	248	Ability to view item's balance, reorder point, full-stock quantity		
sset Mgmt	249	Ability to produce inventory management reports		
vil	250	Ability to generate notices, letters and track civil cases.		
eet	251	Ability to track fleet, vehicle assignments and maintenance dates		
eet	252	Generate monthly fleet maintenance reports and distribute via email		
eet	253	Ability to track daily vehicle check-out procedure and reported vehicle damage		
eet	254	Ability to document equipment failure and initiate PW repair slip		
9	255	Track dog, dob, purchase date, assigned to information, retired date		
9	256	Tracking daily/weekly/monthly training activities		
9	257	Ability to complete reports from Mobile Devices		
9	258	Reminder for annual re-certification /POST certification		
9	259	Track narcotics training aids		
9	260	Canine Activity reports creation and tracking		
9	261	Cost summary reporting (food, equipment, medical, training, etc.)		
9	262	Auto-calculation of officer-hour searches vs. use of canine team		
rsonnel	263	Employee master address book/phone list		
rsonnel	264	Track detailed employee information to include image file.		
rsonnel	265	Track special assignment, promotions		
rsonnel	266	Track annual evaluation due-dates (tickler)		

FINAL RFP - R.M.S./C.A.D System Recapitulation
Proposal/Firm: **RIMS-SUNRIDGE SYSTEMS, INC.**

No.	Written Proposal Evaluation	Evaluator							Total
		1	2	3	4	5	6	7	
1	Reputation and Experience	5	5	5	5	5	5	5	35
2	Capability and Availability of Staff	4	5	4	5	5	5	4	32
3	System Capabilities	5	5	4	4	4	5	4	31
4	Financial Stability of the Firm	4	5	5	5	4	4	4	31
5	Cost	4	4	4	5	5	4	4	30
	Cumulative Total:	22	24	22	24	23	23	21	159
	Cumulative Total:	159							

Proposal/Firm: **Central Square**

No.	Written Proposal Evaluation	Evaluator							Total
		1	2	3	4	5	6	7	
1	Reputation and Experience	2	3	3	3	2	1	4	18
2	Capability and Availability of Staff	2	4	3	4	2	2	3	20
3	System Capabilities	2	5	3	5	4	4	4	27
4	Financial Stability of the Firm	2	1	4	5	1	1	4	18
5	Cost	2	1	2	2	1	1	3	12
	Evaluator Total:	10	14	15	19	10	9	18	95
	Cumulative Total:	95							

Proposal/Firm: **PTS Solutions**

No.	Written Proposal Evaluation	Evaluator							Total
		1	2	3	4	5	6	7	
1	Reputation and Experience	5	3	4	5	2	2	4	25
2	Capability and Availability of Staff	3	5	4	4	2	1	4	23
3	System Capabilities	3	5	4	5	3	3	4	27
4	Financial Stability of the Firm	2	1	4	5	1	1	3	17
5	Cost	3	4	3	5	2	3	3	23
	Evaluator Total:	16	18	19	24	10	10	18	115
	Cumulative Score:	115							

SERVICE and TECHNICAL SUPPORT
A reliable partner.

The successful launch of a new CAD and records systems is just the beginning. More important in the long run is your relationship with the vendor. Even if you are relatively satisfied with the system, you will certainly have occasions to seek support from the vendor when you have questions or issues. Your overall satisfaction will quickly be colored, positively or negatively, by how the vendor's support staff handles those calls. Do you just get a "ticket number" or do you get an answer? Are issues resolved or left dangling for months or years? Do you end up with a long, ever lengthening list of problems or a

tight, well-functioning system with satisfied users?

With Sun Ridge Systems, the answers to all the above questions are the right answers. We take customer support very seriously, considering it to be just as key to our business and reputation as the products we sell. For that reason, we encourage you to contact not just one but many of our agencies and ask them how we are doing our job. We don't think you will be disappointed by the response.

KEEPING YOUR SOFTWARE CURRENT
The last CAD system you will ever buy.

Computer systems age; software ages as technology evolves. Your needs evolve, too. The shiny new system you buy today will surely seem outdated within 10 years. The question is, will your vendor have been updating your software for those 10 years? Or, instead, will they be holding you hostage by charging you for life support of your old system while trying to get you to buy their "brand new" system?

With RIMS software, the answer is emphatically the former — your software never ages; your system never becomes obsolete. We do this by providing minor "fix it" software updates during the year as needed and a major new version once each year.

Besides being responsive to trends and requirements in our industry,

not to mention our ideas of innovation, the principal driver of our product evolution is . . . our users! Annually, we solicit a wish list of desired product enhancements from our users that is then discussed in detail at our annual users conference. From this, priorities are established and a master wish list becomes the blueprint for product development for the year. And these are truly enhancements, not fixes, on the order of 100 per year just for our base CAD and records management product.

Just as important, if you are paying for support services, you never pay for a software update or annual new version! You only buy RIMS once.

P.O. BOX 5071
EL DORADO HILLS, CA 95762

TEL: (800) 474.2565
FAX: (530) 672-2385
sales@sunridgesystems.com

R I M S

Sun Ridge Systems, Inc.

Arm your department with information.

KEY RECORDS

Officer Reports/Cases
- True single point-of-entry system
- Unlimited narratives & supplements
- 14 screens of information available
- Automated case approval and records review with kickbacks to officers
- Case Investigation log, follow ups, and progress tracking for investigators

People
- Extensive personal information and contact history
- 13 screens of information available
- 20 warning and alert flags
- Associated persons and vehicles
- Unlimited aliases

Vehicles
- Vehicle history and persons associated with the vehicle
- Automatic updating to vehicle file from cases, field interviews, CAD incidents, permits and citations

Property
- Maintain full chain-of-custody record - held as evidence in and out of the system as well as in and out of the property room

Other Records Files
- Citations, field interviews, warrants, search warrants, civil, subpoenas
- Offender files including known offenders, sex offenders, narcotics offenders, parolees, probationers, arsonists, gang members, trespassers and others

Security
- Security by workstation and individual user

Search
- Create reports based on user parameters
- Search with partial or incomplete information
- Customize results for report creation
- Chart and graph with the click of a button

Special Records Features

- As information is entered into the system, it is automatically propagated to the master files - no matter where it is entered, even from CAD.
- RIMS mugshot and digital imaging software lets you capture pictures (and other digital images) for people, cases, vehicles, SMTs (scars, marks and tattoos), pets, property, premises, and citations.
- RIMS RMS supports the attachment of electronic documents, video, photos and audio for more than 25 RIMS files

Administration
- Less paperwork - greater efficiency
- Store and track information relating to various permits, registration: and passes
- Supports a fully paperless department
- Fillable forms as attachments to Cases, Person Records and many more

Reports
- Produces the UCR report and automatically creates additional reports based on it
- Produces NIBRS reports, where required
- 35 statistical reports and unlimited ad hoc reports using the RIMS Search tool
- Clery report for universities plus the California Arrest and Citation Register

Audit
- Full audit trail on all major records, including additions, deletions, viewings and print jobs

RIMS MOBILE COMPUTER SYSTEM

Specialized CAD and records management functions in the patrol car.

KEY FUNCTIONS

Our Mobile Computer System gives the officer in the field access to RIMS CAD and RMS to perform a multitude of valuable functions including the ability to:

- Run state/NCIC queries
- Receive incident dispatches
- Change status and clear incidents
- Add information and people to incidents directly
- Send RIMS mail to dispatchers and all other RIMS users
- Utilize a driver's license swipe
- Look up past incidents
- Obtain case numbers electronically

- Complete officer case reports
- Look up information from RIMS including: People, Vehicles, Citation
- Warrants, Offenders, Phone List, Premise File, Photos and much, much, more
- Review details of cases
- Obtain a unit activity log
- Check for location history of local addresses & premises
- Use the RIMS Search feature

RIMS PROPERTY ROOM

Inventory database and bar-coding system.

- Run on any computer currently supporting RIMS
- Print Property Item Labels, including the name of the department, report number, item number and the type of Property, i.e., Found, Evidence, Safekeeping, etc., as well as an abbreviated description of the property item
- Perform inventory reconciliation

- Display a property record by scanning the bar code
- Change status of a property item with the scanner
- Print inventory lists
- Automatically notify the property room custodian when it's time check the status of various property types

ADDITIONAL PRODUCTS

Expand the access and reach of your RIMS system.

RIMS COLLABORATE DATA SHARING SOFTWARE

- Participate in a network of RIMS agencies that share data on people, vehicles, and officer reports via basic look up entries that transparently and securely query outside RIMS databases
- Generate the same detailed information personnel are used to seeing in their local records
- Access shared information from a patrol car or mobile command center via RIMS Mobile Computer software
- Search the records of a single or all connected RIMS agencies as well as the state and NCIC system with just one query
- Send RIMS mail messages in a secure mode to mobile RIMS users at any connected agency
- Establish a detailed profile of the kinds of data your agency is willing to share

CITIZEN RIMS

- Make selected crime data available to the public via the Internet on an easy to use, attractive web site - while giving you complete control over what data is presented and how it is organized
- Fully integrated with RIMS products unlike generic "crime mapping" products
- Accurate data, security controls, larger feature set, more information

iRIMS

- Access RIMS data anytime, anywhere via PC or cell phone
- Give authorized users secure access to an agency's records through a web browser within the agency's network or, if enabled, over the internet
- Requires no additional training
- Runs on the Apple iPhone and iPad plus Android phones and tablet computers

RIMS TRAINING INFORMATION MANAGEMENT (TIMS)

- Manage and track all officers and their training courses, certifications, dates, reporting requirements, and the myriad other details involved in running a training program
- Keep officers current with existing training requirements at the agency, state and federal level
- Track class and officer training expenses
- Track training sessions for a variety of other reasons – career enhancement, job specialties, and educational opportunities

InCustody™ is an information-rich command center.

Y FUNCTIONS

egration
Fully integrated with RIMS Records Management
Access person histories directly from InCustody
InCustody history appears in RIMS Records Management

okings
Booking procedures with the swipe of a driver's license
Manage multiple bookings at a time
Log property, place holds on records

lls
Inmate cell monitoring system configurable by agency
Distinguish cells by facility, building, floor, section, cell, sex and bed.
Track keep-aways and reassignments

dical
Set appointments
Track medications, vitals, TB info, charting, diabetic status, allergies and dietary needs

mmissary
Track commissary balances
Track item inventory, purchase and costs

ports
45 agency reports, including CA State Department of Corrections reports

Incidents
- Create and track jail incidents, including narratives

Optional Functions
- AFIS data downloadable to your fingerprinting computer
- Jail Unit Status Monitor – configurable by agency
- Electronic signatures for Incidents, Bookings and Questionnaires
- Interfaces for inmate telephone and commissary systems
- System generated armbands for inmates
- State NCIC/NLETS queries directly from a booking
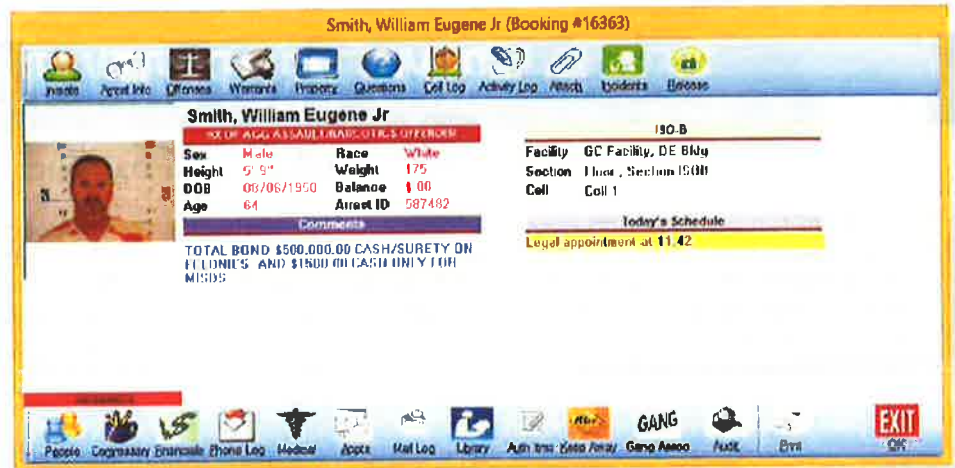
RIMS MAPPING

- Real time picture - locations of all units and all active incidents
- E911 Phase II compatible
- Automatic display of caller location circle for E911 calls
- Landline calls automatically zoom the map to the exact address
- Available in station and in vehicle
- Easy to use, advanced crime analysis tools
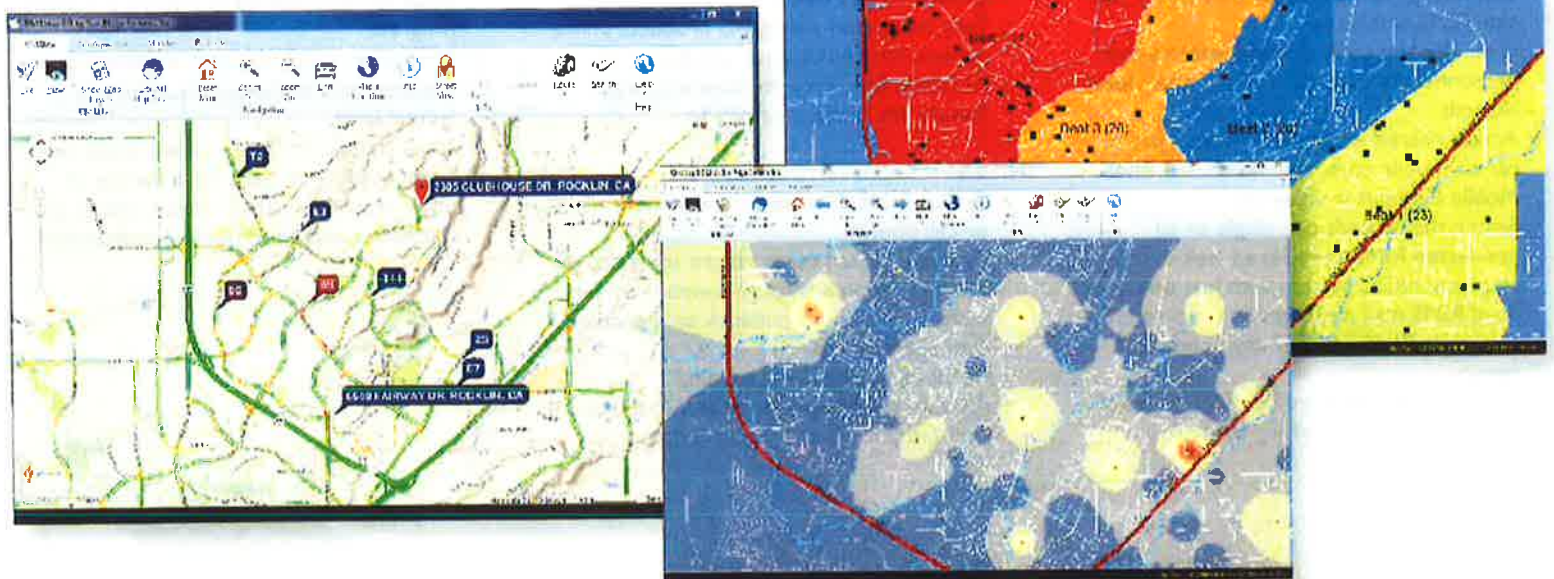
RIMS COMPUTER AIDED DISPATCH

Multi-functional software for a dispatcher's multi-faceted job.

KEY FEATURES

Easy to use and easy to learn

- Supports both Law and Fire/EMS dispatch
- Transparently, 100% integrated with RIMS Records Management
- Use of command line, mouse or both
- Custom screen configuration per dispatcher
- Recommended units by unit type, priority, incident type and Beat/GPS location
- Connect to NCIC/Motor Vehicles to auto-run subjects and vehicles
- Pre-schedule incidents
- On screen help
- Customizable command line entry
- Automatic display of incident location history/hazards
- Automatic display of reporting party history/officer safety
- Shift Bulletin and Media Bulletin
- Detailed, customizable unit and incident status displays
- Five-way location verification
- Full access to Records information
- All the tools to enter initial incident information, dispatch units, and log everything that happens thereafter
- Use either entry screens or command line to enter Officer Initiated Activity
- All associated vehicles and persons automatically updated to (RMS) files
- Tracks towed vehicles and rotates tow company assignment

Search

- Built-in look-ups
- User-defined data search
- Search first name, partial last name, partial plates

Organization

- Eliminates unnecessary paperwork around workstations
- User directory, phone list, beat assignments, location history and ready reference file
- RIMS yellow sticky pad

Reports

- Reports include (but are not limited to): Incident Summaries, Patrol Statistics, Officer Log, Vehicle Log, Frequently Responded to Locations, and response times by day of week, time of day, priority and more.

