

PROFESSIONAL SERVICES CONTRACT

BETWEEN

CITY OF DETROIT, MICHIGAN

AND

SunGard Public Sector, Inc.

CONTRACT NO.

2915504

CONTRACT PROVISIONS

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**CITY OF DETROIT
PROFESSIONAL SERVICES CONTRACT**

This Professional Services Contract (DEFINED IN DEFINITIONS) is entered into by and between the

City of Detroit, a Michigan municipal corporation, acting by and through its Department of Innovation and Technology ("City"), and SunGard Public Sector, Inc., a Florida corporation, with its principal place of business located at 1000 Business Center Drive, Lake Mary, Florida 32746 ("Contractor").

Recitals:

Whereas, the City desires to engage the Contractor to render certain technical or professional services and provide certain related software and hardware as set forth in this Contract; and

Whereas, the Contractor desires to perform the Services as set forth in this Contract; and

Accordingly, the parties agree as follows:

**Article 1.
Definitions**

1.01 The following words and expressions or pronouns used in their stead shall be construed as follows:

"Additional Services" shall mean any services in addition to the services set forth in Exhibit A that are related to fulfilling the objectives of this Contract and are agreed upon by the parties by written Amendment.

"Access Agreement" shall mean a written agreement between City, SunGard Public Sector, and an Additional Agency that allows for the participation and access by such Additional Agency to the Software. The format and terms and conditions of such Access Agreement are set forth in the Agency Access Supplement.

"Additional Agencies" are any authorized fire, emergency and/or police/law enforcement agencies identified and added to this Agreement under the terms of an Access Agreement.

"Amendment" shall mean modifications or changes in this Contract that have been mutually agreed upon by the City and the Contractor in writing and approved by the City Council.

"Associates" shall mean the personnel, employees, consultants, subcontractors, agents, and parent company of the Contractor or of any Subcontractor, now existing or subsequently created, and their agents and employees, and any entities associated, affiliated, or subsidiary to the Contractor or to any subcontractor, now existing or subsequently created, and their agents and employees.

"City" shall mean the City of Detroit, a municipal corporation, acting through the office or department named in the Contract as contracting for the Services on behalf of the City.

"City Council" shall mean the legislative body of the City of Detroit. City Council when used in this Contract for approval purposes shall also mean the Emergency Manager.

"Contract" shall mean each of the various provisions and parts of this document, including all attached Exhibits and all Amendments, as executed and approved by the appropriate City departments or offices and by the City Council or Emergency Manager. This Contract, including its Exhibits, is intended to be construed consistently between its various terms and conditions. However, if there is an inconsistency between the terms and conditions of the first part of the Contract, from page 1 of the Contract up to and including Article 23 of the Contract, and any of the Exhibits, the terms and conditions of page 1 of the Contract up to and including Article 23 of the Contract shall control.

"Contractor" shall mean the party that contracts with the City by way of this Contract, whether an individual, sole proprietorship, partnership, corporation, or other form of business organization, and its heirs, successors, personnel, agents, employees, representatives, executors, administrators and assigns.

"Documentation," means the Contractor's standard user manuals for the Component System technology provided to Contractor general client base for such technology which includes the functionality and specifications found in the Requirements Verification Standards attached as Exhibit 3 of the Software License and Services Agreement (Exhibit C to the Contract).

"Exhibit A" is the Scope of Services for this Contract and sets forth all pertinent data relating to performance of the Services.

"Exhibit B" is the Fee Schedule for this Contract and sets forth the amount of compensation to be paid to the Contractor, including any Reimbursable Expenses, and any applicable hourly rate information.

"Exhibit C" is the software license for this Contract.

"Exhibit D" is the software maintenance agreement for this Contract.

"Emergency Manager" is the person acting as emergency manager of the City of Detroit, who has ultimate approval authority on behalf of the City with respect to this Contract pursuant to the power and authority of Michigan Public Act 436 of 2012.

"Records" shall mean all books, ledgers, journals, accounts, documents, and other collected data in which information is kept regarding the performance of this Contract.

"Reimbursable Expenses" shall mean only those costs incurred by the Contractor in the performance of the Services, such as travel costs and document reproduction costs, that are identified in Exhibit B as reimbursable.

"Services" shall mean all work that is expressly set forth in Exhibit A, the Scope of Services and the information services expressly set forth in Exhibit 1 of Exhibit C.

"Subcontractor" shall mean any person, firm or corporation, other than employees of the Contractor, that contracts with the Contractor, directly or indirectly, to perform in part or assist the Contractor in achieving the objectives of this Contract. For the avoidance of doubt, City acknowledges that Vendors as defined under the Pay Agency Supplement of Exhibit C are not Subcontractors.

"Technology" shall mean any and all computer-related components and systems, including but not limited to computer software, computer code, computer programs, computer hardware, embedded integrated circuits, computer memory and data storage systems, whether in the form of read-only memory chips, random access memory chips, CD-ROMs, floppy disks, magnetic tape, or some other form, and the data retained or stored in said computer memory and data storage systems.

"Unauthorized Acts" shall mean any acts by a City employee, agent or representative that are not set forth in this Contract and have not been approved by City Council as part of this Contract.

"Work Product" shall mean the originals, or copies when originals are unavailable, of all materials prepared by the Contractor under this Contract or in anticipation of this Contract, including but not limited to Technology, data, studies, briefs, drawings, maps, models, photographs, files, records, computer printouts, estimates, memoranda, computations, papers, supplies, notes, recordings, and videotapes, whether such materials are reduced to writing, magnetically or optically stored, or kept in some other form. Work Product excludes in all cases Contractor IP (defined in Article 20.03 of this Professional Services Agreement).

Article 2. Engagement of Contractor

- 2.01 By this Contract, the City engages the Contractor and the Contractor hereby agrees to faithfully and diligently perform the Services set forth in Exhibit A, in accordance with the terms and conditions contained in this Contract.
- 2.02 (Reserved)
- 2.03 The Contractor shall confer as necessary and cooperate with the City in order that the Services may proceed in an efficient and satisfactory manner. The Services are deemed to include all conferences, consultations and public hearings or appearances deemed necessary by the City to ensure that the Contractor will be able to properly and fully perform the objectives as set forth in this Contract.
- 2.04 All Services are subject to review and approval of the City for completeness and fulfillment of the requirements of this Contract. Neither the City's review, approval nor payment for any of the Services shall be construed to operate as a waiver of any rights under this Contract, and the Contractor shall be and will remain liable in accordance with the provisions of this Contract caused by the Contractor's negligent performance or nonperformance of any of the Services furnished under this Contract.
- 2.05 The Services shall be performed as set forth in Exhibit A and Exhibit C, or at such other locations as are deemed appropriate by the City and the Contractor for the proper performance of the Services.
- 2.06 The City and the Contractor expressly acknowledge their mutual understanding and agreement that there are no third party beneficiaries to this Contract and that this Contract shall not be construed to benefit any persons other than the City and the Contractor.
- 2.07 It is understood that this Contract is not an exclusive services contract, that during the term of this Contract the City may contract with other firms, and that the Contractor is free to render the same or similar services to other clients, provided the rendering of such services does not affect the Contractor's obligations to the City in any way.

Article 3.
Contractor's Representations and Warranties

- 3.01 To induce the City to enter into this Contract, the Contractor represents and warrants that the Contractor is authorized to do business under the laws of the State of Michigan and is duly qualified to perform the Services as set forth in this Contract, and that the execution of this Contract is within the Contractor's authorized powers and is not in contravention of federal, state or local law.
- 3.02 The Contractor makes the following representations and warranties as to any Technology it may provide under this Contract:

- (a) That all Technology identified as the Component Systems in Exhibit C shall perform as warranted therein and in the most recent published Documentation concerning such Technology;
- (b) That the Contractor shall correct all Defects in the Component System Technology as provided under the provisions of the warranty found in Exhibit C of this Contract so that such technology will perform according to Contractor's Documentation;
- (c) That the Contractor has the full right and power to grant the City a license to use the Component System Technology provided pursuant to this Contract; provided that in the event of a breach of this subsection (c), the rights and obligations of the parties with respect to such breach shall be determined solely in accordance with Section 9 of Exhibit C, Software License and Services Agreement;
- (d) That any Component System Technology provided by Contractor under this Contract is free of any software, programs or routines, commonly known as "disabling code," that are designed to cause such Technology to be destroyed, damaged, or otherwise made inoperable in the course of the use of the Technology;
- (e) That any Component System Technology containing computer code and provided under this Contract is free of any known or reasonably discoverable computer program, code or set of instructions, commonly known as a "computer virus," that is not designed to be a part of the Work Product and that, when inserted into the computer's memory: (i) duplicates all or part of itself without specific user instructions to do so, or (ii) erases, alters or renders unusable any Component System Technology with or without specific user instructions to do so, or (iii) that provide unauthorized access to the Component System Technology; and
- (f) That all Technology shall be delivered new and in original manufacturer's packaging and shall be fully warranted for repair or replacement according to the warranty described in Exhibit C (as to the Component Systems) or according to the manufacturer or Vendor's warranty (as to the Pay Agency items) as provided under the Pay Agency Supplement of Exhibit C.
- (g) That any Component System Technology that is provided to the City shall:
 - (1) Accurately recognize and process all time and date data including, but not limited to, daylight savings time and leap year data, and
 - (2) Use accurate same-century, multi-century, and similar date value formulas in its calculations, and use date data interface values that accurately reflect the correct time, date and century.

Article 4.
Contract Effective Date and Time of Performance

- 4.01 This Contract shall be first approved by the Contractor, and then the required City departments and the City Council, and signed by the City's Purchasing Director, (or in the alternative signed by the Emergency Manager). The effective date (the "Effective Date" or "Execution Date") of this Contract shall be the latest signature date upon which the Contract has been signed by Contractor, and then authorized by resolution of the City Council and signed by the Purchasing Director (or in the alternative signed by the Emergency Manager).
- 4.02 Prior to the approvals set forth in Section 4.01, the Contractor shall have no authority to begin work on this Contract. The Finance Director shall not authorize any payments to the Contractor, nor shall the City incur any liability to pay for any services rendered or to reimburse the Contractor for any expenditure, prior to such award and approvals.
- 4.03 The City and the Contractor agree that the commencement and duration of the Contractor's performance under this Contract shall be determined as set forth in Exhibit A.

**Article 5.
Data To Be Furnished Contractor**

- 5.01 Copies of all information, reports, records, and data as are existing, available, and deemed necessary by the City for the performance of the Services shall be furnished to the Contractor upon the Contractor's request. With the prior approval of the City, the Contractor will be permitted access to City offices during regular business hours to obtain any necessary data. In addition, the City will schedule appropriate conferences at convenient times with administrative personnel of the City for the purpose of gathering such data.

**Article 6.
Contractor Personnel and Contract Administration**

- 6.01 The Contractor represents that, at its own expense, it has obtained or will obtain all personnel and equipment required to perform the Services. It warrants that all such personnel are qualified and possess the requisite licenses or other such legal qualifications to perform the services assigned. If requested, the Contractor shall supply a résumé of the managerial staff or consultants it proposes to assign to this Contract, as well as a dossier on the Contractor's professional activities and major undertakings. Nothing herein shall be construed as to waive the City's responsibilities of providing City support to the project as the Contractor provides its Services, as described in Section 4(d) of Exhibit C.
- 6.02 The City may interview the Contractor's managerial staff and other employees assigned to this Contract. The Contractor shall not use any managerial staff or other employees to whom the City objects and shall replace in an expedient manner those rejected by the

City. The Contractor shall not replace any of the personnel working on this Contract with new personnel without the prior written consent of the City.

- 6.03 When the City deems it reasonable to do so, it may assign qualified City employees or others to work with the Contractor to complete the Services. Nevertheless, it is expressly understood and agreed by the parties that the Contractor shall remain ultimately responsible for the proper completion of the Services subject to the City's responsibilities of providing City support to the project as the Contractor provides its Services as described in Section 4(d) of Exhibit C.
- 6.04 The relationship of the Contractor to the City is and shall continue to be that of an independent contractor and no liability or benefits, such as workers' compensation, pension rights or liabilities, insurance rights or liabilities, or other rights or liabilities arising out of or related to a contract for hire or employer/employee relationship shall arise or accrue to either party or either party's agent, Subcontractor or employee as a result of the performance of this Contract. No relationship other than that of independent contractor shall be implied between the parties or between either party's agents, employees or Subcontractors. The Contractor agrees to indemnify, defend, and hold the City harmless against any claim based in whole or in part on an allegation that the Contractor or any of its Associates qualify as employees of the City, and any related costs or expenses, including but not limited to legal fees and defense costs.
- 6.05 The Contractor warrants and represents that all persons assigned to the performance of this Contract shall be regular employees or independent contractors of the Contractor, unless otherwise authorized by the City. The Contractor's employees' daily working hours while working in or about a City of Detroit facility shall be the same as those worked by City employees working in the facility, unless otherwise directed by the City.
- 6.06 The Contractor shall comply with and shall require its Associates to comply with all security regulations and procedures in effect on the City's premises. City shall communicate such security regulations and procedures to Contractor prior to Contractor's personnel entering the premises.

Article 7. Compensation

- 7.01 Compensation for the Component System License Fees, Services, Pay Agency products, and Travel and Living Expenses, all as described in Exhibit C, shall not exceed the amount set forth in Exhibit B, which is the Contract price, and will be paid in the manner set forth in Exhibit B. Unless this Contract is amended pursuant to Article 17, this amount shall be the entire compensation to which the Contractor is entitled for the Component System License Fees, performance of the Services, the Pay Agency products and shipping, and Travel and Living Expenses under this Contract. Additionally, annual improvements fees for the Component Systems shall be due commencing the second Contract Year (as that term is defined in Exhibit D) and annually thereafter at the City's election. The improvements fees for the second Contract Year are \$333,686.00, for the

third Contract year are \$333,686.00, and, if amended to extend the term pursuant to Article 17, for the fourth Contract year are \$333,686.00 and for the fifth Contract year are \$333,686.00.

7.02 Payment for Services provided under this Contract is governed by the terms of Ordinance No. 42-98, entitled "Prompt Payment of Vendors," being Sections 18-5-71 through 18-5-79 of the 1984 Detroit City Code.

The City employee responsible for accepting performance and from whom payment should be requested under this Contract is:

Scott Hayes, Director
City of Detroit, Police - Technical Service Bureau
13131 Lyndon
Detroit, Michigan 48227
Office: (313) 596-5402
Fax: (313) 596-5065

The name and address in Section 7.02 above may be changed by the City by sending a Notice to the Contractor indicating the new name and address.

Article 8. Maintenance and Audit of Records

8.01 The Contractor shall maintain full and complete Records reflecting all of its operations related to this Contract. The Records shall be kept in accordance with generally accepted accounting principles and maintained for a minimum of three (3) years after the Contract completion date.

8.02 The City and any government-grantor agency providing funding under this Contract shall have the right at any time without notice to examine and audit all Records and other supporting data of the Contractor as the City or any agency deems necessary.

- (a) The Contractor shall make all Records available for examination during normal business hours at its Detroit offices, if any, or alternatively at its facility nearest Detroit. The City and any government-grantor agency providing funds for the Contract shall have this right of inspection. The Contractor shall provide copies of all Records to the City or to any such government-grantor agency upon request.
- (b) If in the course of such inspection the representative of the City or of another government-grantor agency should note any deficiencies in the performance of the Contractor's agreed upon performance or record-keeping practices, such deficiencies will be reported to the Contractor in writing. The Contractor agrees to promptly remedy and correct any such reported deficiencies within ten (10) days of notification.

- (c) Any costs disallowed as a result of an audit of the Records shall be repaid to the City by the Contractor within thirty (30) days of notification or may be set off by the City against any funds due and owing the Contractor, provided, however, that the Contractor shall remain liable for any disallowed costs exceeding the amount of the setoff.
- (d) Each party shall pay its own audit costs. However, if the dollar amount of the total disallowed costs, if any, exceeds three percent (3%) of the dollar amount of this Contract, the Contractor shall pay the City's audit costs.
- (e) Nothing contained in this Contract shall be construed or permitted to operate as any restriction upon the powers granted to the Auditor General by the City Charter, including but not limited to the powers to audit all accounts chargeable against the City and to settle disputed claims.

8.03 The Contractor agrees to include the covenants contained in Sections 8.01 and 8.02 in any contract it has with any Subcontractor, consultant or agent whose services will be charged directly or indirectly to the City for Services performed pursuant to this Contract.

Article 9. Indemnity

9.01 The Contractor agrees to indemnify, defend, and hold the City harmless against and from any and all liabilities, obligations, damages, penalties, claims, costs, charges, losses and expenses, including, but not limited to, the City's sovereign immunity and resulting non-liability, (including, without limitation, fees and expenses for attorneys, expert witnesses and other consultants) that may be imposed upon, incurred by, or asserted against the City or its departments, officers, employees, or agents by a third party, for any of the following reasons occurring during the term of this Contract:

- (a) Any negligent or tortious act, error, or omission attributable in whole or in part to the Contractor or any of its Associates; and
- (b) Any failure by the Contractor or any of its Associates to perform their obligations, either express or implied, under this Contract; and
- (c) Any and all injury to the person or property of an employee of the City where such injury arises out of the Contractor's or any of its Associates performance of this Contract to the extent proximately caused by the intentional, tortious or otherwise negligent acts or omissions of Contractor.
- (d) Any damages arising from any violation of law by Contractor or its Associates.

9.02 The Contractor shall examine all places where it will perform the Services in order to determine whether such places are safe for the performance of the Services. The Contractor undertakes and assumes all risk of dangerous conditions when not performing

Services inside City offices. The Contractor also agrees to waive and release any claim or liability against the City for personal injury or property damage sustained by it or its Associates while performing under this Contract on premises that are not owned by the City.

9.03 In the event any action shall be brought against the City by reason of any claim covered under this Article 9, the Contractor, upon notice from the City, shall at its sole cost and expense defend the same and City must in writing grant Contractor sole control of the defense of any claim and of all negotiations for its settlement or compromise, or litigation to judgment, including final appeal, (if City chooses to represent its own interests in any such action, City may do so at its own expense, but such representation must not prejudice Contractor's right to control the defense of the claim and negotiate its settlement or compromise) and City must cooperate with Contractor to facilitate the settlement or defense of the claim.

Notwithstanding, any such defense, settlement or compromise by Contractor must be at the Contractor's sole cost and expense and any settlement or compromise is subject to the prior written consent of the City. So long as such settlement or compromise does not prejudice the City, such consent shall not be unreasonably withheld.

9.04 The Contractor agrees that it is the Contractor's responsibility and not the responsibility of the City to safeguard the property that the Contractor or its Associates use while performing this Contract. Further, the Contractor agrees to hold the City harmless for any loss of such property used by any such person pursuant to the Contractor's performance under this Contract.

9.05 The indemnification obligation under this Article 9 shall not be limited by any limitation on the amount or type of damages, compensation, or benefits payable under workers' compensation acts or other employee benefit acts.

9.06 The Contractor agrees that this Article 9 shall apply to all claims, whether litigated or not, that may occur or arise between the Contractor or its Associates and the City and agrees to indemnify, defend and hold the City harmless against any such claims according to the provisions herein.

9.07 The limitation of liability of Contractor's obligations of indemnity under this Article is Two Times (2X) the Contract price. Nothing in this Contract is to be construed as of an indemnity of the Contractor or any other person by the City or a waiver of the City's sovereign immunity.