In a true emergency call, the dispatcher's first objective is to understand what the caller needs and dispatch the appropriate resource — immediately. CAD should speed up this process, not slow it down with lots of required typing, tabbing between fields or switching between forms on a screen. RIMS does exactly this. With an interface to your E9-1-1 system, RIMS allows you to create and dispatch that incident in a matter of seconds.

RIMS 3-D

RIMS-3D lets you "drill through data." Display a detail record for any item (person name, vehicle license, case number, citation number, FI number, etc.) displayed on the screen by simply selecting i with the mouse.

RIMS

Sun Ridge Systems, Inc.
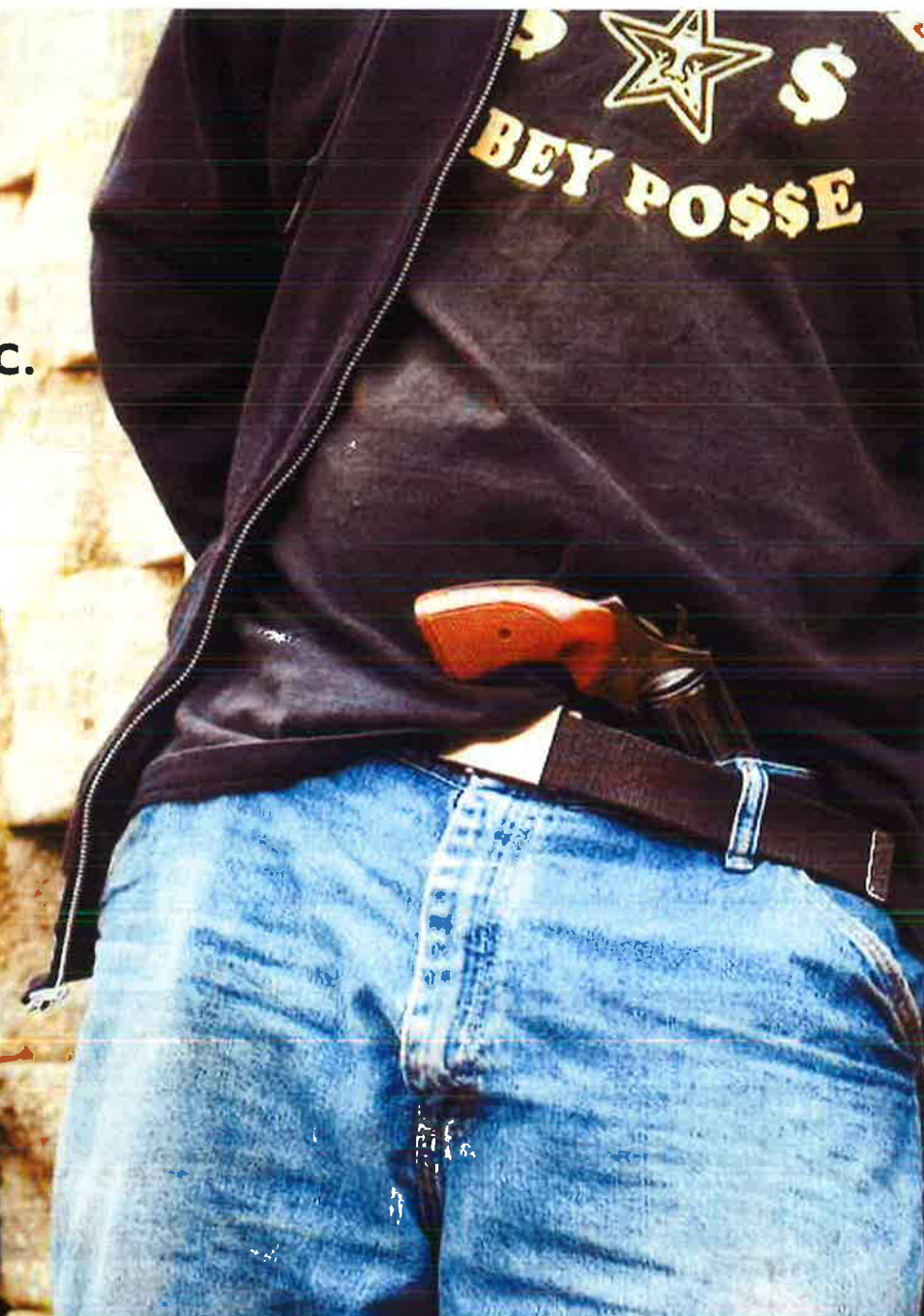
Integrated, Public Safety Software

DESIGN THE BEST SYSTEM

With more than three decades of continuous evolutionary development behind it, RIMS today is the most comprehensive, feature-rich system you can buy. Even better, because it is designed with an emphasis on a system-wide, consistent way of doing things with a minimal number of steps for the user, it's easy to learn and use without a lot of memorization. We're not the only ones who believe RIMS is the best system available. Our customers believe it, too. In fact, no one who has

PROVIDE THE BEST SERVICE

Any company can say they have satisfied customers, but we can say that we have enthusiastically happy customers who jump at the chance to recommend our system to other agencies. We generate this level of satisfaction through frequent product updates, an annual Users Conference, and prompt responses to questions and requests. But please, don't take our word for it — just ask any RIMS user.

OFFER THE BEST PRICE

Here's the bottom line on price: You can spend much, much more on a CAD and records management system and get a lot less than you will get with RIMS. We have proven this time and time again, replacing expensive systems that agencies couldn't wait to get rid of, making them happy RIMS users instead — more effective, efficient, and better able to put all that information you gather daily to good use.

PROPOSAL VALIDITY PERIOD

The information in this proposal is valid for a period of ninety (90) days from the date written on the title page unless rescinded by Sun Ridge Systems, Inc. prior to such time.

PROPOSAL FOR A
COMPUTER AIDED DISPATCH/
REPORT MANAGEMENT SYSTEM
FOR THE
LASSEN COUNTY SHERIFF'S OFFICE/
SUSANVILLE POLICE DEPARTMENT

Sun Ridge Systems, Inc.
www.SunRidgeSystems.com
April 22, 2019

1.0 Cover Letter

Sun Ridge Systems, Inc.

April 22, 2019

Regina Mineau, Sheriff's Executive Assistant
Lassen County Sheriff's Office
1415 Sheriff Cady Lane
Susanville, CA 96130

Dear Ms. Mineau:

Thank you for the opportunity to participate in your Request for Proposal (RFP) process. Please find attached a detailed response to the items requested by your RFP. We believe our software products and services represent a superior total package that closely meets the needs of your operations as expressed in your RFP. Most significantly, they do so with excellent price/performance.

Equally important is the long history of the proposed products and their prospects for long term viability and continued development. Ideally, the system procured by your agency should not be a one shot purchase to be replaced a few years down the line when it becomes obsolete in either hardware or software. Instead, it should be the beginning of a vendor relationship that will support your expanding needs and future requirements. RIMS meets these requirements with its 30+ year history of customer support and 30+ years of continuous evolution to a product family that is superior today and will remain so in the future.

We look forward to working with you. If you should have any questions or require clarification, please feel free to contact Carol Jackson. She can be reached at (800) 474-2565 or CarolJ@sunridgesystems.com.
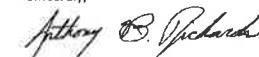
We provide the following information as required by the RFP:

    Sun Ridge Systems, Inc.
    P.O. Box 5071
    El Dorado Hills, CA 95762

    Federal Tax ID #: 68-0469181

We look forward to working with you. If you should have any questions or require clarification, please feel free to contact Carol Jackson, Director of Implementation. She can be reached at (530) 221-0663 or CarolJ@sunridgesystems.com.

Sincerely,

Anthony B. Richards
President

2.0 Table of Contents

3.0 Contractor Capabilities

The Lassen County Sheriff's Office/Susanville Police Department desire to acquire an integrated suite of public safety software products for computer-aided dispatch, records management and mobile field reporting. To ensure the success of a project of this scope, it is imperative that project risks be minimized and that the selected vendor have an established track record for providing long term support and customer satisfaction. Sun Ridge Systems and our integrated software suite, known as "RIMS", offers the low risk solution already proven successful many times with a virtually unmatched reputation for customer service and satisfaction. Not incidentally, it also happens to be an excellent technical solution at a reasonable price.

This proposal has three specific purposes:

1. To establish Sun Ridge Systems as a viable choice to provide your system

2. To establish RIMS as both the best technical solution and at a reasonable price, both initially and especially long term

3. To explain our approach to implementing your system.

A. Background and Experience

RIMS is a mature system for public safety agencies in use by more than 160 agencies in California. Completely integrated modules for records management, computer aided dispatch, mobile computers, jail management, and a myriad of ancillary products and interfaces are available.

RIMS was originally designed in 1982 by Tony Richards, who has been closely involved in the product ever since. RIMS was initially designed to meet the needs of the small to medium sized public safety agency without large, expensive computer hardware and full-time software support personnel. These initial design goals were quickly achieved and the evolution of a quality, industry leading software product began. Today, the product is fully scalable for any sized agency.

Although first installed in 1985, RIMS was not widely marketed until the 1990s. Today Sun Ridge Systems, a privately held corporation located in El Dorado Hills, California, serves clients across the United States. And that first install in 1985? It was the **Rocklin Police Department** who continues to use RIMS to this day.

RIMS has a long, unbroken history of constant evolution, growth and refinement. Today, RIMS is at the forefront of public safety technology with its undeniably complete combination of CAD, records management, jail management, mobile computer, and related technologies. As just one indication of our commitment to its continuing evolution, the current RIMS, Version 26, introduced in 2019, contains 93 enhancements (not corrections) over its immediate predecessor Version 25 of 2018.

Sun Ridge Systems, Inc. has never been sold to, acquired by or merged with any other company. **It's important to note that ALL products proposed are developed by and sold only by Sun Ridge Systems, Inc., and are not rebranded products obtained via merger or acquisition with any other vendor.**

Anthony and Patricia Richards are the company's principals. The following organization chart illustrates the company structure:
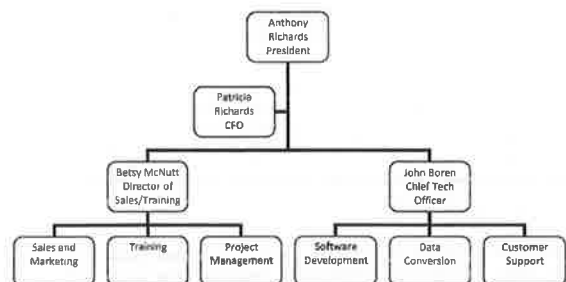
(Roles and responsibilities of specific team members that will be assigned to your project may be found in the following "Key Personnel" section.)

We have provided a list below of all 164 agencies in CA that currently or soon will be using RIMS. Our installations are not limited to California. We have scores of agencies using RIMS across the Country. We encourage you to contact ANY of these agencies and you will find a consistently positive message. However, it would be impractical to provide contact information for all of these agencies in this proposal so we have instead provide contact information for what we believe are agencies most relevant to your agency, be it in size, products used, or location. If there is an agency on our list that you wish to contact and the contact information is not provided here, please let us know and we'll be happy to provide that information to you.

We have **experience replacing LEADS,** having done so at 14 other agencies in California, as well as conversion of their data to RIMS at five of those agencies...the most recent being the **Tehama County Sheriff's Office** in 2016.

When contacting these (or any) RIMS agency, be *sure to ask about the project (specifically the schedule), the products and the follow-on support* when comparing Sun Ridge to their previous vendor/software.

Contact Information

1. **Butte County Sheriff's Office**
   Trina Wehle
   Dispatch Supervisor
   5 Gillick Way
   Oroville, CA 95965

   530-538-7322
   TWehle@buttecounty.net

   Vendor Replace by Sun Ridge Systems: **Data911**

2. **Tehama County Sheriff's Office**
   Lisa Callaway
   Sheriff's Office Administration
   22840 Antelope Blvd.
   Red Bluff, Ca. 96080

   530-528-8979, ext 1
   lcallaway@tehamaso.org

   Vendor Replace by Sun Ridge Systems: **LEADS**

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3. **San Mateo County Sheriff's Office**
   Jenna McAlpin
   Records Division Supervisor
   400 County Center
   Redwood City, CA 94063

   650-802-4277
   jmcalpin@smcgov.org

   Vendor Replace by Sun Ridge Systems: **Tiburon**

4. **Calaveras County Sheriff's Office**
   Debby Parsons
   Records Manager
   1045 Jeff Tuttle Drive
   San Andreas, CA 95249

   Phone: 209-754-6570
   dparsons@co.calaveras.ca.us

   Vendor Replace by Sun Ridge Systems: **TriTech**

5. **Lake County Sheriff's Office**
   Captain Chris Chwialkowski
   1220 Martin Street
   Lakeport, CA 95453

   707-262-4089
   chris.chwialkowski@lakecountyca.gov

   Vendor Replace by Sun Ridge Systems: **Data911**

6. **Humboldt County Sheriff's Office**
   Morgan Schlesiger, ENP
   Emergency Communications Supervisor
   9-1-1 County Coordinator
   826 4th Street
   Eureka, CA 95501

   Phone 707-476-2492
   mschlesiger@co.humboldt.ca.us

   Vendor Replace by Sun Ridge Systems: **LogiSys**

7. **Fortuna Police Department**
   Sgt. Charles Ellebrecht
   621 11th Street
   Fortuna, CA 95540

   707-725-1445
   Cellebrecht@ci.fortuna.ca.us

   Vendor Replace by Sun Ridge Systems: **HTE-SunGard**

8. **Citrus Heights Police Department**
   Sandy Maravlov
   Support Services Manager
   6315 Fountain Square Dr.
   Citrus Heights, CA. 95621

   916-727-5557
   smaravlov@citrusheights.net

   Vendor Replace by Sun Ridge Systems: **Spillman**

9. **Mono County Sheriff's Office**
   Sgt. Shawn Minder
   100 Bryant Street
   Bridgeport, CA 93517

   760-932-7549 X105
   shawnm@monosheriff.org

   Vendor Replace by Sun Ridge Systems: **LEADS**

10. **Mammoth Lakes Police Department (multi-agency with Mono County SO)**
    Krystle Stewart
    Records Manager
    568 Old Mammoth

Mammoth Lakes, CA 93546

760-965-3712
kstewart@townofmammothlakes.ca.gov

Vendor Replace by Sun Ridge Systems: **LEADS**

Comprehensive List of California Agencies

Police Departments

Albany Police Department
Alturas Police Department
Angels Camp Police Department
Arcata Police Department
Arvin Police Department
Atherton Police Department
Banning Police Department
Bear Valley Police Department
Bell Police Department
Belmont Police Department
Benicia Police Department (2019)
Bishop Police Department
Brentwood Police Department
Brisbane Police Department
Broadmoor Police Department
Burlingame Police Department
California City Police Department
Calistoga Police Department
Central Marin Police Authority
Ceres Police Department
Citrus Heights Police Department
Clearlake Police Department
Cloverdale Police Department
Coalinga Police Department
Colma Police Department
Colusa Police Department
Corcoran Police Department
Corning Police Department

Daly City Police Department

Davis Police Department
Delano Police Department
East Palo Alto Police Department
Escalon Police Department
Eureka Police Department
Fairfax Police Department
Fairfield Police Department
Folsom Police Department
Fortuna Police Department
Foster City Police Department
Galt Police Department
Gridley Police Department
Gustine Police Department
Hanford Police Department
Healdsburg Police Department
Hillsborough Police Department
Ione Police Department
Jackson Police Department
Kensington Police Department
Lakeport Police Department
Lemoore Police Department
Lincoln Police Department
Livermore Police Department
Livingston Police Department
Los Banos Police Department
Mammoth Lakes Police Department
Martinez Police Department
McFarland Police Department
Menlo Park Police Department
Newark Police Department
Newman Police Department
Oakdale Police Department
Oroville Police Department
Pacifica Police Department
Paradise Police Department
Parlier Police Department
Pleasant Hill Police Department
Red Bluff Police Department
Redwood City Police Department

Ridgecrest Police Department
Rio Dell Police Department (2019)
Rio Vista Police Department
Ripon Police Department
Rocklin Police Department
Ross Police Department
San Bruno Police Department
San Mateo Police Department
San Rafael Police Department
Scotts Valley Police Department
Sebastopol Police Department
Shafter Police Department
Sonora Police Department
South San Francisco Police Department
St. Helena Police Department
Stallion Springs CSD Police Department
Suisun City Police Department (2019)
Sutter Creek Police Department
Taft Police Department
Tehachapi Police Department
Vallejo Police Department
Weed Police Department
Williams Police Department