Article 10. Insurance

10.01 During the term of this Contract, the Contractor shall maintain the following insurance at its expense:

<u>TYPE</u>	<u>AMOUNT</u>
(a) Workers' Compensation	Michigan Statutory minimum
(b) Employers' Liability	\$500,000.00 minimum each disease \$500,000.00 minimum each person \$500,000.00 minimum each accident
(c) Commercial General Liability Insurance	\$1,000,000.00 each occurrence \$10,000,000.00 aggregate
(d) Automobile Liability Insurance (covering all owned, hired and non-owned vehicles with personal and property protection insurance, including residual liability insurance under Michigan no fault insurance law)	\$1,000,000.00 combined single limit for bodily injury and property damage

10.02 The commercial general liability insurance policy shall include the "City of Detroit" as an additional insured. The additional insured endorsement shall provide coverage to the additional insured in accordance with such commercial general liability insurance policy up to the amounts stated above in Article 10.01(c) with respect to liability arising out of the named insured's ongoing work or operations performed for the additional insured under the terms of this Contract for damages caused in whole or in part by the Contractor. The commercial general liability policy shall state that the Contractor's insurance is primary and not excess over any insurance already carried by the City of Detroit and shall provide blanket contractual liability insurance for this Contract.

10.03 Each such policy shall contain the following cross-liability wording: "In the event of a claim being made hereunder by one insured for which another insured is or may be liable, then this policy shall cover such insured against whom a claim is or may be made in the same manner as if separate policies had been issued to each insured hereunder."

10.04 All insurance required by this Contract shall be written on an occurrence-based policy form, if the same is commercially available.

10.05 <Reserved>

10.06 All insurance provided under this Contract shall be issued by one or more insurers authorized to conduct business in Michigan.

10.07 All insurance policies shall name the Contractor as the insured and shall provide a commitment from the insurer that such policies shall not be canceled or reduced below

the amounts stated above without providing notice as required by such policies. SunGard will use commercially reasonable efforts to cause the City to receive such notice at least 30 days prior to any such cancellation or reduction. Certificates of insurance evidencing the coverage required by this Article 10 shall, in a form acceptable to the City, be submitted to the City prior to the commencement of the Services and at least thirty (30) days prior to the expiration dates of expiring policies.

10.08 If any work is subcontracted in connection with this Contract, the Contractor shall require each Subcontractor to effect and maintain the types and limits of insurance set forth in this Article 10 and shall require documentation of same, copies of which documentation shall be promptly furnished the City.

10.09 The Contractor shall be responsible for payment of all deductibles contained in any insurance required under this Contract. The provisions requiring the Contractor to carry the insurance required under this Article 10 shall not be construed in any manner as waiving or restricting the liability of the Contractor under this Contract.

Article 11. Default and Termination

11.01 This Contract shall remain in full force and effect until the end of its term unless otherwise terminated for cause or convenience according to the provisions of this Article 11.

11.02 The City reserves the right to terminate this Contract for cause. Cause is an event of default.

- (a) An event of default shall occur if there is a material breach of this Contract, and shall include the following:
- (1) The Contractor fails to begin work in accordance with the terms of this Contract; or
 - (2) The Contractor, in the judgment of the City, is unnecessarily, unreasonably, or willfully delaying the performance and completion of the Work Product or Services; or
 - (3) The Contractor ceases to perform under the Contract; or
 - (4) The City is of the opinion that the Services cannot be completed within the time provided and that the delay is attributable to conditions within the Contractor's control; or
 - (5) The Contractor, without just cause, reduces its work force on this Contract to a number that would be insufficient, in the judgment of the City, to

complete the Services within a reasonable time, and the Contractor fails to sufficiently increase such work force when directed to do so by the City;
or

- (6) The Contractor assigns (except as permitted under this Contract), transfers, conveys or otherwise disposes of this Contract in whole or in part without prior approval of the City; or
 - (7) Any City officer or employee acquires an interest in this Contract so as to create a conflict of interest; or
 - (8) The Contractor violates any of the provisions of this Contract, or disregards applicable laws, ordinances, permits, licenses, instructions or orders of the City; or
 - (9) The performance of the Contract, in the sole judgment of the City, is substandard, unprofessional, or faulty and not adequate to the demands of the task to be performed; or
 - (10) The Contractor fails in any of the agreements set forth in this Contract; or
 - (11) The Contractor ceases to conduct business in the normal course; or
 - (12) The Contractor admits its inability to pay its debts generally as they become due.
- (b) Cure periods for default vary depending on the type of default:
- (i) If the City finds an event of default, except for one that is covered in either subsection (b)(ii) or (b)(iii) of this Section 11.02 of the Contract, has occurred, the City shall issue a Notice of Termination for Cause setting forth the grounds for terminating all or part of the Contract. Upon receiving a Notice of Termination for Cause, the Contractor shall have ten (10) calendar days within which to cure such default. If the default is cured within said ten (10) day period, the right of termination for such default shall cease. If the default is not cured to the satisfaction of the City, this Contract shall terminate on the tenth calendar day after the Contractor's receipt of the Notice of Termination for Cause, unless the City, in writing, gives the Contractor additional time to cure the default. If the default is not cured to the satisfaction of the City within the additional time allowed for cure, this Contract shall terminate for cause at the end of the extended cure period.
 - (ii) If the City finds an event of default has occurred with regard to a Defect in a System during the warranty period, notice to the Contractor of a Defect in a System shall serve as notice to the Contractor that this Contract may be terminated according to this subsection 11.02 (b)(ii) if the Defect is not cured as specified in accordance with subsection 11.02 (b)(i), with the exception that the

ten (10) calendar day period identified therein in which to cure a default shall be extended an additional twenty (20) calendar days.

(iii) Notwithstanding subsection 11.02(b)(ii), and without regard to the expiration of the warranty period, for any Defect causing a failure to meet the standards outlined in the Integration/Performance/Reliability testing document attached hereto as Exhibit 4 to Exhibit C (Software License and Services Agreement), the ten (10) calendar day period identified in subsection 11.02 (b)(i) shall be reduced to five (5) calendar days, provided however, that this right of termination shall only accrue after the expiration of the period during which Contractor is liable for the payment of liquidated damages to City under Section 23.15 below.

(iv) Notwithstanding subsections 11.02(b)(ii) and (iii) above, and without regard to the expiration of the warranty period, for any Defect causing a failure to meet the standards outlined in the Exhibit 2 to Exhibit D (Software Maintenance Agreement) attached hereto, the ten (10) calendar day period identified in subsection 11.02 (b)(i) shall apply.

- (c) If, after issuing a Notice of Termination for Cause, the City determines that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the Notice of Termination had been issued as a Notice of Termination for Convenience. Alternatively, in the City's discretion, the Notice of Termination for Cause may be withdrawn and the Contract, if terminated, may be reinstated.
- (d) Subject to the limitations of liability and damages set for in Exhibits C and D, the Contractor shall be liable to the City for any damages it sustains by virtue of the Contractor's breach or any reasonable costs the City might incur in enforcing or attempting to enforce this Contract. Such costs shall include reasonable fees and expenses for attorneys, expert witnesses and other consultants. However, if the Contractor makes a written offer prior to the initiation of litigation or arbitration, then the City shall not be entitled to such attorney fees unless the City declines the offer and obtains a verdict or judgment for an amount more than ten percent (10%) above the amount of the Contractor's last written offer prior to the initiation of litigation or arbitration. The City may withhold any payment(s) to the Contractor, in an amount not to exceed the amount claimed in good faith by the City to represent its damages, for the purpose of setoff until such time as the exact amount of damages due to the City from the Contractor is determined. It is expressly understood that the Contractor shall remain liable for any damages the City sustains in excess of any setoff.
- (e) The City's remedies outlined in this Article 11 shall be in addition to any and all other legal or equitable remedies permissible.

11.03 This Contract may be terminated without cause in the following way(s).

City shall have the right to terminate this Contract at any time at its convenience by giving the Contractor five (5) business days written Notice of Termination for Convenience. As of the effective date of the termination, the City will be obligated to pay the Contractor the following: (a) the fees or commissions for Services completed in accordance with Exhibit A in the amounts provided for in Exhibit B; (b) the fees for Services performed but not completed prior to the date of termination in accordance with Exhibit A in the amounts set forth in the Contractor's rate schedule as provided in Exhibit B; (c) the Contractor's actual and reimbursable travel and living expenses incurred prior to the date of the termination for items that are identified in Exhibit B; (d) all license fee amounts for the Component Systems that have been installed per the installation schedule contained in the project plan to be developed as provided in Section 4(d) of Exhibit C; (e) all amounts for Pay Agency items under or pursuant to this Contract if such items are not returnable to the manufacturer or Vendor for refund; and (f) amounts which are due during the year that the Contract is terminated for annual maintenance/improvement fees under Exhibit D, if any. The amount due to the Contractor shall be reduced by payments already paid to the Contractor by the City. In no event shall the City pay the Contractor more than maximum price, if one is stated, of this Contract.

11.04 After receiving a Notice of Termination for Cause or Convenience, and except as otherwise directed by the City, the Contractor shall:

- (a) Stop work under the Contract on the date and to the extent specified in the Notice of Termination;
- (b) Obligate no additional Contract funds for payroll costs and other costs beyond such date as the City shall specify, and place no further orders on subcontracts for material, services, or facilities, except as may be necessary for completion of such portion of the Services under this Contract as is not terminated;
- (c) Terminate all orders and subcontracts to the extent that they relate to the portion of the Services terminated pursuant to the Notice of Termination;
- (d) Preserve all Records and submit to the City such Records and reports as the City shall specify, and furnish to the City an inventory of all furnishings, equipment, and other property purchased for the Contract, if any, and carry out such directives as the City may issue concerning the safeguarding or disposition of files and property; and
- (e) Submit within thirty (30) days a final report of receipts and expenditures of funds relating to this Contract, and a list of all creditors, Subcontractors, lessors and other parties, if any, to whom the Contractor has become financially obligated pursuant to this Contract.

- 11.05 Upon the effective date of termination of ongoing Improvement services or at any time when the City has failed to pay Improvement Fees ("Support Termination Date"): (i) Contractor shall discontinue providing all on-going Improvement services, including Contractor's obligations under Exhibit D; (ii) any Contractor warranties under this Contract shall cease to apply for the period after the Support Termination Date; and (iii) Contractor shall have no liability with respect to the City's use of the Software after the Support Termination Date.
- 11.06 Notwithstanding, termination of Improvements services under this Contract does not terminate Customer's license to any Contractor Software granted under this Contract.

After termination of the Contract, each party shall have the duty to assist the other party in the orderly termination of this Contract and the transfer of all rights and duties arising under the Contract, as may be necessary for the orderly, un-disrupted continuation of the business of each party.

Article 12. Assignment

- 12.01 The Contractor shall not assign, transfer, convey or otherwise dispose of any interest whatsoever in this Contract without the prior written consent of the City, except to another entity legally affiliated with the Contractor, such as a subsidiary of its parent corporation or holding company at the time of execution of this Contract, so long as that entity meets all the requirements of the City and this Contract, and also executes in advance of such assignment the City's assignment of contract form. However, claims for money due or to become due to the Contractor may be assigned to a financial institution without such approval. Notice of any assignment to a financial institution or transfer of such claims of money due or to become due shall be furnished promptly to the City. If the Contractor assigns all or any part of any monies due or to become due under this Contract, the instrument of assignment shall contain a clause stating that the right of the assignee to any monies due or to become due shall be subject to prior liens of all persons, firms, and corporations for Services rendered or materials supplied for the performance of the Services called for in this Contract.

Article 13. Subcontracting

- 13.01 The Contractor shall be the initial and prime point of contact with the City in the event that any services, software or hardware provided by a Subcontractor in support of this Contract is defective. The Contractor shall coordinate with its Subcontractors all repair or replacement of defective Subcontractor services, software and hardware on behalf of the City. None of the Services covered by this Contract shall be subcontracted without the prior written approval of the City and, if required, any grantor agency. The City

reserves the right to withhold approval of subcontracting such portions of the Services where the City determines that such subcontracting is not in the City's best interests.

City acknowledges and hereby approves of the following subcontractors:
Pierce Monroe and Associates, LLC.

Core Technology Corporation

- 13.02 Each subcontract entered into shall provide that the provisions of this Contract shall apply to the Subcontractor and its Associates in all respects. The Contractor agrees to bind each Subcontractor and each Subcontractor shall agree to be bound by the terms of the Contract insofar as applicable to the work or services performed by that Subcontractor.
- 13.03 The Contractor and the Subcontractor jointly and severally agree that no approval by the City of any proposed Subcontractor, nor any subcontract, nor anything in the Contract, shall create or be deemed to create any rights in favor of a Subcontractor and against the City, nor shall it be deemed or construed to impose upon the City any obligation, liability or duty to a Subcontractor, or to create any contractual relation whatsoever between a Subcontractor and the City.
- 13.04 The provisions contained in this Article 13 shall apply to subcontracting by a Subcontractor of any portion of the work or services included in an approved subcontract.
- 13.05 The Contractor agrees to indemnify, defend, and hold the City harmless against any claims initiated against the City by a Subcontractor or a person harmed or damaged by a Subcontractor pursuant to any subcontracts the Contractor enters into in performance of this Contract. The City's approval of any Subcontractor shall not relieve the Contractor of any of its responsibilities, duties and liabilities under this Contract. The Contractor shall be solely responsible to the City for the acts or defaults of its Subcontractors and of each Subcontractor's Associates, each of whom shall for this purpose be deemed to be the agent or employee of the Contractor.

Article 14. Conflict of Interest

- 14.01 The Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, that would conflict in any manner or degree with the performance of the Services under this Contract. The Contractor further covenants that in the performance of this Contract no person having any such interest shall be employed by it.
- 14.02 The Contractor further covenants that no officer, agent, or employee of the City and no other public official who exercises any functions or responsibilities in the review or approval of the undertaking or performance of this Contract has any personal or financial

interest, direct or indirect, in this Contract or in its proceeds, whether such interest arises by way of a corporate entity, partnership, or otherwise.

14.03 The Contractor warrants (a) that it has not employed and will not employ any person to solicit or secure this Contract upon any agreement or arrangement for payment of a commission, percentage, brokerage fee, or contingent fee, other than bona fide employees working solely for the Contractor either directly or indirectly, and (b) that if this warranty is breached, the City may, at its option, terminate this Contract without penalty, liability or obligation, or may, at its option, deduct from any amounts owed to the Contractor under this Contract any portion of any such commission, percentage, brokerage, or contingent fee.

14.04 The Contractor covenants not to employ an employee of the City for a period of one (1) year after the date of termination of this Contract without written City approval.

Article 15. Confidential Information

15.01 In order that the Contractor may effectively fulfill its covenants and obligations under this Contract, it may be necessary or desirable for the City to disclose confidential and proprietary information to the Contractor or its Associates pertaining to the City's past, present and future activities. Since it is difficult to separate confidential and proprietary information from that which is not, the Contractor shall regard, and shall instruct its Associates to regard, all information gained as confidential and such information shall not be disclosed to any organization or individual without the prior consent of the City. The above obligation shall not apply to information already in the public domain or information required to be disclosed by a court order.

15.02 The Contractor agrees to take appropriate action with respect to its Associates to ensure that the foregoing obligations of non-use and non-disclosure of confidential information shall be fully satisfied.

Article 16. Compliance With Laws

16.01 The Contractor shall comply with and shall require its Associates to comply with all applicable federal, state and local laws.

16.02 The Contractor shall commit no trespass on any public or private property in performing any of the Services encompassed by this Contract. The Contractor shall require as part of any subcontract that the Subcontractor comply with all applicable laws and regulations.

Article 17.

Amendments

- 17.01 The City may consider it in its best interest to change, modify or extend a covenant, term or condition of this Contract or require the Contractor to perform Additional Services that are not contained within the Scope of Services as set forth in Exhibit A. Any such change, addition, deletion, extension or modification of Services may require that the compensation paid to the Contractor by the City be proportionately adjusted, either increased or decreased, to reflect such modification. If the City and the Contractor mutually agree to any changes or modification of this Contract, the modification shall be incorporated into this Contract by written Amendment.
- 17.02 Compensation shall not be modified unless there is a corresponding modification in the Services sufficient to justify such an adjustment. If there is any dispute as to compensation, the Contractor shall continue to perform the Services under this Contract until the dispute is resolved.
- 17.03 No Amendment to this Contract shall be effective and binding upon the parties unless it expressly makes reference to this Contract, is in writing, is signed and acknowledged by duly authorized representatives of both parties, is approved by the appropriate City departments and the City Council, and is signed by the Purchasing Director.
- 17.04 The City shall not be bound by Unauthorized Acts of its employees, agents, or representatives with regard to any dealings with the Contractor and any of its Associates.
- 17.05 Fees or costs not otherwise specifically identified in this Contract for Component System License Fees, performance of the Services, Pay Agency Products, Travel and Living Expenses, Pay Agency Shipping fees, or Improvement Fees, or related to same, will require a modification of this Contract by written Amendment executed by both parties.

Article 18.

Fair Employment Practices

- 18.01 The Contractor shall comply with, and shall require any Subcontractor to comply with, all federal, state and local laws governing fair employment practices and equal employment opportunities.
- 18.02 The Contractor agrees that it shall, at the point in time it solicits any subcontract, notify the potential Subcontractor of their joint obligations relative to non-discrimination under this Contract, and shall include the provisions of this Article 18 in any subcontract, as well as provide the City a copy of any subcontract upon request.
- 18.03 Breach of the terms and conditions of this Article 18 shall constitute a material breach of this Contract and may be governed by the provisions of Article 11, "Default and Termination."

Article 19.
Notices

19.01 All notices, consents, approvals, requests and other communications ("Notices") required or permitted under this Contract shall be given in writing, mailed by postage prepaid, certified or registered first-class mail, return receipt requested, and addressed as follows:

If to the Police Department on behalf of the City:

City of Detroit, Police - Technical Service Bureau
13131 Lyndon
Detroit, Michigan 48227
Attention: Scott Hayes, Director

If to the Contractor:

SunGard Public Sector Inc.
1000 Business Center Drive
Lake Mary, Florida 32746
Attention: Mr. George Sereikas, Manager of Contract Services

19.02 All Notices shall be deemed given on the day of mailing. Either party to this Contract may change its name and/or address for the receipt of Notices at any time by giving notice of the name and/or address change to the other party. Any Notice given by a party to this Contract must be signed by an authorized representative of such party.

19.03 The Contractor agrees that service of process at the address and in the manner specified in this Article 19 shall be sufficient to put the Contractor on notice of such action and waives any and all claims relative to such notice.

Article 20.
Proprietary Rights and Indemnity

20.01 The Contractor shall not relinquish any proprietary rights in its (copyright, patent, and trademark), trade secrets or privileged or confidential information as a result of the Services provided under this Contract. Any Work Product provided to the City under this Contract shall not include the Contractor's proprietary rights, except to the extent licensed to the City.

20.02 The City shall not relinquish any of its proprietary rights, including, but not limited to, its intellectual property, data, privileged or confidential information, or methods and procedures, as a result of the Services provided under this Contract.

20.03 The parties acknowledge that should the performance of this Contract result in the development of new proprietary and secret concepts, methods, techniques, processes, adaptations, discoveries, improvements and ideas ("Discoveries"), and to the extent said

Discoveries do not include documentation, modifications, enhancements, configurations, translations, derivative works, and interfaces from or related to the Contractor's intellectual property, trade secrets or confidential information ("Contractor IP"), said Discoveries shall be deemed "Work(s) for Hire" and shall be promptly reported to the City and shall belong solely and exclusively to the City without regard to their origin, and the Contractor shall not, other than in the performance of this Contract, make use of or disclose said Discoveries to anyone. For the avoidance of doubt, title to all Contractor IP shall be and remain exclusively with Contractor. At the City's request, the Contractor shall execute all documents and papers and shall furnish all reasonable assistance requested in order to establish in the City all right, title and interest in said Discoveries or to enable the City to apply for United States patents or copyrights for said Discoveries, if the City elects to do so.