Sheriff's Offices

Alpine County Sheriff's Office
Amador County Sheriff's Office
Butte County Sheriff's Office
Calaveras County Sheriff's Office
Humboldt County Sheriff's Office
Lake County Sheriff's Office
Inyo County Sheriff's Department
Mono County Sheriff's Department
San Mateo County Sheriff's Department
Solano County Sheriff's Office (2019)
Tehama County Sheriff's Office
Tuolumne County Sheriff's Department

Schools, Colleges, Universities

Apple Valley USD Police
Cal Poly Pomona Police Department
Chaffey College PD
CSU Bakersfield Police Department
CSU Channel Islands PD
CSU Chico PD
CSU Dominguez Hills PD
CSU East Bay (2019)
CSU Fresno Police Department
CSU Fullerton Police Department
CSU Northridge Police Department
CSU San Bernardino Police Department
CSU San Marcos Police Department
CSU Sonoma Police Department
Fontana Unified School District PD
Foothill-DeAnza CCD PD
Humboldt State University PD
Kern High School District PD
Los Rios Community College District PD
Marin Community College PD
Mira Costa College PD
Ohlone College Campus PD
Riverside CCD Police
San Bernardino CCD Police
San Bernardino USD PD
San Diego CCD PD
San Diego State University PD
San Francisco State University PD
San Joaquin Delta Community College
San Jose State University
Santa Ana Unified School District PD
Santa Monica College PD
Stanford University Police
Twin Rivers Unified School District PD
UC Irvine Police Department
UC Merced Police Department
UC Riverside (2019)
UC San Diego Police Department
UC San Francisco

UC Santa Cruz Police Department
University of Redlands PD
Val Verde Unified School District PD
Ventura Community College District Police

Others

Amador County District Attorney's Office
Amador County Probation Department
Bishop Paiute Tribal Police (2019)
Blue Lake Tribal Police
California Lottery
Clovis Community Medical Center
E & J Gallo Winery
East Bay Regional Parks
Exodus Recovery Inc.
Fresno Community Medical Center
Marin County District Attorney's Office
Montebello Town Center Security
Morongo Band of Mission Indians
San Manuel Indian Nation, DPS
San Mateo County Hospital
San Mateo County DA's Office
San Mateo Narcotics Task Force
Sony Picture Entertainment, Culver City
Walt Disney Studios Security, Burbank

B. Key Personnel

The following Sun Ridge staff will participate in your project. All Sun Ridge staff report to the office in El Dorado Hills, CA. Individual team members can be reached by contacting the Project Manager, Carol Jackson, at 530-221-0663.

All Sun Ridge staff participating in this project has at least one if not both of the following qualifications:

* Real life experience in law enforcement
* Many years experience in the public safety software business

These qualifications result in a well rounded team that works well together, while each member has their specific areas of expertise.

Carol Jackson – Director of Implementation

Carol will serve as your project manager beginning during the proposal and contract negotiations process through final acceptance. Carol has 30+ years experience specifically with public safety software with 20+ of those years in the management of small to large-scale public safety projects.

John Boren – Chief Technology Officer

John Boren began his technical career in IT support before joining Sun Ridge Systems. He has more than 20 years of RIMS specific experience. John serves as our Chief Technology Officer. He is the architect of the RIMS Mobiles, RIMS Mapping, RIMS State Switch and multiple other ancillary products. He will be directly involved during the installation of the various applications and will provide technical expertise as needed for the duration of the project.

Betsy McNutt – Director of Sales/Training

Betsy is a lead functional designer of RIMS CAD and RMS and has an encyclopedic knowledge of RIMS. She is also very familiar with police department operations from her experience working for an agency in central California. She and her team will play a lead role during the training and go live phases of your project.

Juleann Hunt-Osburn – Senior Training Specialist/Project Manager

Juleann started as a dispatcher for a large Northern California sheriff's office before going to work for a public safety software vendor. Juleann has over 20 years of experience in public safety software as a Project Manager and Trainer. She will be the lead trainer, functional data conversion manager and 'boots on the ground' project manager for your project, reporting to Carol Jackson. Juleann is also PMP Certified.

Mark Rinkel – Senior Systems Analyst

Mark has an extensive technical background specifically in support of law enforcement technology. Mark has previously worked as the Chief Information Officer for the San Francisco Police Department and as the Information Technology Manager for the City of San Rafael. Mark is the RIMS Product Manager for the Mobile Computer and Property Room software and will share installation and application support duties with John Boren.

Robert Perkins – Data Conversion Specialist

Bob also has an extensive public safety IT background and over 25 years of technical experience with public safety applications. Bob will be primarily responsible for data conversion and to date has successfully complete more than 25 of them, from various vendors including LEADS, into RIMS.

Michelle Edwards – Training/Project Specialist

Michelle has years of experience as a dispatch supervisor with Sun Ridge's oldest agency, the Rocklin Police Department. Michelle trains all aspects of RIMS, including dispatcher, officer, RIMS Training Management software and RIMS Property Room Software. Additionally, she has family connections to the Lassen County/Susanville area.

C. Statement of Events

- Was the company the recipient of any order, judgement or decree?

    No

- Was the company's business the subject of any civil or criminal proceeding in which there was a final adjudication adverse to the company?

    No

- Was a petition under bankruptcy, insolvency, or receivership filed by or against the company?

    No

- Has the company:
    o Supported a program where services were terminated?

    No

    o Supported a program where services were temporarily discontinued directly arising from activities conducted by the company?

No

- o Supported a program that required substantial fines or refunds that directly arose from program related activities?

No

D. Financial Stability

The following are the Profit and Loss statements for Sun Ridge Systems, Inc. for the years 2014 – 2018. Sun Ridge Systems is a privately held S Corporation.

Sun Ridge Systems, Inc.
Profit & Loss
January through December 2014

CONFIDENTIAL

	Jan - Dec 14
Ordinary Income/Expense	
Income	
4000 · Software Sales	2,565,825.63
4100 · Warranty and Support Services	2,168,446.75
4200 · Installation Services	855,912.48
4300 · Hardware Resale	42,406.40
4700 · User's Conference	112,405.00
4990 · Refund	2,498.00
Total Income	5,767,494.26
Cost of Goods Sold	
6000 · Equipment purchased for resale	56,773.75
Total COGS	56,773.75
Gross Profit	5,710,720.51
Expense	
6105 · Advertising	30,214.99
6120 · Bank Service Charges	30.00
6125 · Business License	59.00
6132 · Business promotion	102.36
6137 · Continuing education	149.00
6140 · Contributions	3,500.00
6142 · Copy Costs	534.41
6150 · Depreciation Expense	37,159.00
6155 · Development Software	16,655.54
6160 · Dues and Subscriptions	4,735.55
6180 · Insurance	113,290.71
6225 · Internet Services	10,313.91
6230 · Licenses and Permits	343.00
6240 · Miscellaneous	467.95
6241 · Office Supplies	4,287.69
6251 · Outside services	300.00
6242 · Payroll processing fees	3,699.66
6243 · Payroll Taxes	134,398.33
6258 · Penalty	39.00
6250 · Postage and Delivery	3,114.80
6260 · Printing and Reproduction	2,940.27
6270 · Professional Fees	43,933.15
6286 · Profit Sharing	204,621.76
6288 · Promotional Items	37,767.05
6300 · Repairs	2,308.71
6560 · Salaries	3,158,479.44
6574 · State taxes	
6575 · Tax - California Franchise	32,828.00
Total 6574 · State taxes	32,828.00
7680 · Property taxes - unsecured	267.97
6340 · Telephone	
cell phone	7,312.10
6340 · Telephone - Other	11,140.81
Total 6340 · Telephone	18,452.91
6545 · Trade Show Expense	10,314.29
6350 · Travel & Ent	142,593.17
6400 · Uniforms	1,034.81
6500 · User's Conference Costs	90,660.99

Sun Ridge Systems, Inc.
Profit & Loss
January through December 2014

CONFIDENTIAL

	Jan - Dec 14
Total Expense	4,112,200.92
Net Ordinary Income	1,598,519.59
Other Income/Expense	
Other Income	
6800 · Interest	2,060.97
7010 · Interest Income	10,702.01
7030 · Other Income	8,802.10
Total Other Income	21,565.08
Other Expense	
Suspense	-0.03
Total Other Expense	-0.03
Net Other Income	21,565.11
Net Income	1,620,084.70

Sun Ridge Systems, Inc.
Profit & Loss
January through December 2015

CONFIDENTIAL

	Jan - Dec 15
Ordinary Income/Expense	
Income	
Other Income	-1,590.00
4000 · Software Sales	1,006,244.36
4100 · Warranty and Support Services	3,225,848.21
4200 · Installation Services	448,688.55
4300 · Hardware Resale	22,380.96
4700 · User's Conference	130,495.00
4990 · Refund	0.00
Total Income	4,832,067.08
Cost of Goods Sold	
6000 · Equipment purchased for resale	16,445.00
Total COGS	16,445.00
Gross Profit	4,815,622.08
Expense	
6105 · Advertising	26,916.90
6120 · Bank Service Charges	71.20
6125 · Business License	1,995.00
6135 · Contractor	1,200.00
6140 · Contributions	2,050.00
6142 · Copy Costs	182.05
6150 · Depreciation Expense	12,137.00
6160 · Dues and Subscriptions	155.96
6180 · Insurance	110,951.27
6225 · Internet Services	9,922.30
6230 · Licenses and Permits	25.00
6240 · Miscellaneous	2,986.96
6241 · Office Supplies	5,254.45
6242 · Payroll processing fees	3,797.33
6243 · Payroll Taxes	199,803.89
6250 · Postage and Delivery	2,452.68
6260 · Printing and Reproduction	3,736.84
6270 · Professional Fees	41,795.40
6286 · Profit Sharing	236,923.31
6288 · Promotional Items	23,366.70
6560 · Salaries	3,408,515.05
6570 · Software	34,202.98
6574 · State taxes	
6575 · Tax - California Franchise	19,568.47
Total 6574 · State taxes	19,568.47
7680 · Property taxes - unsecured	275.05
6340 · Telephone	
cell phone	3,743.45
6340 · Telephone - Other	13,543.26
Total 6340 · Telephone	17,286.71
6545 · Trade Show Expense	14,895.20
6350 · Travel & Ent	90,422.77
6400 · Uniforms	1,381.94
6500 · User's Conference Costs	98,998.95
Total Expense	4,309,311.37
Net Ordinary Income	506,310.71
Other Income/Expense	

Sun Ridge Systems, Inc.
Profit & Loss
January through December 2015

CONFIDENTIAL

	Jan - Dec 15
Other Income	
6800 · Interest	1,350.35
7010 · Interest Income	22,436.10
7030 · Other Income	10,396.00
Total Other Income	34,182.45
Net Other Income	34,182.45
Net Income	540,493.16

Sun Ridge Systems, Inc.
Profit & Loss
January through December 2016

CONFIDENTIAL

	Jan - Dec 16
Ordinary Income/Expense	
Income	
4000 · Software Sales	1,721,744.09
4100 · Warranty and Support Services	2,715,042.40
4200 · Installation Services	709,124.35
4300 · Hardware Resale	21,751.01
4700 · User's Conference	143,395.47
Total Income	5,311,057.32
Gross Profit	5,311,057.32
Expense	
Taxes & licenses	584.00
6227 · Interest expense	151.95
6105 · Advertising	21,370.01
6120 · Bank Service Charges	4.41
6125 · Business License	969.93
6137 · Continuing education	300.00
6135 · Contractor	3,200.00
6140 · Contributions	2,500.00
6142 · Copy Costs	289.32
6150 · Depreciation Expense	10,779.00
6155 · Development Software	2,565.00
6160 · Dues and Subscriptions	3,500.00
6180 · Insurance	99,257.26
6225 · Internet Services	10,595.51
6240 · Miscellaneous	1,937.82
6241 · Office Supplies	4,074.80
6242 · Payroll processing fees	4,423.69
6243 · Payroll Taxes	132,301.22
6258 · Penalty	78.00
6250 · Postage and Delivery	3,643.91
6260 · Printing and Reproduction	2,222.03
6270 · Professional Fees	34,173.00
6286 · Profit Sharing	266,254.19
6288 · Promotional Items	18,916.12
6300 · Repairs	1,503.25
6560 · Salaries	2,728,525.94
6570 · Software	38,192.70
6574 · State taxes	
6575 · Tax - California Franchise	7,029.00
Total 6574 · State taxes	7,029.00
7680 · Property taxes - unsecured	245.69
6340 · Telephone	
cell phone	4,635.82
6340 · Telephone - Other	9,288.03
Total 6340 · Telephone	13,923.85
6545 · Trade Show Expense	20,202.33
6350 · Travel & Ent	132,587.62
6400 · Uniforms	1,196.49
6500 · User's Conference Costs	101,752.73
Total Expense	3,671,280.96
Net Ordinary Income	1,639,776.36
Other Income/Expense	
Other Income	
7031 · Other Income - non-taxable	1,022.47

Sun Ridge Systems, Inc.
Profit & Loss
January through December 2016

CONFIDENTIAL

	Jan - Dec 16
6800 · Interest	1,064.88
7010 · Interest Income	20,439.77
7030 · Other Income	11,194.70
Total Other Income	33,721.80
Other Expense	
Suspense	0.00
Total Other Expense	0.00
Net Other Income	33,721.80
Net Income	1,673,498.16

Sun Ridge Systems, Inc.
Profit & Loss
January through December 2017

CONFIDENTIAL

	Jan - Dec 17
Ordinary Income/Expense	
Income	
4000 · Software Sales	1,647,294.73
4100 · Warranty and Support Services	2,983,846.25
4200 · Installation Services	754,287.09
4300 · Hardware Resale	20,663.65
4700 · User's Conference	195,024.37
4990 · Refund	-781.35
Total Income	5,600,334.74
Cost of Goods Sold	34,257.00
Gross Profit	5,566,077.74
Expense	
6110 · Auto expense	3,421.40
6227 · Interest expense	35.38
6105 · Advertising	16,325.98
6120 · Bank Service Charges	30.00
6125 · Business License	144.00
6135 · Contractor	7,700.00
6140 · Contributions	2,600.00
6142 · Copy Costs	383.83
6150 · Depreciation Expense	33,818.49
6180 · Insurance	118,467.88
6225 · Internet Services	10,539.41
6230 · Licenses and Permits	10,522.75
6240 · Miscellaneous	822.45
6241 · Office Supplies	5,383.61
6242 · Payroll processing fees	4,149.75
6243 · Payroll Taxes	147,466.77
6258 · Penalty	119.42
6250 · Postage and Delivery	2,054.67
6270 · Professional Fees	21,439.22
6286 · Profit Sharing	289,273.51
6288 · Promotional Items	30,328.83
6560 · Salaries	2,882,376.51
6570 · Software	22,439.58
6574 · State taxes	
6577 · Oregon Excise Tax	300.00
6575 · Tax - California Franchise	37,108.83
Total 6574 · State taxes	37,408.83
7680 · Property taxes - unsecured	232.17
6340 · Telephone	
cell phone	4,065.34
6340 · Telephone - Other	12,823.68
Total 6340 · Telephone	16,889.02
6545 · Trade Show Expense	13,970.75
6350 · Travel & Ent	127,951.17
6400 · Uniforms	1,980.54
6500 · User's Conference Costs	85,510.52
Total Expense	3,855,786.42
Net Ordinary Income	1,710,291.32
Other Income/Expense	
Other Income	33,170.74

Sun Ridge Systems, Inc.
Profit & Loss
January through December 2017

CONFIDENTIAL

	Jan - Dec 17
Other Expense	
Suspense	0.00
Total Other Expense	0.00
Net Other Income	33,170.74
Net Income	1,743,462.06