20.04 Any Work Product provided by the Contractor to the City under this Contract shall not be disclosed, published, copyrighted or patented, in whole or in part, by the Contractor. The right to the copyright or patent in such Work Product shall rest exclusively in the City. Further, the City shall have unrestricted and exclusive authority to publish, disclose, distribute and otherwise use, in whole or in part, any of the Work Product. If Work Product is prepared for publication, it shall carry the following notation on the front cover or title page: "This document was prepared for, and is the exclusive property of, the City of Detroit, Michigan, a municipal corporation." To the extent that any Work Product includes Contractor IP, such Contractor IP shall be licensed to the City for use with the Component System Technology in accordance with the license grant in this Contract for such technology. For the avoidance of doubt, title to all Contractor IP shall be and remain exclusively with Contractor and any restrictions set forth in this Article 20.04 shall not apply to the Contractor IP.

20.05 The Contractor warrants that the performance of this Contract shall not infringe upon or violate any patent, copyright, trademark, trade secret or proprietary right of any third party. In the event of any legal action related to the above obligations of the Contractor filed by a third party against the City, the Contractor shall, at its sole expense, indemnify, defend and hold the City harmless against any loss, cost, expense or liability arising out of such claim as provided in Exhibit C, whether or not such claim is successful. For the avoidance of doubt, with respect to any claims covered by this Section 20.05, the rights and obligations of the parties with respect to such claims shall be determined solely in accordance with Section 9 of Exhibit C, Software License and Services Agreement.

20.06 The making of payments, including partial payments by the City to the Contractor, shall vest in the City title to, and the right to take possession of, all Work Product produced by the Contractor up to the time of such payments, and the City shall have the right to use said Work Product for public purposes without further compensation to the Contractor or to any other person.

20.07 Upon the completion or other termination of this Contract, all finished or unfinished Work Product prepared by the Contractor shall, at the option of the City, become the City's sole and exclusive property whether or not in the Contractor's possession. Such

Work Product shall be free from any claim or retention of rights on the part of the Contractor and shall promptly be delivered to the City upon the City's request. The City shall return all of the Contractor's property to it. The Contractor acknowledges that any intentional failure or unreasonable delay on its part to deliver the Work Product to the City will cause irreparable harm to the City not adequately compensable in damages and for which the City has no adequate remedy at law. The Contractor accordingly agrees that the City may in such event seek and obtain injunctive relief in a court of competent jurisdiction to compel delivery of the Work Product, to which injunctive relief the Contractor consents, as well as seek and obtain all applicable damages and costs. The City shall have full and unrestricted use of the Work Product for the purpose of completing the Services.

Article 21.
Force Majeure

21.01 No failure or delay in performance of this Contract, by either party, shall be deemed to be a breach thereof when such failure or delay is caused by a force majeure event including, but not limited to, any Act of God, strikes, lockouts, wars, acts of terrorism, riots, epidemics, explosions, sabotage, breakage or accident to equipment, the binding order of any court or governmental authority, or any other cause, whether of the kind herein enumerated or otherwise, not within the control of a party. In the event of a dispute between the parties with regard to what constitutes a force majeure event, the City's reasonable determination shall be controlling.

Article 22.
Waiver

22.01 The City shall not be deemed to have waived any of its rights under this Contract unless such waiver is in writing and signed by the City.

22.02 No delay or omission on the part of the City in exercising any right shall operate as a waiver of such right or any other right. A waiver on any one (1) occasion shall not be construed as a waiver of any right on any future occasion.

22.03 No failure by the City to insist upon the strict performance of any covenant, agreement, term or condition of this Contract or to exercise any right, term or remedy consequent upon its breach shall constitute a waiver of such covenant, agreement, term, condition, or breach.

Article 23.
Miscellaneous

23.01 If any provision of this Contract or its application to any person or circumstance shall to any extent be invalid or unenforceable, the remainder of this Contract shall not be affected and shall remain valid and enforceable to the fullest extent permitted by law.

- 23.02 This Contract contains the entire agreement between the parties and all prior negotiations and agreements are merged into this Contract. Neither the City nor the City's agents have made any representations except those expressly set forth in this Contract, and no rights or remedies are, or shall be, acquired by the Contractor by implication or otherwise unless expressly set forth in this Contract. The Contractor waives any defense it may have to the validity of the execution of this Contract. Any purchase order or similar document which may be issued by City in connection with this Contract does not modify this Contract. No modification of this Contract will be effective unless it is in writing, is signed by each party, and expressly provides that it amends this Contract.
- 23.03 Unless the context otherwise expressly requires, the words "herein," "hereof," and "hereunder," and other words of similar import, refer to this Contract as a whole and not to any particular section or subdivision.
- 23.04 The headings of the sections of this Contract are for convenience only and shall not be used to construe or interpret the scope or intent of this Contract or in any way affect the same.
- 23.05 This Contract and all actions arising under it shall be governed by, subject to, and construed according to the law of the State of Michigan. The Contractor agrees, consents and submits to the exclusive personal jurisdiction of any state or federal court of competent jurisdiction in Wayne County, Michigan, for any action arising out of this Contract. The Contractor also agrees that it shall not commence any action against the City because of any matter whatsoever arising out of or relating to the validity, construction, interpretation and enforcement of this Contract in any state or federal court of competent jurisdiction other than one in Wayne County, Michigan.
- 23.06 If any Associate of the Contractor shall take any action that, if done by a party, would constitute a breach of this Contract, the same shall be deemed a breach by the Contractor.
- 23.07 The rights and remedies set forth in this Contract are not exclusive and are in addition to any of the rights or remedies provided by law or equity.
- 23.08 For purpose of the hold harmless and indemnity provisions contained in this Contract, the term "City" shall be deemed to include the City of Detroit and all other associated, affiliated, allied or subsidiary entities or commissions, now existing or subsequently created, and their officers, agents, representatives, and employees.
- 23.09 The Contractor covenants that it is not, and shall not become, in arrears to the City upon any contract, debt, or other obligation to the City including, without limitation, real property, personal property and income taxes, and water, sewage or other utility bills.
- 23.10 This Contract may be executed in any number of originals, any one of which shall be deemed an accurate representation of this Contract. Promptly after the execution of this Contract, the City shall provide a copy to the Contractor.

- 23.11 As used in this Contract, the singular shall include the plural, the plural shall include the singular, and a reference to either gender shall be applicable to both.
- 23.12 The rights and benefits under this Contract shall inure to the City of Detroit and its agents, successors, and assigns.
- 23.13 The City shall have the right to recover by setoff from any payment owed to the Contractor all delinquent withholding, income, corporate and property taxes owed to the City by the Contractor, any amounts owed to the City by the Contractor under this Contract or other contracts, and any other debt owed to the City by the Contractor.
- 23.14 Additional Agencies At the request of Customer, Accessing Agencies may be granted access to the Component System. The specific terms and conditions related to such law enforcement agency access will be memorialized in an Access Agreement executed by SunGard Public Sector, Customer and the added Accessing Agency.

23.15 LIMITATIONS OF LIABILITY.

(a) LIMITED LIABILITY OF SUNGARD PUBLIC SECTOR. SUNGARD PUBLIC SECTOR'S LIABILITY, IN CONNECTION WITH THE SOFTWARE, ANY SERVICES, THIS LICENSE OR ANY OTHER MATTER RELATING TO THIS AGREEMENT WILL NOT EXCEED ONE AND ONE HALF TIMES THE CONTRACT PRICE, OF WHICH LIABILITY FOR COVER SHALL NOT EXCEED ONE HALF OF THE CONTRACT PRICE. THE INSURANCE LIMITS IDENTIFIED IN SECTION 10 OF THE CONTRACT AND INDEMNITY PROVISIONS OF THE CONTRACT AS WELL AS LIABILITY RESULTING FROM GROSS NEGLIGENCE AND THE INTENTIONAL OR OTHER BAD FAITH ACTS OF SUNGARD PUBLIC SECTOR ARE EXCLUDED FROM THIS LIMITATION OF LIABILITY.

(b) EXCLUSION OF DAMAGES. EXCEPT WITH RESPECT TO COVER DAMAGES AS SET FORTH IN SUBSECTION (a) OF SECTION 23.15 OF THIS CONTRACT, REGARDLESS WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE OR OTHERWISE, IN NO EVENT WILL SUNGARD PUBLIC SECTOR BE LIABLE TO CUSTOMER FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT SUNGARD PUBLIC SECTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, EXCEPT AS OTHERWISE STATED IN THE CONTRACT. THE INSURANCE LIMITS IDENTIFIED IN SECTION 10 OF THE CONTRACT AND INDEMNITY PROVISIONS OF THE CONTRACT AS WELL AS DAMAGES RESULTING FROM GROSS NEGLIGENCE AND THE

INTENTIONAL OR OTHER BAD FAITH ACTS OF SUNGARD PUBLIC SECTOR ARE EXCLUDED FROM THIS EXCLUSION OF DAMAGES.

- 23.16 The parties have determined that in the event of a failure of any software or System to meet the performance or operational requirements set forth in the Integration/Performance/Reliability testing document attached hereto as Exhibit 4 to Exhibit C (Software License and Services Agreement), liquidated damages shall accrue during any such System failure and shall result in liquidated damages, and not a penalty, in the amount of \$5,000.00 for each day that the failure continues after the first forty-eight hours after receipt of a Notification as provided in Exhibit 4 to Exhibit C (Software License and Services Agreement) for a maximum period of twenty (20) calendar days, or for such other period as mutually agreed by the parties by an Amendment to the Contract, as the sole and exclusive remedy for such failure, thereafter, the termination provisions set forth in Section 11.02(b) shall apply.
- 23.17 All obligations relating to non-use and non-disclosure of Confidential Information and indemnity will survive termination of this Agreement. Notwithstanding the expiration of the term, use of the Software under the perpetual license granted in Exhibit C, Section 3 shall remain subject to the terms and conditions of this Contract.
- 23.18 This Contract, including its Exhibits and Attachments, is intended to be construed consistently as a complete and integrated document. However, because the Contract is composed of documents from both parties, it may have internal inconsistencies. Therefore, if there is an inconsistency between the meaning of any of the words, payment provisions, or numbers in Exhibits C and D and the meaning of any of the words, payment provisions, or numbers in the other parts of the Contract, the words, payment provisions and numbers in the other parts of the Contract shall control.

(Signatures appear on next page)

The City and the Contractor, by and through their duly authorized officers and representatives, have executed this Contract as follows:

Witnesses:

1. 
Name

2. 
Name

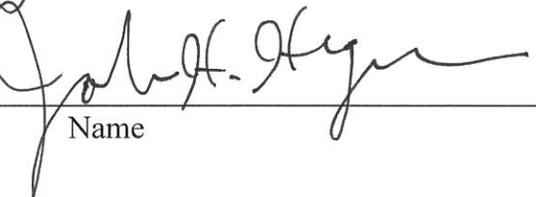
Contractor:

By: 
Name

Its: CEO SUNGARD PUBLIC SECTOR
Title

Witnesses:

1. 
Name

2. 
Name

City of Detroit

Department of Innovation and Technology:

By: 
Name

Its: Chief Information Officer
Title

THIS CONTRACT WAS APPROVED
BY CHIEF INFORMATION OFFICER
PURSUANT TO E.M. ORDER NO. 39 ON:

10.14.15
Date



Purchasing Director

Date

FRC APPROVAL

OCT 26 2015

THIS CONTRACT IS NOT EFFECTIVE, VALID OR AUTHORIZED UNTIL EXECUTED BY THE CHIEF INFORMATION OFFICER, APPROVED BY THE FINANCIAL REVIEW COMMITTEE AND THEN SIGNED BY THE PURCHASING DIRECTOR.

EXHIBIT A

SCOPE OF SERVICES

I. Commencement of Performance

The term of this Contract shall begin on the date on which the City's Purchasing Director signs the Contract, after Financial Review Committee approval, and shall continue in accordance with the Scope of Services and software licenses contained herein for two years, unless amended or terminated as provided in this Contract.

The first year of the Contract shall also be the first year of the term of the Software Maintenance Agreement (Exhibit D). The Contract, including the Software Maintenance Agreement herein, may be extended by Amendment to the Contract one or more times for a total period of up to three additional years. The Contractor shall commence performance of the Services in this Contract upon the Execution Date.

I Project Overview

A. Project Purpose:

The purpose of this Contract is to upgrade the City of Detroit's public safety infrastructure with a full public safety system suite of hardware, software and related Services. The five major SunGard Public Sector systems ("Systems") comprising this suite are:

1. Computer Aided Dispatch System
2. Police Records Management System
3. Fire Records Management System
4. Jail Management System
5. Mobile Computing Technology System
6. Mobile Field Reporting System

B. Project Plan and Schedule

Contractor has previously provided the City with an initial project plan and schedule, which the parties will revise as needed after the commencement of Services. Any change to the initial plan or schedule, or any revision thereto, is subject to the review and written approval of the project manager for each party. Any change to the initial plan, schedule and/or scope may result in a change order.

II. Project Deliverables

Refer to the fee, services and pay agency schedules in Exhibit 1 (to the Software License Agreement Exhibit C). Additional details regarding these items may be found in the long description of the product summary.

III. Project Delivery

A. **Phased Implementation Approach**

The following sections provide a summary of Contractor’s five-phase implementation approach. This approach leverages our experience in more than 520 customer engagements.

Approach

Each phase of SunGard’s implementation approach features critical service delivery events and other elements that ensure consistent, predictable results. Through all phases, the Project Manager (PM) will drive the communication with the City of Detroit and implement risk, change, and cost management as required. Following are brief descriptions of each phase:



Initiation – internal knowledge transfer, due diligence (e.g., contract review with the City of Detroit).

Planning – determination of required work, effort, and timelines. Key milestones during this phase include presentation and review of the project plan and development of a Communication Plan to establish frequency of project status meetings and reports.

Execution – active phase of implementation including core services related to four primary areas: installation, implementation, training, and testing. This phase may also contain any data conversion requirement and customizations to SunGard’s applications.

Transition – includes both the Go Live activities that transition the City of Detroit from their old system to their new system and the initial knowledge transfer of the City of Detroit’s information to SunGard Support Staff.

Closure – verify that deliverables are met and complete the transition of the City of Detroit to SunGard Product Support and the Client Success Executive (CSE).

Project Management – a Program Manager will be assigned full-time to this effort overseeing the implementation of the entire project working closely with the City of Detroit’s Project Manager. The FIREHOUSE Project Manager will work in conjunction with the SunGard Project Manager.

Phase One – Initiation: Assess and Analyze

Once the contract is signed by all parties, the assigned SunGard PM contacts the customer and initiates the implementation process. This includes starting the communication process and reviewing the contents of the signed contract. Simultaneously, the SunGard Account Executive completes the transition of the customer to Professional Services.

Key tasks of this phase include:

- Contract Review and scope assessment
- Business Process Review
- Assignment of project team
- Confirmation of initial expectations

The following are developed during this phase:

- Business case summary
- Implementation playbook
- Checklists for project deliverables:
 - Contract
 - Hardware
 - Project Team
 - Contracted software installation
 - Contracted items for implementation
 - Alignment to business needs

The Professional Services team meets internally and develops an implementation strategy to commence the Planning Phase.

Key Tasks include:

Task 1: Project Initiation within SunGard

Task 2: Internal review and pre-project planning

Phase Two - Planning

The Planning Phase starts with an internal project planning meeting. The objective of the meeting is to understand the scope of the project, review the products to be implemented, review the project time lines, and delineate project responsibilities.

The SunGard PM reaches out to the City of Detroit's PM to assess initial timeline constraints and re-confirm expectations. One of the key topics is determining a date and time for the City of Detroit's Discovery Review.

The Discovery Overview, Business Process Review and Kick Off will be conducted during the first two months of the project. During this timeframe SunGard team members will work closely with City of Detroit subject matter experts (SMEs) uncovering and discovering current business practices. The objective of the review is to formulate a plan to create the roadmap of where the City of Detroit is currently to move them to a SunGard OneSolution along the way updating the city's processes with best practices driving efficiency and effectiveness.

In preparation for the project Kick-Off Meeting, the SunGard PM develops a detailed project plan, taking into account the products to be implemented, data conversion requirements, any customization development and the findings of the Discovery and Business Process Review. The SunGard and City of Detroit PMs collaborate to determine key milestones and other key dates or activities impacting the implementation.

Key Tasks include:

Task 3: Detailed Discovery and Business Process Review

- *FIREHOUSE will participate in this review*

Task 4: Network and Technical Review

Task 5: Project Planning and Kick Off

- *FIREHOUSE will participate in this review*

Phase Three - Execution

In the Execution Phase, the majority of the installation, implementation, configuration, integration, testing, and training of the solution occurs. The Execution Phase of the contract commences with the delivery of the project schedule.

The four key aspects of the Execution Phase are:

1. Installation
2. Implementation
3. Training
4. Testing

Installation

The Execution Phase begins with installation of the server, operating system, database, and ONESolution applications. SunGard's PM schedules the installation at the City of Detroit's chosen data center once the hardware delivery date is determined. At the conclusion of this process, a SunGard consultant validates that the servers and applications are installed and functioning from a network perspective.

Key Tasks include:

Task 6: Hardware Ordering and Delivery

Task 7: Hardware and Software Installation

Task 8: VM Server Installation and Configuration

Task 9: Third Party Product Installation

- *Refer to the Pay Agency Schedule for third party products*

Task 10: Map Analysis and Geo-file generation

Task 11: SunGard Application Software Installation

Task 12: FIREHOUSE Application Software Installation

Implementation

With a primary objective of preparing the City of Detroit's staff for a production-ready system, the Execution Phase contains the largest collection of activities for the overall project. This includes adding the City of Detroit's proposed interfaces to ONESolution. The implementation process is largely performed by SunGard SICs and Consultant-Trainers along with the City of Detroit's Core Team.

Once the installation process concludes, the implementation process begins with Maintenance (System Administrator) Training on the core applications (CAD, RMS, and Mobile). This training provides the City of Detroit's Core Team with the tools and resources to build system codes and configurations following the training. As the applications are configured, three system audits are performed to ensure the system build is progressing as planned.

Key Tasks include:

Task 13: Solution Application Workshops for the SunGard Applications

- *CAD SAW*
- *RMS SAW*
- *JMS SAW*
- *MCT SAW*
- *MFR SAW*

Task 14: FIREHOUSE Administrator Configuration Training

Task 15: Data Conversion

Task 16: SunGard Application Configuration and Build

- *CAD*
- *RMS*
- *JMS*
- *MCT*
- *MFR*
- *P2C*
- *OpsCAD*

Task 17: FIREHOUSE Application Configuration

Task 18: 3rd Party Interface Configuration

- *Refer to the fee schedule for all interfaces purchased*

Task 19: Product Customization

- *Refer to Exhibit 1 for specified product customizations*

Training

The training process includes extensive product training to prepare your staff in the use and maintenance of the proposed applications. We provide training prior to Go Live, as well as ongoing training, to ensure your staff is proficient in performing their duties within the new system. At each training event, handouts are provided.

SunGard offers two core courses during the implementation process: Maintenance Training (on each major application), and either User or Train-the-Trainer classes.

Key Tasks include:

Task 20: Dispatcher Training

Task 21: Call Taker Training

Task 22: MCT Train the Trainer Training for Law

Task 23: MCT Train the Trainer Training for Fire

Task 24: Records Management Train the Trainer Training

Task 25: Detective Train the Trainer Training

Task 26: Quartermaster Training

Task 27: Property and Evidence Training

Task 28: Internal Affairs Training

Task 29: RMS Add-on Training

Task 30: MFR Train the Trainer Training

Task 31: FIREHOUSE Train the Trainer Training

Testing

The testing process includes a number of activities that test and validate the implemented solution. This assists the customer in validating a properly functioning system. These activities are integral to the preparation for Go Live. There are four key activities that SunGard uses in testing the implemented solution: Data Audits, Requirements Verification Plans (RVPs), System Integration Testing, and Mock Go Live.