11:32 AM
04/16/19
Cash Basis

Sun Ridge Systems, Inc.
Profit & Loss
January through December 2018

CONFIDENTIAL

	Jan - Dec 18
Ordinary Income/Expense	
Income	
4000 · Software Sales	2,282,645.08
4100 · Warranty and Support Services	4,247,607.92
4200 · Installation Services	1,176,225.57
4300 · Hardware Resale	29,478.56
4700 · User's Conference	221,936.40
Total Income	7,937,893.53
Cost of Goods Sold	
5000 · Equipment purchased for resale	19,800.00
Total COGS	19,800.00
Gross Profit	7,918,093.55
Expense	
6660 · Website expense	753.23
6170 · Hiring fees	23,000.00
FreshDesk	1,033.00
6110 · Auto expense	1,429.75
6290 · Repairs - equipment	311.70
6227 · Interest expense	210.27
6116 · Bad Debt	10,394.50
6105 · Advertising	10,006.36
6125 · Business License	1,077.00
6132 · Business promotion	2,347.60
6135 · Contractor	13,927.45
6140 · Contributions	3,000.00
6142 · Copy Costs	189.81
6150 · Depreciation Expense	37,744.00
6180 · Insurance	121,113.68
6225 · Internet Services	11,675.90
6230 · Licenses and Permits	11,275.99
6240 · Miscellaneous	-483.20
6241 · Office Supplies	5,193.55
6242 · Payroll processing fees	2,935.24
6243 · Payroll Taxes	151,802.12
6255 · Penalty	123.00
6250 · Postage and Delivery	2,559.83
6260 · Printing and Reproduction	861.30
6270 · Professional Fees	
6275 · Accounting Fees	16,585.00
6290 · Legal Fees	19,233.90
6285 · Profit Sharing Advisor	4,400.50
Total 6270 · Professional Fees	40,219.40
6286 · Profit Sharing	286,215.41
6288 · Promotional Items	36,544.28
6660 · Salaries	2,558,507.94
6570 · Software	48,963.14
6574 · State taxes	
6576 · Nevada Modified Business Tax	65.72
6577 · Oregon Excise Tax	150.00
6575 · Tax - California Franchise	66,600.00
Total 6574 · State taxes	66,815.72
7680 · Property taxes - unsecured	321.24
6340 · Telephone	
cell phone	4,688.58
6340 · Telephone - Other	11,289.18

11:32 AM
04/16/19
Cash Basis

Sun Ridge Systems, Inc.
Profit & Loss
January through December 2018

CONFIDENTIAL

	Jan - Dec 18
Total 6340 · Telephone	15,977.76
6545 · Trade Show Expense	35,934.92
6350 · Travel & Ent	142,825.21
6500 · User's Conference Costs	141,851.55
Total Expense	3,786,878.62
Net Ordinary Income	4,131,214.91
Other Income/Expense	
Other Income	
6800 · Interest	8,537.81
7010 · Interest Income	58,656.23
7020 · State tax refund	7,569.00
7030 · Other Income	90,795.22
Total Other Income	165,558.26
Net Other Income	165,558.26
Net Income	4,296,773.17

Lassen County Sheriff's Office/Susanville PD
Proposal for a Computer-Aided Dispatch/Records Management

E. Scheduling

Implementation of the RIMS products is relatively simple and straightforward. It is a joint-venture between vendor and client. This means that the client must allocate resources and work proactively with our deployment teams to meet project schedules. There may also be dependencies on third parties that need to be identified and minimized as early as possible in the project. This is why strong project management is key.

We understand the County's need to replace the existing system as expeditiously as possible...120 days. A project schedule is a function of the time of year the schedule begins (end of year is not as productive), the availability of necessary resources (other projects already in process for us), and your own scheduling considerations and availability of your resources. A project deployment is a joint team effort between Sun Ridge and the agencies. For your information, our average schedule length, from contract signing to going on line, has averaged seven months over the past few years. That includes data conversion. It is also worth noting that we always meet the schedule we agree to. Please verify this with our references.

Lassen County Sheriff's Office/Susanville PD
Proposal for a Computer-Aided Dispatch/Records Management

4.0 Firm's Experience Summary

Sun Ridge Systems has a specific project deployment model that we have used, with considerable success, on all our projects and which would be applied to yours as well. Please refer to Section 6.

Sun Ridge currently has more than 100 agencies in California using our integrated CLETS link software, more than any other vendor. You may want to contact DOJ and confirm their experience working with our staff and customers. In addition to the integration of common CLETS queries with RIMS, we also provide over 100 of the CLETS masks for additional query and data entry. The masks are recognizable CLETS masks and include drop down pick lists for ease of entry.

Since all of our projects follow the same deployment model, we suggest that you contact any of the agencies listed as either a reference or on our California list. And rather than us telling you about past projects and similarities to your project, we have chosen instead to let our customers speak for themselves on the following pages about their experiences with Sun Ridge Systems.

COUNTY OF SAN MATEO

Office of the Sheriff

GREG MUNKS
SHERIFF

CARLOS G. BOLANOS
UNDERSHERIFF

TRISHA L. SANCHEZ
ASSISTANT SHERIFF

400 COUNTY CENTER • REDWOOD CITY • CALIFORNIA 94063-1662 • TELEPHONE (650) 599-1664 • www.smcsheriff.com

ADDRESS ALL COMMUNICATIONS TO THE SHERIFF

May 15, 2014

Subject: Sun Ridge Systems

To Whom It May Concern;

In August of 2012 the records management system utilized by our agency experienced a catastrophic failure. The San Mateo County Sheriff's Office is responsible for providing police service to all of the unincorporated County areas, five contract cities, as well as our rail service and bus transit system. The failure occurred on a Thursday which completely devastated our abilities to document crime reports on the street and within our jail facilities. We had been working with the intent of moving our system to the Sun Ridge RIMS product, but before we could work out any specific details the worst actually happened due to the system failure.

Fortunately we were able to contact Sun Ridge Systems and in an unbelievable short period of time, less than 24 hours on Friday evening, Sun Ridge lent us their system so we could provide service. Our Information Technology staff worked alongside the most creative and experienced technicians I have ever encountered to make this adjustment happen (I must add we are in the heart of Silcon Valley where the tech industry is everywhere). The Sun Ridge technicians really proved their value to us and impressed our IT staff very much.

The Sun Ridge management team worked directly with me in a compassionate manner to ensure we understood the system and the requirements. Our Sheriff happily signed the contract which converted our entire agency over to Sun Ridge RIMS.

Every aspect of our purchased components was explained in detail and the training was excellent and convenient. Scheduling was easy and allowed us to be creative in order to save overtime cost for our staff. Staff members were able to grasp the system very quickly.

Once the dust settled from our crash, I found the Sun Ridge staff very responsive to questions or adjustments. The collaborative component is helping our Sheriff's desire to pioneer a sincere movement to *intelligence led policing*. We find that the RIMS information and ability to compile reports and instantly share data with other RIMS agencies is our foundation for this movement.

I am positive I would have been completely supportive of Sun Ridge if we had just purchased the RIMS product in the course of business. The system is intuitive and easy to understand, yet it provides so much. Two years of use has been exciting; maintenance and software updates are effortless. I have worked with plenty of software vendors that once they have a contract, their responsiveness sometimes wanes as they must concentrate on new clients. This is certainly not the case with Sun Ridge Systems as they are as responsive now as they were when I was fearful and expecting the worst from our incident.

Due to the fact that our opportunity arose out of crisis and the Sun Ridge team was responsive and caring to our dilemma, that they lent us their system so we could operate; this is beyond any expectation I would have ever had of any company.

In closing, I truly endorse the Sun Ridge System Records Information Management System. Their product is as sincere as their staff.

Please feel free to contact me if you have any questions: (650) 363-4452

Sincerley,

Greg Munks, Sheriff

By: John F. Quinlan, Captain

June 9, 2014

Subject: Sun Ridge Systems Letter of Recommendation

To Whom It May Concern:

On March 26 2012, our department signed a contract with Sun Ridge Systems, Inc. to procure a fully integrated CAD, RMS and Mobile Computer software package to replace our existing Spillman CAD/RMS system. Sun Ridge responded to our Request for Proposal and was selected. The duration of the project, from contract signing to our RIMS go-live date, was approximately 3 months.

In addition to CAD, RMS and Mobiles our contract with Sun Ridge included the following additional modules; E911 interface, CLETS interface, In-Station Mapping, Mobile Mapping, Property Room with bar coding, Mug Shot and Digital Imaging and Coplink Interface. The project also included data conversion from our Spillman CAD and RMS data, installation and end-user training services.

To date we have been using the Sun Ridge software for two years. It would be difficult to place in writing the many great qualities of their software and daily support. Our department would recommend Sun Ridge Systems software for many reasons, and most specifically because it works so well within itself. Sun Ridge uses the same programmers for all their products; there are no odd interfaces to contend with. They have an outstanding reporting system with many canned reports that you use every day and any staff member can create their own custom reports with ease. The software is very easy for the officers, investigators, dispatcher and records staff to navigate. Sun Ridge daily support is excellent as they will get back to you within the day and work through issues with us until problems are resolved (often times it is an end user training issue, but we always reach out to them to confirm their software is working correctly). The company itself has not been bought out and interfaced with other CAD, RMS, Jail or other systems. Most of the other vendors in the industry are in this position and their products are in a constant state of change. While the Sun Ridge software has a couple qualities that I would like to see improved, there are very few of these. Overall the software works very well for our Department.

I have been in law enforcement for 24 years now and worked on 5 different CAD and RMS systems. I also manage all the technology, all other vendor software and hardware for our

Department. This includes daily maintenance and ongoing product support contact and contracts with vendors. My expectation of any vendor is to provide outstanding and responsive customer service. You can count on Sun Ridge employees for that.

Honestly it would be much easier to speak to you directly and answer any specific questions you might have about their product, customer service, company history, etc. Feel free to make a list and give me a call. I am happy to answer any questions honestly and provide any type of technology comparisons. Below is my contact information for your reference.

Best Regards,

Sandy Marinviov
Support Services Manager
Citrus Heights Police Department
916-727-5557
smarinviov@citrusheights.net

June 9, 2014

Sheriff Donny Youngblood
Kern County Sheriff's Office
1350 Norris Road
Bakersfield, CA. 93308-2231

Dear Sheriff:

The purpose of this correspondence is to endorse a Computer Aided Dispatch (CAD) and Records Management System (RMS) vendor that you are currently considering. We highly recommend Sun Ridge Systems, RIMS, who we have been using since September of 2012. The contract end date was November of 2012, at which time we took final acceptance of our new system. The training, technical support, and customer service is excellent. The employees are great to work with, extremely responsive, and very timely with their assistance. We have had virtually no problems since our initial implementation and go live date.

The system is extremely robust, easy to use, and delivers exactly we need from a CAD / RMS vendor. Our officers, dispatchers, and command staff thoroughly enjoy using RIMS during their daily crime fighting efforts and consider RIMS and great law enforcement partner.

I have used RIMS in three out of the five of the law enforcement agencies I have been privileged to work for during my 30 years in policing and have seen no better system anywhere in the country.

If you have any questions about our strong endorsement, please feel free to contact me if I can help answer any questions that you may have.

Very truly yours,

Brian M. Vizzusi
Support Services Division Commander
Galt Police Department
455 Industrial Drive
Galt, Ca. 95632
209-366-7037

06/10/2014

Regarding Newark PD experience with Sun Ridge Systems.

To whom it may concern,

The City of Newark California is located in the Southeast portion of the San Francisco Bay Area. The Newark Police Department serves 44,000 residents with diverse businesses in technology, industrial, retail, and service industries. The Newark Police Department has approximately 60 sworn officers.

Toward the middle of 2012 we were looking at an upgrade to our CAD and RMS systems with a large international vendor whose software licensing and upgrade costs were beyond our budget. Due to the systems original choice of database the maintenance fees were also high. With our limited IS staff we had fallen behind in upgrades which required on site assistance from the companies database and software staff, further driving up the cost.

We began looking for a replacement CAD and RMS system that was able to handle the modules we were using and had an improved integration between the CAD and RMS systems. Our choice was Sun Ridge Systems, RIMS software. The other respondent to our RFP was CYRUN who was not able to provide all the features we required.

Due to the pending renewal of our maintenance contract with our prior vendor we had a finite window to purchase and install the new system. The city council approved the purchase on May 28, 2013. The contract was signed in the following weeks. After comparing schedules our target go live date was the end of August 2013.

In the following three months Sun Ridge was able to work with us on system design and customization. The modules included were:

- CAD
  - DOJ query Integration
  - E9-1-1 and wireless 9-1-1 interface
  - Mapping, in Station and Mobile
  - Data sharing with neighboring RIMS users (Collaborate)

(Modules continued)

- RMS
  - Integration of location and persons from CAD into cases
  - Integration of DOJ returns and Property queries
  - Mug shot/digital imaging incorporation to Name files
  - UCR/MACR reporting electronically through E-CARS
  - Property/Evidence information pushed to property module using bar coding
  - Data Conversion of Names from prior system
  - Data Conversion of Case information from prior system
  - Citizen access to crime maps via the Internet (CitizenRIMS)
- Mobile
  - Incident information displayed
  - Mapping displayed on MDC's
  - Status and location of other Units (AVL capable)
  - DOJ returns displayed
  - Access to prior incident information
- Crime and Activity reports
  - Tools for crime mapping and analysis

Throughout the training and implementation the Sun Ridge staff was exceptionally helpful. Their training staff was very knowledgeable and patient with our employees. Much of the configuration and installation of servers was able to be provided remotely. Onsite support in the days prior to cutover was excellent but I would add one more day working with our IS staff should time not have been so pressed.

Our go live target was reached, despite some anomalies in the structure of our prior database. Sun Ridge personnel continued to work on our data conversion until just before cutover to assure our information was in place.

As the Project Manager I felt that their staff was very supportive. Their suggestions in configuration were given with pros and cons and past examples that were very helpful. Sun Ridge did initial training for Officers, Records and Dispatch groups just prior to the go live date and returned after a couple of months which was a real help in solidifying the procedures and refreshed best practices.

Please contact me if you have any questions,

Matthew Breen

Communications Manager / Project Manager

510-578-4587   matthew.breen@newark.org

Below is a list of contacts representing the different areas of our department.

Commander Michael Carroll   510-578-4220

    michael.carroll@newark.org

Records Supervisor Jeremy Beck   510-578-4365

    jeremy.beck@newark.org

Sergeant David Higbee   Patrol   510-578-4962

    david.higbee@newark.org

Detective Ron Posadas   Forensics/Tech support   510-578-4226

    ronald.posadas@newark.org

Officer Sal Sandoval   Patrol   510-578-4980

    salvador.sandoval@newark.org

Matthew Reymundo   Dispatcher   510-578-4237

    matthew.reymundo@newark.org

Marci Manuel   Dispatcher   510-578-4237

    marci.manuel@newark.org

5.0 Work Plan

The keys to managing a project are not lots of meetings and project reports. The key is having a plan and executing that plan in detail. Because we sell off the shelf software rather than custom systems, we essentially have one implementation plan. We have honed that implementation plan over many projects and many years. From the opening kickoff meeting in which our project manager presents the project plan and works with you to establish the project timeline, we follow that plan. Our project manager not only manages the tasks we have to accomplish, but also identifies in detail the tasks and due dates for your department and tracks those to their timely completion as well. This continues until the day your users actually switch over to RIMS (with us on site), a day that is potentially traumatic . . . but won't be because your department and your personnel will be fully prepared.

A project schedule needs to be carefully considered based upon the following project requirements:

- First, external interfaces may require a software development cycle (determining requirements, communicating with the other vendor, developing the software, and then installation and testing). Some items may not be able to be delivered until sometime after the go live date.

- Second, although we have experience converting LEADS CAD and RMS, years of experience tells us that every data conversion is a project unto itself, requiring time to obtain the data, edit our conversion program, and then iteratively have you test the converted data and for us to correct the imperfections you find. And the conversion process must be completed before you go live.

- Finally, you will need to ensure that your project resources are available and ready to respond as required to ensure your portion of the project responsibilities are completed in compliance with the schedule.

We schedule our projects on a first come-first scheduled basis. This means that if another contract is signed before yours, that project will be scheduled into the first available time slots. In other words, we are not able to reserve specific timeframes for your project until there is a signed contract.

A. Core System and Modules

Almost all CAD and records systems share a common set of basic functions, but that is often where the similarities end. Evaluation checklists can verify the presence of individual functions but they cannot tell you how the function is implemented, how easy it is to use, how well it works in the real world, or how fast the system is. These are all issues that are critical to your users. And they are issues that are approached with widely varying degrees of success by different vendors.

We believe that RIMS offers considerably more than "basic dispatching" and records and possesses distinctive features and functions that set us apart from our competition. We have specifically identified three areas in which we strive for excellence: ease of use, functionality and performance. In concentrating on these areas over a period of years, we have created a CAD and records system that is demonstrably better than any other.

Exceptional Ease of Use

RIMS is designed to be so easy to use that you can teach yourself (although we do provide training and installation services). On one occasion, someone whom we sent a trial copy of RIMS began using it to do actual dispatches two days after receiving the product.