Toward the end of the configuration, we initiate the Requirements Verification Plans, culminating with system integration testing. SunGard performs a Mock Go Live, allowing the City of Detroit to see the interoperability of the entire system in preparation for their transition to production.

Key Tasks include:

Task 32: Audits for CAD, RMS, JMS and MFR

Task 33: Requirements Verification Plans for CAD, RMS, JMS and Mobile

Task 34: Mock Go Live for CAD and MCT

Task 35: Mock Go Live for RMS, JMS and MFR

Task 36: Systems Integration RVP

Phase Four – Transition

Once final training and integration testing is complete, we work with the City of Detroit to transition the newly designed solution into production and sunset the old system. The Go Live activity is a detail-oriented process that systematically brings the various SunGard ONESolution applications online in a production environment.

During Go Live, members of our Professional Services team, including the PM, SICs, and Consultant-Trainers provide onsite support. Prior to the scheduled Go Live, SICs remove all test data from the production environment and install code tables, pick lists, and settings in the training environment, to mimic the final production environment. SunGard team members typically remain onsite two to four days following Go Live to assist with questions, corrections, or updates as needed for product support. These activities focus on building the confidence of the

operators and answering on-the-fly questions. A remote, advanced support team consisting of technical, quality assurance, and development specialists in the High Point, NC office is available to provide immediate assistance as necessary.

After Go Live for each application, SunGard transitions responsibility of the applications and system support to the Product Support Team. The SunGard PM and the appropriate Customer Support team leader hold an introductory call, during which product support guidelines and personnel are introduced to members of the City of Detroit's core team and/or other key agency personnel. Once all applications are live and priority issues resolved, a final hand-off from the Project Manager to Customer Support and the assigned SunGard Client Success Executive (CSE) occurs. Upon handoff, Customer Support and CSE teams become the primary points of contact between the City of Detroit and SunGard.

Once the system is in a production mode, the PM will continue to work with the City of Detroit to resolve remaining prioritized issues and/or pending contractual implementation services.

Key Tasks include:

Task 37: CAD/MCT Go Live

- *A team will be on-site at the Dispatch Center 24/7*
- *Three teams will roll out the MCT to the 12 precincts*

Task 38: FIREHOUSE Go Live

Task 39: RMS/MFR Go Live

- *Three teams will roll out the RMS/MFR to the 12 precincts*

Task 40: JMS Go Live

Phase Five - Closure

The most important aspect in the Closure Phase is the formal documentation and acceptance of the project deliverables. Several confirmations may be required to achieve final signoff, including:

- Completed project documentation
- Change Order Summary
- Lessons learned and recommendations
- Customer Satisfaction Report
- Issues Log
- Customer support transition plan
- Steady-state operations

Post Go Live support and training will also take place to assist the City of Detroit in their adoption and use of the SunGard OneSolution.

Key Tasks include:

Task 41: Transition to SunGard Product Support

Task 42: Post Go Live CAD Support

Task 43: Post Go Live CAD Training

Task 44: Post Go Live CAD Audit

Task 45: Post Go Live RMS Support

Task 46: Post Go Live RMS Training

Task 47: Post Go Live Mobile Support

Task 48: Post Go Live Mobile Training

B. Key Project Personnel

The following is a chart containing the role of the Customer's key personnel for this project, their skill sets, and minimum amount of time they will devote to this project.

ROLE	STAFF SKILL SET	HOURS/ YEAR
Executive Steering Committee or Sponsor	Provide executive leadership for promoting the goals of the project. Establish and implement change control policies and procedures. Approve scope and/or contract changes Provide feedback to the core team on major project deliverables	6 hour per month (1 representative per agency served by the system)
Project Core Team	Ensure the Customer's tasks and responsibilities are being met Participate in system-building process, including Administrator Training, application configuration tasks, and system testing. Provide progress to Executive Committee or Sponsor Ensure objectives for the project are being met	Functional, and Technical Leads (See below)
Project Manager	Partner with SunGard Public Sector Project Manager to manage customer tasks and resources Manage the project schedule/budget to achieve the planned go-live dates Facilitate issue resolution Ensure contractual responsibilities are satisfactorily met Ensure staff responsibilities are satisfactorily met Ensure change management with operating departments is effective	1 FTE
Functional Leads	Make decisions about application configuration based on subject-matter expertise (e.g., law enforcement records, case management) and on guidance by SunGard consultants regarding best practices.	1 FTE per agency for each major application area (e.g., RMS)

ROLE	STAFF SKILL SET	HOURS/ YEAR
Technical Lead	<p>Ensure that all of the Customer's assigned application configuration tasks are completed on time.</p> <p>Attend weekly status meetings.</p> <p>Microsoft Windows SQL skills</p> <p>Microsoft Windows server skills</p> <p>Work with SunGard to deploy hardware (servers, mobile computers, peripherals) needed to support the SunGard system.</p> <p>Includes establishing connectivity, security.</p> <p>Participate in decisions about application configuration, including settings and assignment of user rights</p> <p>Ensure that computer classroom environment is prepared for all on-site training</p>	1 FTE minimum
Trainers (if Customer elects a train-the-trainer approach to end-user training)	<p>Conduct User Training for agency personnel</p> <p>Participate in Train-the-Trainer training conducted by SunGard</p> <p>Requires strong communication and computer skills, previous training experience.</p>	Minimum of 1 FTE per major application or 50 people to be trained

C. Project Materials

The Contractor shall provide the materials, hardware, software and services as set forth in this Contract. The City shall have the option to obtain equivalent hardware and related materials from third parties if it is cost efficient for the City to do so.

D. Project Location

This project shall be performed in the City of Detroit.

EXHIBIT B

FEE SCHEDULE

I. General

(a) Not-to-Exceed Fees: This is a not-to-exceed maximum price Contract in the amount of SIX MILLION SIXTY SEVEN THOUSAND ELEVEN and 22/100 Dollars (\$6,067,011.22) (the Contract Price). The Contractor shall be paid for the Component System license fees, Services performed, and the Pay Agency items and related shipping pursuant to this Contract, a maximum amount not-to-exceed FIVE MILLION FOUR HUNDRED EIGHTY THREE THOUSAND, THREE HUNDRED TWENTY-FIVE and 22/100 Dollars (\$5,483,325.22). The Contractor shall be paid an additional maximum amount not-to-exceed THREE HUNDRED THIRTY THREE THOUSAND and 00/100 Dollars (\$333,686.00) for the maintenance fee starting the second year of the Contract. An additional maximum amount not-to-exceed TWO HUNDRED FIFTY THOUSAND and 00/100 Dollars (\$250,000.00) will be due for Contractor's travel and living expenses.

(b) Contingent Fees: The maximum amount above applicable for Services includes a contingent amount for Contractor conversion services totaling TWO HUNDRED FIFTY THOUSAND and 00/100 Dollars (\$250,000.00). Notwithstanding anything to the contrary as may be provided elsewhere, this line item is to provide the City with a planned contingency budget for conversion service(s) to be provided by Contractor personnel (on a time and materials basis) that may arise in the course of the implementation, but have not been included in the Contract. Contractor does not represent that the budgeted amount will be sufficient to cover all data conversion services required or desired by City. This item is specifically excluded from the "not to exceed" provisions of this Contract.

The Services, Component System license fees and Pay Agency item fees are subject to change if additional software or third party items are necessitated by changes to the scope of the project by City.

If requested, Additional Services will be provided on a time and materials basis at hourly rates equal to SunGard Public Sector's then-current list price rates for the Services at issue. Any such Additional Services and Fee therefore are subject to an Amendment to the Contract.

The City is tax exempt and shall provide its tax-exempt certificate to Contractor.

(b) Payment for the proper performance of the Services shall be contingent upon receipt by the City of invoices for payment. Each invoice shall certify the total cost, itemizing costs when applicable. Each invoice must be received by the City not more than sixty (60) days after the close of the calendar month in which the services were rendered (unless services are otherwise invoiced according to the milestone schedule contained in subsection (c) below) and must be signed by an authorized officer or designee of the Contractor.

(c) Submission of invoices shall be as follows:

Upon any expiration of the term City shall remit to Contractor any fees that remain due under the Contract up to the date of such expiration, unless such payments are in dispute at the time of the expiration.

License Fee:

“Acceptance Date” means, for each of the major application modules otherwise known as Systems identified below, the date of completion of the Requirements Verification Plan (RVP) applicable for the major application module to which the payment relates (or in the case of the Web/OPS System, thirty (30) days after the Go-Live date of the Web/OPS System).

The “Go-Live” Date is defined as the date Customer is using the Component System with real data in a production (and not testing) mode.

JMS: 50% of the license fees will be invoiced and paid monthly in sixteen (16) equal installments with the first payment invoiced on the Execution Date of the Contract.

35% of the license fees will be invoiced upon the Acceptance Date.

15% of the license fees will be invoiced thirty (30) days after the Go-Live Date of all Systems.

CAD/MCT: 50% of the license fees will be invoiced and paid monthly in sixteen (16) equal installments with the first payment invoiced on the Execution Date of the Contract.

35% of the license fees will be invoiced upon Acceptance Date.

15% of the license fees will be invoiced thirty (30) days after the Go-Live Date of all Systems.

MFR/Mobiles: 50% of the license fees will be invoiced and paid monthly in sixteen (16) equal installments with the first payment invoiced on the Execution Date of the Contract.

35% of the license fees will be invoiced upon Acceptance Date.

15% of the license fees will be invoiced thirty (30) days after the Go-Live Date of all Systems.

RMS: 50% of the license fees will be invoiced and paid monthly in sixteen (16) equal installments with the first payment invoiced on the Execution Date of the Contract.

35% of the license fees will be invoiced upon Acceptance Date.

15% of the license fees will be invoiced thirty (30) days after the Go-Live Date of all Systems.