RIMS mixes function keys, commands, menus, forms, and the mouse in its user interface. The method best suited to a function's optimal performance is used. Some functions allow multiple methods to complete an operation for even greater flexibility. This user interface makes RIMS readily approachable by casual users without requiring a great deal of memorization.

RIMS is designed to minimize the number of actions (keystrokes or mouse selections) needed to perform each function. The goal is one action for any function. Rarely will a function require more than two or three actions.

RIMS is further enhanced by the wealth of required and reference information that is provided *automatically*. For example, during the incident entry process RIMS InstaCAD can automatically provide up to 20 pieces of information to the call taker or dispatcher. And automatic is the key: You won't find a "Verify Location" or a "Transfer E9-1-1 Information" function key in RIMS. A major advantage that RIMS has over many competitors is its total integration of records management functions into the CAD world. Actually, in RIMS there is no hard distinction between CAD and records other than those defined by user security at your discretion.

Superior Functionality

RIMS functionality extends far beyond the basic functions to include many "niceties." Many of these are functions our customers have asked for over the years to make their jobs easier. For example, RIMS can produce a log of a unit's activity for review in two clicks of the mouse. This provides a quick answer to the common officer question "What was the address of that domestic I responded to this morning?" As another example, a shift bulletin provides an easily read summary of a shift's (or day's) activity, complete with the text of the incident, responding units, and disposition. You can even edit the bulletin before printing it!

Unbeatable Performance

Speedy response times and high throughput have been part of the RIMS design concept from the beginning. In enhancing RIMS we constantly look for ways to shave tenths of seconds off response times (while adding still more functionality!). The goal is to perform all dispatch functions in one second or less. Of course, from the dispatcher's or call taker's viewpoint, the goal is to never have to wait for the computer. Our ongoing testing program stress tests RIMS and identifies potential processing bottlenecks that we can address to further improve performance.

Another common measure of performance is how fast the system can process incidents, stated in incidents per hour. "Processing incidents" encompasses all of a dispatcher's typical activities: creating incidents, displaying each one multiple times, dispatching one or more units, adding comments, entering status changes, and closing the incident. RIMS has been tested at *over 500 incidents per hour*. Most agencies do not handle this many incidents in a day. You will never outgrow RIMS.

RIMS CAD Overview

As stated earlier, ease of use and functionality are hallmarks of RIMS. Besides those noted, RIMS possesses other notable features. Among them are:

- A complete set of on-line help screens is provided. Explanations of functions and commands are always only one keystroke away and the help screens are specific to the function currently underway.
- Data validation is enforced for all applicable data items. Entry of an invalid value causes a window of valid entries to be automatically displayed from which you can select the correct value with the mouse.

- Any action can be interrupted (via function key or mouse) to perform common dispatch functions such as unit status changes. RIMS then automatically returns to where you left off.
- You are never more than one keystroke (or one mouse click) away from completely exiting the current function and returning to the main screen.
- Suspend a particular incident entry, go on to another one, then retrieve the first one.
- You can move the cursor to any entry field in a form with one click of the mouse.
- Common actions have extra large mouse targets to make them easy to select.
- Overlaying windows of varying colors enhances readability.
- Use your own statuses, dispositions, etc. You can even pick your own screen colors.

Of course RIMS has a large complement of standard CAD features too. An abbreviated list of standard features includes:

- o Automatically display incoming E9-1-1 information
- o Verify incident locations with geographic data file
- o Enter, display and update incidents
- o Unlimited comment entry for each incident
- o Cancel incidents
- o Dual entry forms (call for service/officer initiated)
- o Dispatch units and update status
- o Display incident status summary
- o Display unit status summary
- o Recommend units by incident type, location and priority
- o Reopen a closed incident
- o Log all actions
- o Duplicate incident check
- o Tow truck recommendation and rotation
- o Supports separate call takers and dispatchers
- o Supports separate fire/EMS dispatch
- o Exchange one unit for another
- o Reassign a unit from one incident to another
- o Free a unit from an assignment
- o Change primary unit
- o Create a case from an incident
- o Retrieve location history
- o Verify address without creating incident
- o Dynamically map incident locations
- o Log all transactions
- o Maintain on-line chronologies of all transactions
- o Support an on-line ready reference file

- o Change beats
- o Display unit information
- o Retrieve unit log information
- o Display fire run card with incident
- o Display incident history listing with incident
- o Use run cards for fire unit recommendation
- o Automatically do all reference checks
- o Display officer safety flags
- o Integrate electronic mail
- o Display calendar
- o Clear all assigned units at one time
- o Display beat assignment
- o Integrate with mobile computer system
- o Integrate with fire station printers
- o Easy maintenance of all data files

RIMS InstaCAD

In a true emergency call, the dispatcher's first objective is to understand the caller's problem and dispatch the appropriate resources, immediately. CAD should speed up this process, not slow it down with lots of required typing. RIMS InstaCAD does exactly this. With an interface to your E9-1-1 system, RIMS allows you to create and dispatch that incident when needed with no typing and just two clicks of the mouse button! Your total elapsed time: as little as two seconds. Then, with responding units en route, RIMS lets you fill in the rest of the caller's information. Here's how it works:

1. As you answer the phone, RIMS receives the caller's telephone number and address (ANI/ALI) from your E9-1-1 system (and subscriber name if provided). It uses this information to automatically look up a variety of information items crucial to the dispatcher, including geographical information such as cross street, police beat, and fire run card, responsible agencies and map page.

2. RIMS then automatically presents the incident entry screen with all of this information already filled in. If the incident location is different from the caller's location, you must type it in, but otherwise....

3. Click on the incident type to display a list (examples: structure fire, robbery in progress, heart attack) and click again to select the one you. RIMS immediately displays a list of the units recommended for response.

4. Click again to dispatch the recommended unit(s).

Sample CAD Incident Entry Screen

Three clicks and you're done! To make it any quicker, RIMS would have to answer the phone! Even if you don't purchase our E9-1-1 interface, your additional work is limited to entering the incident location; RIMS then instantly fills in all the reference information.

Besides the geographical information listed above, RIMS automatically retrieves and displays the following information as soon as you enter the location (or get it from E9-1-1):

- Place name ("TACO BELL" in the figure) is determined from the street address and the RIMS Premise file.

- Incident priority ("PRI") defaults to the priority associated with the incident type but can be overridden by the dispatcher

- Previous incidents at the location are listed with the incident number, type, and brief description.

- Previous incidents in which a weapon was involved have a special warning indicator.

- PICTURE is a mouse target that allows the dispatcher to display a picture associated with the location. This can be a building drawing, fire preplan drawing, apartment complex layout, or any other graphic you may create.

- PREMISE is a mouse target that allows display of premise and hazard information associated with the location.

- Location History. When the location information is entered, RIMS searches its database and automatically displays a list of all previous incidents at that address.

- Caller history. When the caller name is shown and RIMS finds the name in its Master Name file, RIMS immediately and automatically displays a history of previous contacts with the caller in the "Caller History" area of the display.

The caller history display includes notification of pending warrants for the person, recent arrest or suspect information, and any officer safety notifications. (Note: The Records Management System is required for this function.)

RIMS provides up to 20 pieces of information to the dispatcher, all automatically.

RIMS 3-D

RIMS-3D is a feature unique to RIMS that allows you to "drill through data." RIMS-3D lets you display a detail record for any item (person name, vehicle license, case number, citation number, FI number, etc.) displayed on the screen by simply by selecting it with the mouse. For example, selecting a displayed person name will display that person's record. But that is only the beginning of what you can do with RIMS-3D. Consider the following scenario:

Suppose you are investigating a certain Mr. Wismer regarding a vehicle theft and have displayed his person record. Using the RIMS "Associated Persons" function with a click of the mouse button you display a list of every person ever associated with Wismer. A Mr. Benton interests you; you click on his name to display his record. A 1991 arrest for vehicle theft catches your eye; you click on the case number to display it. Wismer hadn't been involved in that one but it involved a BMW, just like the present case. Maybe you should talk to Benton...and drill a little deeper.

Records Management System Overview

RIMS records management provides a comprehensive set of police records management functions. RIMS Records is designed to tie all recorded information together without requiring explicit operator actions. Special records features include:

- All information is entered once and automatically propagated to the master files, no matter where it is entered. For example, when you look at a person's record you will see a history of every contact with that person that has ever occurred.

- A computer-generated case log is maintained and can be printed, eliminating the need for manual logging.
- Information recorded for case-associated persons is customized to their involvement. For example, information recorded for suspects is different from that recorded for victims.
- A generalized data retrieval method for searches and reports is provided to allow information retrieval on almost any item.

A summary of RIMS Records components includes:

- Case (Officer Report) Log maintenance
- Case report information including all the constituent parts of the case report such as where, when, method of entry, stolen property, reporting party, victims, witnesses, suspects, others, vehicles, narrative, approvals, notes, attachments, photos, and routing

---

- Case investigation management
- Alpha (name) information
- Citations
- Vehicles
- Property
- Warrants
- Search Warrants
- Arrests
- Pawn
- Accidents
- Stolen Vehicles
- Case investigation
- Civil
- Agency Subpoenas
- Subpoenas for Citizens
- Protection Orders
- Missing Persons
- BOLOS for Vehicles
- BOLOS for Persons
- CCW

- Firearm Purchase Denials
- Document Release Log
- Pres Release Log
- Notifications (when someone accesses a tagged record)
- Known Offenders
- Sex Offenders
- Narcotics Offenders
- Parolees
- Probationers
- Arsonists
- Gangs
- Gang Offenders
- Trespassers
- PRCS
- Officers
- Field interviews
- Bicycles
- Pets
- Electronic Mail
- Vehicle maintenance

Mobile Computer Software Overview

The RIMS Mobile Computer Software brings comprehensive data access and unit status reporting directly to the officer in the field. It accomplishes this through a continually evolving design, utilizing the latest in laptop and mobile computer technology. With the Mobile Computer Software, offices in the field are linked directly into the RIMS system, giving them complete control of their information.

Our Mobile Computer Systems gives the office in the field access to RIMS CAD and RMS to perform a multitude of valuable functions including the ability to:

- Run State/NCIC queries
- Receive incident dispatches
- Change unit status
- Email dispatchers and all other RIMS users
- Obtain case numbers electronically
- Look up past incidents
- Obtain summary lists of currently active incidents
- Obtain summary lists of current unit statuses
- Enter officer reports

- Review details of a case
- Check vehicle information
- Check person information
- Obtain a unit activity log
- Check for incident history of local addresses

In-Station Mapping Software Overview

Using ESRI-based map data you provide or Google Maps, we are able to create maps which are fully integrated with RIMS. In Station Mapping provides dispatchers with ability to see, at a glance, CAD incidents and statuses. When integrated with E911, the caller's location is also displayed. And when integrated with E911 that is Phase II compliant, cell phone calls with radius of certainly (or exact location if provided) also automatically display. Another benefit for dispatch is that units that are GPS enabled will also appear on their maps.

For records users, in Station mapping can be used in combination with add-hoc searching to generate pin maps and assist in crime analysis of CAD incident and officer report data.

If you choose ESRI are your map source, please note that our proposal does not include the requisite ArcView software which is required for any workstation that will use RIMS In Station Mapping. If licenses are not already available in the County, you will need one copy of ArcView GIS v10.1 (or later) that can be used for the first position, and then a copy of ArcGIS v10.1 (or later) Runtime Engine for each additional in station workstation that will use RIMS Mapping.

Mobile Mapping Software Overview

Using the same ESRI-based map data or Google Maps, this product extends map display capabilities to the mobile units, including real time unit/incident maps.

Citizen RIMS Software Overview

Today, the public is used to being able to look up just about anything on the Internet and that certainly includes "government" information. And publishing such information is good public relations for a government agency and also has the benefit of saving personnel time by reducing the number of requests for information they must handle.

Law enforcement agencies are no different in this regard. Citizen RIMS software lets you make selected crime data available to the public via the Internet. The idea is to make as much information as possible available in an easy to use, attractive web site while at the same time giving you complete control over what data is presented and how it is organized.

Unlike generic "crime mapping" products, Citizen RIMS is able to take full advantage of being a product developed by and fully integrated with other Sun Ridge Systems products. In fact, Citizen RIMS is designed to work only with RIMS. The significant benefits of this integration include more accurate data, respect for department security controls, a larger feature set, and more information for each function.

It is important to note that as part of the configuration parameters you decide which features you enable or disable.

- **Live incident mapping.** This shows what's going on right now, mapping currently active calls for service (and officer initiated activity if you so choose). Clicking on the map icon for an incident displays (limited) data available for the incident. This function also has a feature that lets the user "slide" a control on the screen to move through what was currently going on at any point in the past 24 hours. For example, news media or citizens can locate an incident that happened an hour or 10 hours earlier in the day. You control exactly what incidents are published --- you design and name the categories you want the map to show and set up the offense codes you want to associate with each category. For security purposes, it not only respects an incident's Agency Confidential flag but the incident also has an "Include in Citizen RIMS Live Display" check box to allow/disallow mapping of particular incidents when needed. Also, when mapped an incident location is deliberately blurred to the nearest hundred block level.

- **Incident mapping.** This is pin mapping for historical RIMS CAD data with the user picking the date span to be mapped. It is otherwise similar to the Live Incident Mapping function using the same mapping categories described above.

- **Alerts.** This feature lets site visitors subscribe to a free service that emails new incident/crime data on a daily or weekly basis.

- **Arrests.** An arrest log will let the user display arrests for the past 24 hours or up to the last 30 days of arrest data. The log will display basic information, but each arrest will have a link to a page that shows detailed arrest info plus personal data (allowed by statute) and the mug shot. A new check box on the RIMS arrest page will let you block particular arrestees from being included in the log when needed.

- **Crime Stats.** This function shows summarized crime statistics in tables and graphically in an easily understood layout, with year to year comparisons possible. Again, you will determine what crimes are included.

- **Stolen Vehicles.** This lists recently stolen vehicles.

- **Most Wanted.** This feature lets you use the already existing RIMS wanted poster facility to create posters of your 'most wanted' subjects, as many as you like.

- **Missing Persons.** This shows a subset of the RIMS Missing Persons file with pictures where available. An "Include in Citizen RIMS Live Display" check box on the Missing Persons screen must be checked for a record to be included.

- **Alerts.** This feature allows site visitors to subscribe to a free service that will email new incident/crime data on a daily or weekly basis.

- **Warrants.** Those that want to display warrants from the RIMS database can enable a warrants tab. The information shown includes data similar to what's shown on the RIMS warrant screen for the warrant and person.

- **Press Releases.** RIMS has a function to create press releases that uses a heading template specific to your agency. Once a press release has been finalized it can be published to the Citizen RIMS web site where a catalog of all your press releases is available to the public.

The web page for Citizen RIMS resides at the CrimeGraphics.com web site that is used just for this purpose. The public reaches this site and your data via a link you provide on your web site (and otherwise publicize). This separate site for your public data also provides a security wall that precludes any possibility of opening access to the rest of your data.

RIMS itself on your system will have a small application that will periodically upload public-accessible data to CrimeGraphics.com. Only public information will be transferred to this site.

Once you perform initial configuration of what you want shown on your site there is no maintenance or any other effort required on your part to run Citizen RIMS --- everything is automatic.

Officer Training ("TIMS") Software Overview

Every law enforcement agency has an ongoing program to ensure that officers are current with existing agency, state and federal law enforcement training requirements. Officers also attend training sessions for a variety of other reasons ---- career enhancement, job specialties, and other educational opportunities.

For many agencies, the issue becomes how to manage and keep track of all the officers, courses, certifications, dates, reporting requirements and the myriad other details involved in running a training program. Providing an organized way to keep track of all this information and to make it easier to run your training program is the purpose of TIMS. TIMS provides the following features:

- Compiles course lists with detailed course information

- Assigns officers to courses and tracks course costs and all travel and per diem expenses

- Maintains a database of employee college/university degrees, and a log of all classes taken and certifications earned

- Keeps track of officer re-certification dates and prepares a reminder log plus other logs for scheduled training and historical training, for all officers, a single officer, or a group of officers

- Supports the scanning of relevant documents into RIMS and attaches them to employee records

- Exports data to a spreadsheet or to HTML

- Provides custom print lists of courses, training logs, schedules, etc.

- Creates ad hoc reports of your design

- Automatically generates training calendars

Proposed Interfaces

Our proposal includes pricing for the following interfaces:

E911 - E911 Link gives dispatchers information instantly so they can react instantly. With E9-1-1 Link, RIMS automatically displays the call for service form as soon as the phone is answered. RIMS identifies the caller's location ("ALI"), verifies the location in the RIMS Street database and is able to include in the display the original location and telephone number plus reference information associated with the location:

- Caller's name

- Caller's address
- Phone number
- Cross street
- Beat
- Area
- Map page
- Responsible agencies
- Fire run card
- Place (name) associated with location
- Premise indicator
- Hazard indicator
- Previous incidents at this location
- Latitude / Longitude / Uncertainty and Confidence
- Class of Service

From that point, dispatching can be as simple as filling in the incident type and clicking on "Recommended Units" to dispatch the incident.

RIMS E911 Link software is also Wireless Phase II compliant. Wireless call information is stored in the incident. When using RIMSMap, both wired and wireless calls are immediately displayed on the dispatcher's map. For Wireless calls, a circle is drawn around the caller based on the uncertainty and confidence factors that are part of the telephone company's information delivered to RIMS.

And when NextGen 911 is available, you can be sure that our RIMS E911 Link Software will support that functionality as well.

CLETS - RIMS State Link software is message switching software that connects RIMS to CA DOJ (and on to NCIC). Its key benefits are that dispatchers no longer have to switch to a separate application to run such queries, queries and responses are permanently recorded in RIMS, and RIMS automatically links returns to RIMS CAD incidents. RIMS State Link also:

- Provides dispatchers with quick access to forms for the most common queries
- Automatically generates queries for traffic stops
- Attaches queries as entries in the chronological history of the CAD incidents they are associated with
- Generates multiple queries from a single person query

- Maintains a log of all responses received
- Maintains a Criminal History Query Log for DOJ audit purposes
- Allows searching of query responses
- Automatically tags responses as "HIT" or "VALID" or "EXPIRED" with color coded banners
- Supports command line entry of queries as well as forms
- Is fully supported in mobile computers in the cars

ECARS – The RIMS UCR report automatically generates ECARS files for transmission to CA DOJ. Many of our agencies use this data transfer feature. ECARS is part of our RMS module and is included at no additional cost.

AFIS/Livescan – RIMS has a standard interface to various AFIS vendors. Person information is entered one time in RIMS and the appropriate information is then sent to the Livescan machine reducing time and eliminating potential errors from duplicate entry.

RIMS Text Paging - If your agency needs to notify or call out personnel in certain circumstances, the RIMS paging interface can do it for you. RIMS paging can send an alphanumeric message to a single person or a group of persons.

Paging may be automatically sent based on an incident type created in dispatch or a manual page may be sent. This product includes the following functionality:

- Send incident information to groups of users when a unit is dispatched Send incident information to groups or users when an incident of a particular type is created
- Pages are sent via email so any email-enabled device can receive a message, including most pagers
- Send normal text messages to users or groups
- Includes paging from Mobile RIMS

Coplogic Link - Utilizing CopLogic's reporting system, agencies enable members of the community to file specific types of reports online. The service is quick and easily for the citizen and frees up valuable officer hours. Once the report is completed online, RIMS then transfers this information into the officer case log for final review and completion.

This interface imports basic Case/Report data, Person and Vehicle records, Reporting Party's (RP's) Narrative, case photographs and attachments. Our proposal is for the RIMS Link only and does not include the Coplogic software.

Interfaces Not Included at this Time

The following interfaces are mentioned at various points either in the body of the RFP document itself or in the requirements chart. These interfaces have no descriptive functional or technical information on which we are able provide pricing at this time or they are not supported at this time by the target entity and therefore are not included in this proposal. Those interfaces include:

- DOJ Pawn
- Cal-Photo Query from Mobiles (not supported by Cal-Photo at this time)
- CSAR/State Registrants – (DOJ not supporting an online interface from vendors at this time)
- Parole LEADS (insufficient information)
- SAFE Property/Evidence Link (insufficient information)
- CrimeStar JMS (insufficient information)
- CA Superior Courts Data Mining (insufficient information)

We look forward to the opportunity to discuss these specific requirements with you and, if the function is possible, will be able to provide accurate pricing at that time.

B. Versions and Life Cycles

The current version of RIMS CAD/RMS is 26. RIMS 26 was released in April 2019 as were new versions of our ancillary products.

There is no "end-of-life" date for any of our products. RIMS 26 is a direct successor of RIMS version 1 of more than 30 years ago. That is, RIMS has never been re-designed or rewritten. In fact, it is a considerable tribute to the original system design, particularly the database design, that the 21st century RIMS is still the most comprehensive, easy to use CAD/RMS software available. And, far from being static, the pace of evolution of RIMS has actually been increasing in recent years. The annual new version of RIMS CAD/RMS has been averaging about 100 new features and enhancements (not fixes) each year, with an all time high of 131 enhancements reached for RIMS 23.

There has never been a charge for a new version of RIMS for those paying for annual support and updates. (We release updates to a given version for bug fixes as needed throughout the year.)

RIMS is written in Delphi and utilizes a SQL Server database and Windows OS. See the following section for additional details.

C. Technical Requirements

Server Specifications

Application Server

This server will host the live production database as well as the training database requires Microsoft SQL Server 2012 or newer.

Communications Server

A secondary server is required to host the applications that run CLETS, Mobiles, E911 and any other interface applications.

Failover Server

At your option, a third server running Microsoft SQL Server 2012 or newer can be the real-time copy of the production and training databases using SQL Mirroring. The clients will utilize the Microsoft SQL Native client that supports SQL Mirroring – that will allow RIMS to attempt a connection to the primary server – if that server is not available, it will automatically try the mirror server – without any user interaction. The also applies to the applications running on the Application server. Additional documentation can be provided on how this process is setup and managed.

While the failover server is designed as a temporary solution while the primary server is being repaired, it should have similar specifications as the primary server, including disk space. Preferably, disk access should not be the same as the primary server, if using a SAN device.

System Software

Server Software (minimum)

- Windows Server 2014 (Data Center Edition)
- Licensed by Processor – 8 cores each
- 1 Virtual Instance for SQL Server / RIMS Web Services (RICO)
- 1 Virtual Instance for the RIMS Applications

- Virtual instances as needed for VMWare servers

Database Software (minimum)

- Microsoft SQL Server 2012
- Licensed by Processor – 8 cores each
- Microsoft SQL Server 2012
- Single named or default instance

VMWare – Virtual Servers

It is up to you to supply the VMWare software if that is your choice for VM software. You are responsible for creating the VM servers needed for our application. Preferably, the Application and Communications Servers would be their own VM instances on one physical server, while the Failover server is located on a separate physical server (whether VM or not). That way, the failover is to a completely separate physical server in case a hardware issue arises on the primary server. There are no additional licensing fees are our part for a virtual environment or virtual users.

Storage Requirements

While we specify minimum requirements to start the system, it is up to the agency to provide additional long-term disk space to host the agency database. Even some sites that have used our product for more many years have databases no larger than 400GB and of course today server data storage starts at 1TB. Actually, the determining factor in disk storage size is the number of documents and images you will be storing --- their storage requirement dwarfs that of "regular" data. In RIMS, especially when you are going paperless, there is considerable opportunity to store documents and images. Still, storage capacity need not be an issue given the current low cost of (hard) disk storage, even in RAID configurations.

PC Workstation Requirements

If using existing PCs:
- Intel 2Ghz+
- Windows 7 or later
- 8 GB Memory
- Any Size Disk

If purchasing new PCs:
- Any Speed Processor
- Windows 10

- 16 GB Memory
- Any Size Disk

Mobile computers:
- Windows 7 or later
- Wireless based modem (for connectivity)
- Virus Protection Software
- 4 GB memory (minimum)
- 2 or more USB ports
- Optional touchscreen
- Optional Magnetic Stripe Reader (USB)
- Optional Microphone for voice recognition

Third Party Software

ESRI ArcView: Assuming you will be using ESRI products for your mapping, our proposal does not include the ArcView software that is required for any workstation that will use RIMS In Station Mapping. If licenses are not already available in the County, you will need one copy of ArcView GIS v10.x that can be used for the first position, and then a copy of ArcGIS 10.x Engine for each additional in station workstation that will use RIMS Mapping.

Remote Access: We utilize Bomgar Remote Access software for installation and follow-on support services. There is no cost to your agency.
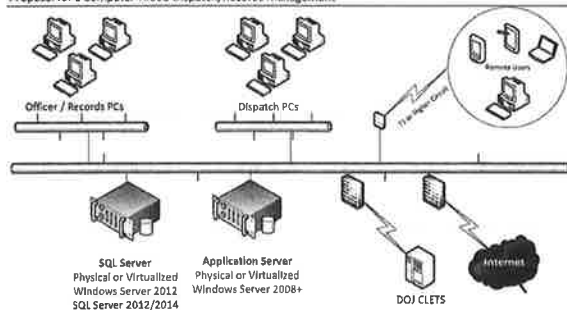
Mobile Mapping: It is possible to use ESRI mapping in the car, but expensive, absent a site license. Google Maps is an option as well.

D. System Diagram

A sample RIMS system is provided in the illustration below:

E. Geographic Files

RIMS mapping utilizes Google Maps and/or ESRI ArcView 10.2+ map data (if ESRI data is available for your county). With ESRI ArcView you are using your own map data (parcel or center-line) allowing you to include the multiple map layers that are likely part of your map database.

If you purchase ArcView, you will need one copy of ArcView GIS v10.x that can be used for the first position, and then a copy of ArcGIS 10.x Runtime Engine for each additional in-station or mobile unit that will use RIMS Mapping.

If you opt for Google Maps, Sun Ridge provides the Google licenses to you at no additional charge. If you use Google Maps exclusively, the "Map Engineering Services" fee would be subtracted from the cost of the project.

As a cost savings measure, some agencies use a combination of ESRI-based maps in-station, and Googles Maps, particularly for the mobile computers.

For the **street file** for address verification by CAD and RMS, we are able to derive this from your street centerline file source. Please note that the street file will only be as accurate as the source file, meaning Sun Ridge is not responsible to the accuracy of the file, nor for its maintenance.

If you have the RIMS Mobile Computer System and in-vehicle GPS devices, then you have **automatic vehicle location.** There is no additional cost. RIMSMap automatically displays your vehicle locations on the maps in the station, tracking vehicles as they drive around your jurisdiction. For dispatchers, this provides yet another visual of the current situation. When a unit is to be dispatched, it shows the closest unit with one glance at the map. For supervisory personnel, the visual of units on the map makes keeping track of what's going on much easier.

You can also choose to activate AVL in the vehicle for field supervisors and even officers, providing the same vehicle tracking features are available in the station.

Perhaps the most intriguing feature of RIMS Mapping is the ability to play back "movies" of vehicle movements on the map. For example, if there is a serious incident, such as a bank robbery or pursuit, you can replay the real-time response of all units responding to the incident or participating in the pursuit. The playback can be saved to an external file for playback in court. Likewise, the GPS data can also be exported in a variety of formats.

F. Reporting and Dashboards

Any records system is only as good as the management reports it produces. RIMS produces all required UCR reports and, where required, NIBRS reports. In addition, RIMS records the California Arrest and Citation Register and more than 25 other statistical reports that track:

- UCR crime report (including via ECARS)
- UCR arrest report (where applicable)
- Monthly arrest & citation report (California only)
- Crime summary by offense
- Arrests by officer
- Domestic violence report
- Monthly hate crime report
- Citation reports
- Case investigation reports
- Accident reports
- Offender list reports
- Warrants list

With the Search function, you can create reports based on any parameters you set. Also, RIMS makes retrieving data easy, even when only incomplete information is available. Find people by searching first names, hair color, height, weight or any other information captured in a person record. Or locate vehicles with nothing more than make, model or color. With RMS, you can search for information regarding:

- Accidents
- Arrests
- People
- Bicycles
- Pets
- Cases
- Property
- Pawned property
- Case investigation
- Citations
- Vehicles
- Field interviews
- Vehicle maintenance
- Vehicle permits

- Parking permits
- Narratives
- Warrants

All RIMS software is sold as a site license. You can also add additional workstations/positions within your agency after initial purchase with no additional charges from Sun Ridge.

G. Unique Features

This section presents ten good reasons to choose RIMS.

1. **RIMS has an extraordinary depth of features and functions**, but that's what you would expect from a product with a 30+ year history.

2. One of our key features is not a feature at all: It is the **total integration of CAD and records management functions** in RIMS. RIMS CAD and RMS are one system not two "interfaced" systems that pass information back and forth. Both externally to the user and internally, RIMS is a single system. Your dispatchers will have access to everything (within security considerations) and they and your officers often need it! Further, if in the future you should choose to add our InCustody Jail Management Systems you will find that it too is totally integrated with CAD and RMS. In fact, all three share a common database and a single master name file so that information entered in one is inherently available to all.

3. **RIMS is a proven system.** It works and it works well, the product of thirty years of continuous development with thousands of daily users. More than 200 public safety agencies are now using RIMS.

   We have a mobile data system that has been in operation for 25 years, one that not incidentally has more CAD and records functions available to the officer than any other such system on the market today.

   And we've already charted our course several years into the future. We will be around.

4. **RIMS is a low cost solution** and cost is always a critical consideration. Although we of course do not know the prices submitted by our competitors, from previous experience it is likely that we are among the lowest or the low cost quality proposer. Particularly when compared with large vendors, our software is relatively inexpensive. (Conversely, it is always possible to find a lower cost vendor, but it will clearly be a "you get what you pay for" proposition.)

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5. Historically, installation of a new system has been a long, arduous project filled with risk. We have changed all that with RIMS. By applying lessons learned over many years in this business **we have reduced the project to a "cookbook" set of steps.**

6. **RIMS has some very "nice" features** that people have found very useful over the years. RIMS-3D is an excellent example. That's the feature whereby you can double click on virtually any incident number, officer report number, vehicle license, person name, etc., that appears on the screen and RIMS will instantly display the detail record (incident, officer report, etc.). Then, if you like, you can select another data item in the detail record and display *its* detail record and so on. This is a very handy and powerful tool that gets used frequently.

7. The **RIMS data search feature** used to do quick data searches and ad hoc reporting is unmatched in our industry. Uniquely, it is both very easy to use, even by only occasional users, very powerful in its versatility in querying for information, and feature-rich in its post-search capabilities --- filtering, sorting, re-querying, saving search templates, charting, and exporting search results to Excel.

8. The user interface is what defines a software product for the user. Products may be similar in the data they keep but it is the user interface that defines it as "good" or "bad" in the eyes of its users. **We have not seen anything that compares with our system with respect to ease of use.** No one else matches our unique and overlapping combination of keyboard and mouse to provide a system that is so easy to use. Users always appreciate the minimal number of steps required to perform any function and dispatchers like our "one click to display an incident" and "two clicks to change a status" ... and the rest of the system continues this theme.

9. One of the strongest selling points for RIMS is that **RIMS will never be obsolete.** Most public safety systems become obsolete within five to seven years. This does not happen with RIMS for two reasons: One, with our continual evolution of the product, your software is always up to the minute: The RIMS of 2019 (Version 26.0) is miles beyond the RIMS of 1985 (Version 1.0). We know of no one else who provides such frequent and substantial upgrades and does so *without any additional cost* beyond subscribing to support services.

10. Our customers don't fall into the "we haven't sued them yet" category. Neither do they fall into the "I *guess* we're satisfied" category. **All our customers are enthusiastically happy with RIMS and Sun Ridge Systems.** We strongly encourage you to contact our references to verify this. We provide 24-hour support, and there's no surcharge for the 24-hour service. Actually, since the software works so well we get very few 3 AM calls. You will be happy you chose us.

H. Training

Please note: The following training plan (and associated pricing) assumes an "End User" training plan approach, whereby Sun Ridge staff trains all of your users directly. Although NOT included in this proposal, a "Train the Trainer" plan (for Officer training only) may be considered and may provide some cost saving. Pricing for this option is available upon request.

Our training is comprehensive and thorough in that it is intended to prepare personnel to begin using RIMS operationally within days of the conclusion of the training program yet the training courses are brief. They are brief because RIMS is so easy to learn. The short duration of the courses have proven to be just right based upon the many times we have given them. Our training plan is designed around satisfying the following objectives:

- Provide all personnel with the knowledge necessary to become productive RIMS users. This training must also be keyed to the job responsibilities of trainees (dispatch, clerk, administrator, etc.).

- The training plan must take into account that personnel will have limited time available for training, due to scheduling, overtime, and operational considerations.

One concept is key to our training: "hands on" training. As with any software product of any complexity, true "mastery" of the product will only occur through operational experience with it. However, the training program must get users over the initial hurdle of being able to do useful work. The only way to do this is to include extensive, supervised, hands on "operation" of RIMS as part of the training.

After the training program has been completed, you should almost immediately begin operational use of the system. You can delay while your people spend more time familiarizing themselves with the software, however, our experience shows that you delay for very long, the majority of users will regress rather than advance.

When you train new users in the future, you may choose to contract with us for the training. However, other departments have found this unnecessary: RIMS training becomes part of *your* training curriculum. New users learn RIMS as they learn the rest of your operations. RIMS can be configured with a separate training database that permits trainees to practice all functions without touching your "live" data.

Our proposal includes the following courses:

Initial Setup Training (combined SO and PD)

This 2 x four-hour (approximate) class is provided over the phone and via remote access to your RIMS system by our training at the conclusion of installation and prior to the start of any other training. Students are staff, supervisors and/or functional leads who will be responsible for initial and long term security setup and street file and table maintenance. These staff will become your RIMS system administrators. Staff identified as RIMS system administrators should be scheduled into all of the following classes.

RIMS Configuration and Setup (combined SO and PD)

This three-day session consists of a review of your operational procedures and identifies processes or decisions points a department must make to optimize its use of RIMS. Demonstrations of specific RIMS functionality pertaining to the department's operational decisions points may be included.

CAD Training

These two-day classes cover all aspects of RIMS dispatch. Students are all dispatch personnel as well as those identified as system administrators. It includes taking calls for service and officer initiated activity. Dispatching units, verifying reporting party information and location information, along with the information regarding the call is the primary training focus. Requesting case numbers and vehicle tows, completing the calls with a disposition and all other aspects of dispatching are also covered. Role playing is included to maximize real-life situations.

Deputy/Officer Mobiles/RMS Training

These two-day classes covers complete officer report (Case) entry, including face page, persons involved, property, vehicles, narratives/supplements, photographs and attachments. The basic case entry also includes gleaning information from the dispatched call via RIMS. Also covered are incident summaries, citations, property and vehicle records, offender files, warrant files, FIs and detailed person file (Master Name Index) entry. An introduction to Case Management and exhaustive use of RIMS searching and location history files is also covered. The report review and approval cycle is also reviewed. The course is geared towards officers and investigators however, since it is such an integral part of RIMS, Records and Property Room staff must attend as well.

PLEASE NOTE: Our proposal does not include training of Jail deputies in the use of RIMS. If training for Jail staff is required, additional classes can be added prior to a finalized contract.

Records Training

This one-day session focuses on all other aspects of the RIMS Records system. In addition to records staff, property room and evidence techs should attend. This course includes Case Management, the Uniform Crime Report and CLERY, along with all other Records duties. Included are bicycle, vehicle maintenance, subpoenas, citations, entry of offender files and much more. Records staff must attend the first day of the Officer Training in addition to this 1-day Records Training.

System Administrator Follow-up Training

This is a one-day follow-up session to the original ½ Initial Setup Training to review outstanding system setup items and ensure that the tables and street file are ready for production use. Students are the designated system administrators.

Training Summary

Our proposal includes the following onsite installation, training and support days. We will confirm the number of classes, availability of classroom locations, and staff attendance per class with you during final negotiations.

Installation	1 Day (via remote access)
Initial Setup Training	1 Day (via remote access)
Business Process Review	3 Days
CAD Training (2 sessions @ 2 days per session)	4 Days
Officer/Mobile Training* (7 sessions @ 2 days per session)	14 Days
Records Training (2 sessions @ 1 day per session):	2 Days
Data Conversion Review	3 Days
Admin/Setup Review Session	1 Days
On-Site Go Live Support (4 staff @ 1 day each):	4 Days

*Does not include training of Jail deputies.

6.0 Scope of Work and Project Schedule

A. Implementation

The following is a high level, sample project plan. The time estimates reflect durations and do not necessarily represent actual days of effort or time on site. Following the sample project plan is a staffing matrix based on the tasks and activities of the sample project plan.

Task	Task Start	Task Complete	Estimated Duration	Dependency
Task 1 – Contract Signing/Notice to Proceed	Date TBD		1 day	
Task 2 - Project Preparation				
Project Kickoff Meeting (via phone)			1 day	Task 1
County Provides Data for Conversion		·	10 days-	
SRS Provides Project Prep Documents			1 day	
Agency Identifies Data Sources for Configuration Tables			10 days	Delivery of Prep Documents
County Identifies Street File (geofile) Source			10 days	Task 1
County Provides ESRI Map Source (if using ESRI)			10 days	Task 1
Task 3 – Base Application				
County Server Hardware Available				Task 1
County Provides Remote Access to Servers				
Mobile Computer Network Available to RIMS				
Install Application Software (e.g. RIMS)			1 Day	
Task 4 - System Setup				
Initial Setup Training		·	4 hours	Task 3
County Builds Initial Configuration Tables		·		
Load Initial Street File		·		
Task 5 - Data Conversion				
SRS Evaluates File/Trial Conversion		·	10 days-	
County Completes Review/Desk Audit		·	·	
County Scrubs Source File if Necessary		·	·	
County Provides Updated Source to SRS		·		
(This process repeats until clean conversion) achieved)		·	12 – 20 weeks	

In the following staffing matrix, County staff are identified with generic titles since we do not know the specific titles or responsibilities of those in your organization.

*RIMS Administrators are those staff assigned to the project by you who have key operational expertise in your department's daily operations and who will be responsible for making decisions on how you will use RIMS in your department. These staff members are encouraged to become RIMS "super-users".

Lassen County Sheriff's Office/Susanville PD
Proposal for a Computer-Aided Dispatch/Records Management

Task #	Activity					
	Task 6 - Training		4 Days			Task 4
	Business Process Review					
	County Configures RIMS per BPR Recommendations					
	CAD Training					
	Deputy/Officer/Mobile Training					
	RIMS Training					
	TIMS Training					
	Mapping Admin					
	Data Conversion Review					
	Admin/Setup Review					
	Task 7 – Final Installation (TBD)					
	Install Any Remaining Products					
	Install Any Remaining Interfaces					
	Develop/Install Any Custom Items					
	Task 8 - Cutover					Tasks 5 & 6 Complete
	Final Data Provided to SRS for Conversion		1 Day			
	Final Data Conversion		.5 Day			
	Cutover to RIMS		1 Day			
	Begin Acceptance Period					

Task #	Activity	Sun Ridge Staff	Lassen Staff
#2	Project Kickoff Mtg	Project Manager Training Manager Chief Technology Officer	Project Manager Project Stakeholders CAD Supervisor Records Supervisor Patrol Supervisor
#2	County Provides Data for Conversion	Conversion Specialist	County IT
#2	SRS Provides Prep Documents	Trainer	RIMS System Administrators*
#2	Agency Identifies Data Sources		RIMS System Administrators
#2	County Identifies Street File Source	Technical Lead	County IT County GIS RIMS System Administrators
#2	County Provides Map Source	Technical Lead	County IT County GIS
#3	Server Hardware Available		County IT
#3	Remote Access to Servers Available		County IT

Task #	Activity	Sun Ridge Staff	Lassen Staff
#3	Mobile Computer Network Available		County IT
#3	Install Application Software	Technical Lead	County IT
#4	Initial Setup Training	Trainer	RIMS System Administrators
#4	County Builds Initial Config Tables		RIMS System Administrators
#4	Load Initial Street File	Technical Lead	County IT and/or County GIS RIMS System Administrators
#5	Trial Conversion	Conversion Specialist Trainer	County IT Conversion Review Team
#5	County Completes Review	Conversion Specialist Trainer	Conversion Review Team
#5	County Scrubs Source File		Conversion Review Team
#5	County Provides Updated Source	Conversion Specialist Trainer	Conversion Review Team

Task #	Activity	Sun Ridge Staff	Lassen Staff
#6	RIMS Config and Setup	Trainer	RIMS System Administrators; Designated Key Operational Staff
#5	County Configures RIMS		RIMS System Administrators
#6	CAD Training	Trainer	Dispatchers; Dispatch Supervisors; RIMS System Administrators
#6	Deputy/Officer/Mobile Training	Trainer	Patrol Deputies/Officers; Investigators; Any other staff who write case reports; Records Supervisors; Records (1st day of class only); RIMS System Administrators
#6	RMS Training	Trainer	Records Supervisors; Records; RIMS System Administrators
#6	TIMS Training	Trainer	Staff who manages department training
#5	Admin Overview	Trainer	RIMS System Administrators

Task #	Activity	Sun Ridge Staff	Lassen Staff
#7	Install Any Remaining Products	Technical Lead	
#7	Install Any Remaining Interfaces	Technical Lead	County IT; County 3rd Party Vendors
#7	Develop/Install Custom Items	Technical Lead	
#8	Final Data Extract	Conversion Specialist; Trainer	Conversion Review Team; County IT
#8	Final Conversion	Conversion Specialist; Trainer	Conversion Review Team
#8	Cutover	Trainer(s); Technical Lead(s)	RIMS System Administrators; County IT; Division Leads; Project Stakeholders

B. Data Conversion

Our proposal includes the cost for conversion of the existing LEADS CAD and RMS data from the Sheriff's Office system only. We have successfully converted data from LEADS before.

Data conversion does NOT include data extraction from the current system. The County will provide the extracted data to be converted to Sun Ridge which shall consist of CAD data (consisting of a one single database) and RMS data (consisting of a second single database). Once Sun Ridge receives the extracted data, Sun Ridge will evaluate it to determine which items may be converted into RIMS. As part of Sun Ridge's standard data conversion, Sun Ridge attempts to convert the following items. In some instances, all data may not be available or suitable for conversion.

RIMS is UCR compliant. As of today, CA DOJ has yet to select a vendor who will provide the State software that will receive and validate an agency's NIBRS submission nor have they yet completed defining the California-customized data they will be collecting. Therefore, we are assuming you will begin using RIMS prior to NIBRS implementation. The scope of this project does not include the cost or effort of converting your data into the yet-to-be-defined CA NIBRS format.

RMS Data

- People: including person name, DOB, contact info, description, ID#'s, officer safety notifications, log entries for connections to cases, for citations and for field contacts, mug shots (if stored in the RMS).

- Arrest: Arrestee, date, time, charges, counts, offense level, disposition, booked/cited out.

- Vehicles: License, state, year, color, type, log entries for connections to case, field contacts and citations.

- Cases: Location, date report, date occurred, classification/type, offenses, case dispositions, date of dispositions, Officer ID, persons, vehicles, narratives and supplements.

- Warrants: Person Name, Warrant #, Warrant Date, Type, Felony/Misdemeanor, Reason, Court, Judge, Case #, Cite, Docket, Ref #, Agency, Charges, Comment,

Bail Amount, Served Date, Returned Date, Returned Reason, Recalled Date, Recalled Reason

- Property in cases: category, article, status, description, brand, model, item #, property code, locations, value-stolen, recovered, damaged and officer.

- Officer: Name, ID

- Users: Name, ID

CAD Data

- Incidents: call number, call times, priority, incident location, grid, caller name and telephone number, complaint type, caller location, how received, comments, call category, internal response area, OCA case number, call reference, fire grade, subject data, vehicle data, tract, ESN, alternate phone number, call taker, and position. (See Conversion Note #2)

- Officers: Name, ID.

- Premises: Common place name, address, contact person, contact phone

- Premise History: Summary of incidents by incident location

- Streets: street name, intersections with block ranges

Data conversion is an iterative process requiring the resources of your agency to be available to review converted data as soon as it is loaded and report any errors found to Sun Ridge. We recommend that you identify at least two people to be part of a data conversion review team. It will be this team's responsibility to promptly review the converted data once it is loaded into RIMS, identify any problems with the converted data, and report those problems to us in an organized manner.

Sun Ridge will then correct the reported errors, re-run the conversion, reload it onto your system and ask your staff to again review the data. The cycle is repeated as often as is necessary to ensure that the data conversion is as complete and correct as possible. To assist you with the review process, Sun Ridge will have trainers available via phone and remote access to guide you. The Sun Ridge trainer is NOT responsible to completely review or identify errors in the converted data. They are responsible for facilitating the process with your staff.

In addition to the continued review of the data for the duration of the project via phone and remote access, there are three days of onsite data conversion review sessions with the Sun Ridge trainer and your staff.

Our data conversion specialist will work with your technical staff to determine:

1) The best format with which to provide the extracted data to the conversion specialist
2) The best method for transferring that data to the conversion engineer
3) The location where the conversion scripts will run (e.g. your server or the conversion engineer's server)
4) The timing for the final extract, conversion and load of data for go live

C. Transition Support

Sun Ridge typically has a team onsite, consisting of trainers and technicians, for the first 1-2 days (one day proposed) of production use of the core modules. After they depart, your support will be turned over to our Customer Support staff. The Customer Support staff will continue to keep your Project Manager apprised of items reported to them during the duration of the Final Acceptance Test period. Customer Support and/or your Project Manager will assign the trainers and technicians originally assigned to your project to address your problem reports if needed.

7.0 Support, Warranty and Maintenance

A. System Acceptance Plan

For agencies installing a new CAD/RMS system, achieving a performance and reliability comfort level with their new software is obviously paramount to the success of the project. One solution is to conduct, with the vendor, an exhaustive, detailed acceptance test at the module level every software function and feature. We do not do that because it is both unnecessary and expensive/time consuming for you to do so. Here is why: We are proposing an off the shelf CAD/RMS system with literally a handful of customizations. Most important, it is software that is used by thousands of law enforcement personnel all day every day. That represents a thorough system test every single day.

Here is our acceptance procedure that we have used for many years, and never failed.

> "For thirty (30) days from the beginning of City's operational use of the Software or forty (40) days after the completion of installation and training by Sun Ridge, whichever comes first (the "Test Period"), City shall test the system for defects and anomalies. During the Test Period, Sun Ridge shall address and attempt to resolve issues with the Software identified by City under the Software Support Services Agreement. At the end of the Test Period, City shall accept or reject the Software as follows:
>
> a. If City determines that the Software is performing to its satisfaction it shall immediately provide written notice to Sun Ridge of final acceptance of the Software ("Final Acceptance Notice"), and upon receipt of a valid invoice from Sun Ridge, shall process and pay the final milestone of the Contract Amount including any additional outstanding milestone Payment Amounts. Any remaining issues with the Software shall be covered as part of the original cost of the system and handled as maintenance items under the Software Support Services Agreement.
>
> b. If City decides to not accept the Software, then it must so notify Sun Ridge in writing within five (5) calendar days after the end of the Test Period (a "Rejection Notice"). If a Rejection Notice is given, this Agreement shall be automatically terminated and all payments already made by City to Sun Ridge, less the cost of project management, installation, data conversion, and training services provided up to the date of termination shall be returned to City by Sun Ridge within thirty (30) days

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> after receipt of the notice. The terms of Section 11 and all other provisions of this Agreement that expressly survive such termination shall apply.
>
> If City fails to provide a Final Acceptance Notice or a Rejection Notice within five (5) calendar days after the end of the Test Period, then City's final acceptance of the Software shall be considered to have occurred and City and Sun Ridge shall proceed as described in section 8.a above."

B. First Year Support

The costs of the first year support, maintenance and updates of the software has been included as a separate line item in the pricing section of this proposal. First Year Support is identical to our standard support agreement which is described in the following section.

C. System Support

Our proposal includes first year Support and Updates cost. This first year period begins at operational use of the Software or forty (40) days after the completion of installation and training by Sun Ridge, whichever comes first. After the initial one year period, you can renew your annual Support and Updates for an annual fee. Support and Updates include all corrections to the RIMS software which are released throughout the year as well as our annual product upgrade.

Support and Updates also provides access to RIMS technical support via a toll free phone number for you to call whenever a problem occurs. Normal service hours are Monday – Friday, 8 a.m. – 5 p.m. Pacific, common holidays excepted. However, for critical problems that prevent basic system operation, service is available 24 hours per day, 7 days a week, holidays included.

Should you find a problem with RIMS, you report it to our Customer Service engineer via our toll free number. Once confirmed that it is indeed a problem with the RIMS software we strive to provide service and assistance as expeditiously as possible as follows:

- Most problems will be resolved with the initial phone call.
- For problems that cannot be immediately resolved, Sun Ridge will work to resolve the problem based on the severity of the problem and the urgency reported by department.

- For problems in which your system is completely inoperable due to a SRS software problem, Sun Ridge personnel will work with your department continuously until the situation is resolved.

- For problems that have a lesser though continuing impact on operations of your department Sun Ridge will endeavor to provide a solution or work around within 72 hours.

- For lower priority problems Sun Ridge may, at its discretion, either issue a near term "fix release" of the product or include the fix in the next scheduled product release.

D. Support via Remote Access

Sun Ridge utilizes Bomgar Remote Support Software, chosen because it provides superior security and does so over an ordinary internet connection via a Sun Ridge server that hosts a security hardware device. Sun Ridge will use this line only with your permission. We will use this link to connect to your system to examine data files, update and repair them when necessary, and download maintenance-related logs automatically maintained by the RIMS software. We will also use this line to upload fixes to problems to your system when appropriate. There is no cost to you for the Bomgar software.

E. Software Updates

a. **What is your guaranteed time frame to update your software to comply with State or Federally mandated changes to CLETS or NCIC?**

Typically, we must rely on a customer agency that receives change notices to pass them along to us. We then make every attempt to comply with the change as soon as possible via a software update.

b. **How frequently and under what circumstances is updated software provided?**

Minor updates are provided throughout the year on an as needed basis to correct problems in the software and implement small enhancements. A major new version is released once each year.

c. **How will County be notified of available updates?**

Agencies are notified of updates and new versions via email.

d.   What is involved in implementing an update?

For minor updates, a function built into the software is used to download the updated version to your server. Users automatically get the new version when they next sign on. For the annual new version, a program that updates the database structure is made available for download. Running the database update program is as simple as starting the program and clicking an Update button. Updating to the new version is otherwise the same as for minor updates.

e.   How many hours will the system be down during an update?

Updates do not require downtime. A user must simply logoff and logon. For an annual upgrade (moving from one version to the next) the system may be down up to an hour depending on the number of database changes included in the upgrade. Most often the preparation might take 30 minutes, and the actual upgrade about 10 minutes.

f.   Will County incur any charges for updates or new versions of products licenses? If so, under what circumstances?

There is never a charge if you are contracting for support services.

g.   How frequently does the Company release new, enhanced versions of the software?

A significantly enhanced new version of RIMS is released once a year.

h.   How many enhancements would we expect with these new versions of software?

The CAD/RMS new version typically includes 80-100 enhancements -— additional functions and features. Enhancement lists for recent versions are available upon request.

i.   What is the Company's approach to migration from earlier versions?

A database update program we provide with each annual new version quickly makes all the changes to your database needed by the new version of RIMS.

j.   How many versions will the company support?

Current minus two.

k.   For software updates requiring data migration to a new server, describe the process and included projected system down time.

Our updates/upgrades do not require moves to new or different servers. When customers opt to replacing aging hardware, the process typically takes 4 hours or less.

l.   Will the company guarantee, within normal maintenance costs, that all current versions of Microsoft Windows operating systems will be supported?

Yes.

m.   If your software is in development to change platforms (e.g. to .NET) or any other significant planned technical update, describe how customers will receive this update.

Our product plans currently do not include changes in platforms or other significant technical changes.

F. Annual Maintenance

Annual Maintenance Costs

Annual maintenance costs for years 2-6 are provided in the separate pricing document. Onsite maintenance is available only on a per occurrence basis. Year 2 (and subsequent years) begin one year from the date defined by operational use of the Software or forty (40) days after the completion of installation and training by Sun Ridge, whichever comes first.

Sample Maintenance Contract

This is a description of the software support, maintenance, and enhancement services to be provided by Sun Ridge Systems, Inc. ("SRS") to _____ ("Licensee") as part of a Software Support Services Agreement ("Agreement"). This Agreement covers all RIMS public safety software (Software) licensed by the Licensee and is effective on _____.

Under this agreement SRS agrees to provide the following services and products to Licensee:

1.   **Coverage Hours.** SRS will provide a toll free phone number for Licensee to call whenever a covered problem occurs. *Normal service hours will be Monday-Friday, 8AM-5PM PST, with the exception of New Years Day, President's Day, Memorial Day, July 4th, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving Day, and Christmas Day ("common holidays").* However, for instances with the Licensee's system is complete inoperable due to a SRS software problem ("critical problems") preventing basic system operation service will be available 24 hours, 7 days a week, common holidays included.

2.   **SRS Response to reported problems.** SRS agrees to provide service and assistance as expeditiously as possible as follows:

   a.   Most problems will be resolved with the initial phone call.

   b.   For problems that cannot be immediately resolved, SRS will work to resolve the problem based on the severity of the problem *and* the urgency reported by Licensee.

      •   For critical problems, SRS personnel will work with Licensee until the situation is resolved.

      •   For problems that are not critical problems that have a lesser though continuing impact on operations of Licensee ("non-critical problems"), SRS will endeavor to provide a solution or work around within 72 hours of the problem being reported to SRS by the Licensee.

      •   For problems that are not critical problems and are not non-critical problems ("minor problems") SRS may, at its discretion, either issue a near term "fix release" of the product or include the fix in the next scheduled product update.

3.   **Licensee equipment and software responsibilities.** Licensee agrees to allow SRS to remotely connect to Licensee's system when a problem is reported. SRS uses Bomgar Remote Support Software for this purpose. Bomgar software provides superior security and does so over an ordinary internet connection via a Sun Ridge server that hosts a Bomgar security hardware device. With Licensee's permission, SRS will use this connection to examine data files related to reported problems and to provide updates and corrections when necessary.

4.   **Provision of software updates.** SRS will provide at no additional cost all new enhanced and updated versions of software licensed to Licensee. This software will be provided with detailed

installation instructions for installation by Licensee. If desired, Licensee may retain SRS to perform any installation at additional cost to be determined on a per case basis. Updates are distributed via download from the SRS ftp web site. SRS will not be obligated to provide service for release versions that are more than two annual release versions older than the current release.

5.   Cost. The cost of the services and software to be provided under this Agreement is $_____.

6.   **Late Payment.** In addition to any other amounts for which Licensee is liable under this Agreement, Licensee agrees to pay to Sun Ridge a late charge equal to one percent (1%) of the amount due if Licensee fails to pay Sun Ridge any amount that is due and owing pursuant to this Agreement within sixty (60) days after Licensee's receipt of an invoice from Sun Ridge or (60) days after the expiration of the previous Agreement, whichever comes later. In addition, any invoiced amounts that are due and owing under this Agreement which Licensee fails to pay to Sun Ridge within ninety (90) days after License's receipt of an invoice from Sun Ridge shall thereafter bear interest at the rate of twelve percent (12%) per annum or the highest interest rate allowed by applicable law, whichever is less.

7.   **Term.** The term of this Agreement shall be one year from the date stated in the initial paragraph and shall be automatically annually renewed for another year upon payment of invoice. Payment for the year is due in advance the day the services begin. Non-payment of the support invoice within 60 days as described in Section 6 shall be cause for terminating or suspending the Agreement at the discretion of SRS.

8.   **Termination.** Licensee may terminate this Agreement with or without cause upon ninety (90) days written notice to SRS. If terminated, Licensee is entitled to a prorated refund for the service days not consumed beginning on the last day of the month the written notice is received by SRS to the end of the remaining term of the Agreement.

9.   **Limitations.** SRS agrees to provide support only for public safety application software provided by SRS. Other software used by Licensee (word processing, spreadsheet, etc.) is not included in this Agreement. PC and network operating system software and Microsoft SQL Server database system software is similarly not included, although SRS may assist Licensee in isolating problems to this software. Also specifically excluded is responsibility for administration, support, or maintenance of your server, computer network, operating systems, or database (Microsoft SQL Server).

Licensee may purchase support services outside the limitations of this agreement at the then current SRS hourly labor rate.

This Agreement does not include equipment maintenance or assistance in diagnosing hardware problems including but not limited to PCs, printers, network, scanners and other computer

peripheral devices with the exception that SRS will assist Licensee in determining whether a problem is RIMS application software in nature.

All terms, conditions, and limitations set forth in the *Sun Ridge Systems Software License Agreement* are incorporated herein by this reference and shall be fully applicable to the products and services provided under this Agreement.

8.0 Cost

The following are the proposal costs in our format in lieu of the County's Attachment B spreadsheet. The only line item not included is the "surety bond" which is not provided by Sun Ridge and is not included.

Base System Price – Lassen County Sheriff's Office

Item	Price
RIMS Computer-Aided Dispatch Software	$38,500
RIMS Records Management Software	$38,500
RIMS Mobile Computer Software	$19,000
RIMS E911 Link Software	$6,000
RIMS State Link Software	$5,000
RIMS In Station Mapping Software	$11,000
RIMS Mobile Mapping Software	$3,000
Citizen RIMS Public Access Software	$2,900
RIMS Officer Training Management Software	$3,000
RIMS AFIS Link Software	$2,000
RIMS Text Paging Link Software	$2,600
RIMS CopLogic Link Software	$1,500
Mapping Data Engineering Services	$2,500
Data Conversion Services	$45,000
Installation and Training	$86,753
First Year Support and Updates	$20,280
TOTAL – LASSEN COUNTY SHERIFF'S OFFICE	$287,533

Annual Support and Updates – Year 2 through Year 6

Item	Price
Support and Updates – Year 2	$20,280
Support and Updates – Year 3	$20,280
Support and Updates – Year 4	$20,280
Support and Updates – Year 5	$20,280
Support and Updates – Year 6	$20,280

TOTAL – Support and Updates Years 2 - 6	$101,400

Base System Price – Susanville Police Department

Item	Price
RIMS Records Management Software	$25,000
RIMS Mobile Computer Software	$11,000
RIMS E911 Link Software	$1,000
RIMS State Link Software	$1,000
RIMS In Station Mapping Software	$4,000
RIMS Mobile Mapping Software	$3,000
Citizen RIMS Public Access Software	$2,900
RIMS Officer Training Management Software	$2,000
RIMS CopLogic Link Software	$1,500
Installation and Training	$37,411
First Year Support and Updates	$7,830
TOTAL – SUSANVILLE POLICE DEPARTMENT	$96,641

Annual Support and Updates – Year 2 through Year 6

Item	Price
Support and Updates – Year 2	$7,830
Support and Updates – Year 3	$7,830
Support and Updates – Year 4	$7,830
Support and Updates – Year 5	$7,830
Support and Updates – Year 6	$7,830
TOTAL – Support and Updates Years 2 - 6	$39,150

9.0 Draft Contract Scope of Work

The following is our standard Scope of Work format. We acknowledge that there is a sample scope of work in the sample contract provided in the RFP, however, we have found this format to be acceptable to the majority of our projects.

Software:

RIMS Computer Aided Dispatch Software
RIMS Records Management Software
RIMS Mobile Computer Software
RIMS CAD and Records (In-Station) Mapping Software
RIMS Mobile Mapping Software
RIMS Training Management Software (aka TIMS)

Interfaces:

RIMS E911 Link Software
RIMS State (CLETS) Link Software

Hardware:

No hardware is provided by Sun Ridge

Third-Party Software:

No third-party software is provided by Sun Ridge

Project Schedule:

A project schedule will be defined and mutually agreed to as soon as possible after contract signing.

Scope of Services:

1. **Installation** – Sun Ridge is responsible for the following installation services:

- Installation of all RIMS Applications (listed above) on County supplied servers
- Confirm proper setup of the County's SQL database
- Set up Live, Training and Test/Conversion RIMS databases
- Installation of an initial workstation client
- Installation of an initial mobile client
- Installation of the initial In-Station Maps
- Installation of the initial Mobile Maps

2. **Installation** – Sun Ridge is responsible for the following Integration and Testing services:

- Testing of E911 Link Software
- Testing of State Link (aka CLETS) Interface
- Integration/Testing of the Mobile Interface
- Integration/Testing of In Station and Mobile Maps

3. **Installation/Training/Project Kickoff** – Installation will be via remote access to your server. All training is onsite at a County provided location. All training is "end user training" unless specified otherwise. Training days are contiguous. Sun Ridge will provide a training plan prior to the beginning of the Dispatcher Training sessions.

Installation	1 Day (via remote access)
Initial Setup Training	1 Day (via remote access)
RIMS Configuration and Setup	3 Days
Conversion Review	2 Days*
CAD Training (2 sessions @ 2 days per session)	4 Days*
LCSO Deputy/Mobile Training (3 sessions @2 days/session)	6 Days*
SPD Officer/Mobile Training (2 sessions @ 2 days/session)	4 Days
Records Training (1 day per agency)	2 Days
Admin/Setup Review Session (1 day per agency)	2 Days
TIM Training (both agencies in same class)	1 Day
On-Site Go Live Support (3 staff @ 1 day each):	3 Days

*County Only Classes.

4. **Data Conversion (County data only)** – Data conversion does NOT include data extraction from the current system. The County will provide the extracted data to be converted to Sun Ridge which shall consist of CAD data (consisting of a one single database) and RMS data (consisting of a second single database). Once Sun Ridge

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receives the extracted data, Sun Ridge will evaluate it to determine which items may be converted into RIMS. As part of Sun Ridge's standard data conversion, Sun Ridge **attempts** to convert the following items. In some instances, all data may not be available or suitable for conversion.

RIMS is UCR compliant. As of today, CA DOJ has yet to select a vendor who will provide the State software that will receive and validate an agency's NIBRS submission nor have they yet completed defining the California-customized data they will be collecting. Therefor, we are assuming you will begin using RIMS prior to NIBRS implementation. The scope of this project does not include the cost or effort of converting your data into the yet-to-be-defined CA NIBRS format.

RMS Data

- People: including person name, DOB, contact info, description, ID#'s, officer safety notifications, log entries for connections to cases, for citations and for field contacts, mug shots (if stored in the RMS).

- Arrest: Arrestee, date, time, charges, counts, offense level, disposition, booked/cited out.

- Vehicles: License, state, year, color, type, log entries for connections to case, field contacts and citations.

- Cases: Location, date report, date occurred, classification/type, offenses, case dispositions, date of dispositions, Officer ID, persons, vehicles, narratives and supplements.

- Warrants: Person Name, Warrant #, Warrant Date, Type, Felony/Misdemeanor, Reason, Court, Judge, Case #, Cite, Docket, Ref #, Agency, Charges, Comment, Bail Amount, Served Date, Returned Date, Returned Reason, Recalled Date, Recalled Reason

- Property in cases: category, article, status, description, brand, model, item #, property code, locations, value-stolen, recovered, damaged and officer.

- Officer: Name, ID

- Users: Name, ID

CAD Data

- Incidents: call number, call times, priority, incident location, grid, caller name and telephone number, complaint type, caller location, how received, comments, call category, internal response area, OCA case number, call reference, fire grade, subject data, vehicle data, tract, ESN, alternate phone number, call taker, and position. (See Conversion Note #2)

- Officers: Name, ID.

- Premises: Common place name, address, contact person, contact phone

- Premise History: Summary of incidents by incident location

- Streets: street name, intersections with block ranges

County Responsibilities:

- Assign a Project Manager for single point of contact and coordination for Sun Ridge Project Manager

- Coordinate and schedule resources of the Sheriff's Office and IT staff

- Provide all requisite hardware meeting at least the minimal hardware requirements specified by Sun Ridge Systems, Inc.

- Provide system and other third party software including SQL, ERSI Licenses, (and/or Google Maps), Windows Server 2003/2008/2012 (64 bit)

- Provide data communications infrastructure (network, wireless, internet, intranet)

- Coordinate testing of the CLETS Message Switch

- Complete, submit and gain approval of updated DOJ CLETS application

- Contact any third party vendors (E911 provider, DOJ.) as well as County and City IT and coordinate their schedules and costs they may charge you to provide their portion of the interface to RIMS.

- Provide ongoing Map Maintenance

- Provide Geofile (aka "street file") source and build-out

- Ensure accuracy of the geofile

- Provide initial map source file

- Ensure accuracy of the map source

- Assign System Administrators

- Ensure all user-maintained tables are completed prior to the start of training

- Provide training facilities, workstations and ensure access to RIMS training database from the training location

- Extract data from existing LEADS and in-house property room software into a mutually agreed to format for data conversion

- Review converted data, notifying Sun Ridge in an expedited fashion of conversion anomalies

- Schedule County/City staff into requisite classes

- Assign senior personnel to classes to present any changes in business processes to line staff

- Assume all costs for potential County/City staff overtime required to complete the project per agreed to project schedule

Exhibit A – Sample Contract

We have reviewed the RFP's Exhibit A, Software License, Modifications and Maintenance document and in general have found it to be very specific to a particular project deployment methodology and contract which we have previously successfully negotiated. We look forward to discussing specific points with you during contract negotiations.

Attachment A – Requirements Response

We have responded in detail to the Functional Requirements spreadsheet. We have been conscientious in our responses in comparing your requirements to our products, however, it must be understood that briefly stated requirements are sometimes subject to multiple interpretations --- our interpretation may not match your intention. Our proposal is for our off the shelf product.

Please see attached file/document for the response from Sun Ridge Systems.