Web Applications (OPS Center): 85% of the license fees will be invoiced and paid monthly in sixteen (16) equal installments with the first payment will be invoiced on the Execution Date of the Contract.

15% of the license fees will be invoiced thirty (30) days after the Go-Live Date of all Systems.

In the event that the Acceptance Date for a particular System occurs prior to payment in full of all installment payments for such System, the remaining installment payments for such System shall be accelerated and invoiced upon the Acceptance Date.

Services shall be invoiced as follows:

Services Milestones		10%	10%	15%	15%	15%	15%	10%	10%
Payment Schedule	Invoiced as Noted	Completion of Workflow Discovery	Delivery of Mutually Agreed Project Plan	Completion of CAD System Build	CAD Mock Go Live	Completion of RVP for System Integration	RMS Mock Go Live	Acceptance Date	30 Days Past Acceptance Date
Training Fees	\$ 332,160.00	\$ 33,216.00	\$ 33,216.00	\$ 49,824.00	\$ 49,824.00	\$ 49,824.00	\$ 49,824.00	\$ 33,216.00	\$ 33,216.00
Installation Fees	53,550.00	5,355.00	5,355.00	8,032.50	8,032.50	8,032.50	8,032.50	5,355.00	5,355.00
Project Management Fees	431,985.00	43,198.50	43,198.50	64,797.75	64,797.75	64,797.75	64,797.75	43,198.50	43,198.50
Professional Services Fees	979,130.00	97,913.00	97,913.00	146,869.50	146,869.50	146,869.50	146,869.50	97,913.00	97,913.00
Implementation Fees	206,200.00	20,620.00	20,620.00	30,930.00	30,930.00	30,930.00	30,930.00	20,620.00	20,620.00
Conversion Fees (non-contingency)	12,600.00	1,260.00	1,260.00	1,890.00	1,890.00	1,890.00	1,890.00	1,260.00	1,260.00
Custom Modifications	56,100.00	5,610.00	5,610.00	8,415.00	8,415.00	8,415.00	8,415.00	5,610.00	5,610.00
Grand Total	\$ 2,071,725.00	\$ 207,172.50	\$ 207,172.50	\$ 310,758.75	\$ 310,758.75	\$ 310,758.75	\$ 310,758.75	\$ 207,172.50	\$ 207,172.50

Conversion Fees (contingency) \$250,000: Invoiced as incurred.

Pay Agency Products Hardware & Software Fee: 100% invoiced on delivery to Customer (provided Customer has accepted delivery of the shipment after inspection of the delivery evidenced by its signature on the proof of delivery from the shipping carrier). Delivery is estimated to be prior to the Completion of CAD System Build milestone.

Pay Agency Products Services Fee: Invoiced as delivered monthly to Customer.

Pay Agency Products Initial Annual Maintenance: Per Vendor required payment terms.

For the avoidance of doubt, nothing herein shall act to supersede or counter the provisions of Section 7.02 of this Contract (regarding "Prompt Payment of Vendors").

EXHIBIT C

SOFTWARE LICENSE AND SERVICES AGREEMENT

Notwithstanding any other provision herein, this Exhibit C, Software License and Services Agreement, is a part of, and subject to, the Contract between the Contractor and the City. Contractor is referred to in this Exhibit C as SunGard Public Sector, and the City is referred to in this Exhibit C as Customer.

1. Definitions.

"Access Agreement" means a written agreement between Customer, SunGard Public Sector, and a fire, emergency and/or police/law enforcement agency identified in the attached Agency Access Supplement (or as may be subsequently identified and added to this Agreement by mutual written agreement) that allows for the participation and access by such agency to the Software. The format and terms and conditions of such agreement are set forth in the Agency Access Supplement, which is attached and incorporated herein.

"Additional Agency" is an authorized beneficiary fire, emergency, or law enforcement agency identified on the Agency Access Supplement or otherwise subsequently added to the Agency Access Supplement under the terms provided therein.

"Avoidance Procedure" is a procedure that gives the Customer substantially similar functionality and does not cause significant delay or require significant worker effort to implement. Avoidance procedure must not affect system performance or data accuracy and is subject to Customer acceptance, which acceptance will not be unreasonably withheld.

"Baseline" means the general release version of a Component System as updated to the particular time in question through both SunGard Public Sector's warranty services and SunGard Public Sector's Maintenance Program, but without any other modification whatsoever.

"Component System" means any one of the computer software programs which is identified in

Exhibit 1 as a Component System, including all copies of Object Code and all related specifications, documentation, technical information, and all corrections, modifications, additions, improvements and enhancements to and all Intellectual Property Rights for such Component System.

"Confidential Information" means non-public information of a party to this Agreement. Confidential Information of SunGard Public Sector includes the Software, all software provided with the Software, and algorithms, methods, techniques and processes revealed by the source code of the Software and any software provided with the Software. Confidential Information does not include information that: (i) is or becomes known to the public without fault or breach of the Recipient; (ii) the Discloser regularly discloses to third parties without restriction on disclosure; or (iii) the Recipient obtains from a third party without restriction on disclosure and without breach of a non-disclosure obligation.

"Delivery Address" means the Customer shipping address set forth in Exhibit 1 as the Delivery Address.

"Delivery Date" means, for each Component System, the date on which SunGard Public Sector first ships the Component System to the Delivery Address F.O.B. SunGard Public Sector's place of shipment.

"Discloser" means the party providing its Confidential Information to the Recipient.

"Defect" means a material deviation between the Baseline Component System and its Documentation, for which Defect Customer has

given SunGard Public Sector enough information to enable SunGard Public Sector to replicate the deviation on a computer configuration that is both comparable to the Equipment and that is under SunGard Public Sector's control. For purposes herein, a "material" deviation shall mean a deviation that impairs the functionality described in the documentation. For clarification, examples of non-material deviations are:

- Screen shot in documentation may differ slightly from actual application.
- Label in application may differ from wording in documentation.
- Steps to perform and operation may differ from documentation, but there is still a way to functionally do the same thing.
- The application prompts the user with a question when they take a certain action and that is not documented.

"Documentation" has the meaning ascribed to it in the Professional Services Contract.

"Equipment" means a hardware and systems software configuration meeting the "Equipment" criteria set forth in Exhibit 1.

"Exhibit 1" means, collectively: (i) The schedule attached to this Agreement which is marked as "Exhibit 1," including all attached Software Supplements; and (ii) any schedule also marked as "Exhibit 1" (also including any attached Software Supplements) that is attached to any amendment to this Agreement. Other appendices to this Agreement are numbered sequentially and are also "Exhibits."

"Intellectual Property Rights" means all patents, patent rights, patent applications, copyrights, copyright registrations, trade secrets, trademarks and service marks and Confidential Information.

"Software" means the Component Systems listed in Exhibit 1.

"Customer Employees" means: (i) Customer's employees with a need to know; and (ii) third party consultants engaged by Customer who have a need to know, who have been pre-approved by SunGard Public Sector, and who, prior to obtaining access to the Software, have

executed a SunGard Public Sector-approved non-disclosure agreement.

"Object Code" means computer programs assembled, compiled, or converted to magnetic or electronic binary form on software media, which are readable and usable by computer equipment.

"Recipient" means the party receiving Confidential Information of the Discloser.

"Software Supplement" means, with respect to a Component System, the addendum provided as part of Exhibit 1 that contains additional terms, conditions, limitations and/or other information pertaining to that Component System. If any terms of a Software Supplement conflicts with any other terms of this Exhibit C, License Agreement, the terms of the Software Supplement will control.

2. Right to Grant License and Ownership. SunGard Public Sector has the right to grant Customer this license to use the Software. Except as otherwise indicated in a Software Supplement, SunGard Public Sector owns the Software.

3. License. Subject to the terms and conditions of this Agreement, SunGard Public Sector grants Customer a perpetual, non-exclusive, non-transferable, enterprise-wide (all departments of the City) license to use and copy for use the Software on the Equipment within the United States of America for Customer's own, non-commercial computing operations. Any rights not expressly granted in this Agreement are expressly reserved.

(a) Object Code. Customer has right to use the Software in Object Code form. Customer also has the right to use the Software in Object Code form temporarily on another SunGard Public Sector-supported configuration, for disaster recovery of Customer's computer operations.

(b) Documentation. Except as otherwise provided for in the applicable Software Supplement, Customer can make a reasonable number of copies of the Documentation for each Component System for its use in accordance with the terms of this Agreement.

(c) Restrictions on Use of the Software. Customer is prohibited from causing or permitting the reverse engineering, disassembly or decompilation of the Software. Customer is

prohibited from using the Software to provide service bureau data processing services or to otherwise provide data processing services to third parties except an Accessing Agency under the terms provided herein. Customer will not allow the Software to be used by, or disclose all or any part of the Software to, any person except Customer Employees and an Accessing Agency under the terms provided herein. Without limiting the foregoing, Customer is permitted to allow use of the input and/or output sensory displays of or from the Software by third parties on a strict "need to know" basis, and such use will not be deemed a non-permitted disclosure of the Software. Customer will not allow the Software, in whole or in part, to be exported outside of the United States of America, in any manner or by any means, without in each instance obtaining SunGard Public Sector's prior written consent and, if required, a validated export license from the Office of Export Administration within the U.S. Department of Commerce and such other appropriate United States governmental authorities.

(d) Intellectual Property Rights Notices. Customer is prohibited from removing or altering any of the Intellectual Property Rights notice(s) embedded in or that SunGard Public Sector otherwise provides with the Software. Customer must reproduce the unaltered Intellectual Property Rights notice(s) in any full or partial copies that Customer makes of the Software.

e) Additional Agencies

At the request of Customer, and for such additional fees as SunGard Public Sector and the additional agency in question agree upon in a duly executed Access Agreement in each instance, additional fire, emergency, or law enforcement agencies may be granted access to Component System. The specific terms and conditions related to such law enforcement agency access will be memorialized in an Access Agreement in the format and with the general terms and conditions set forth in the Agency Access Supplement, which is attached and incorporated herein, executed by SunGard Public Sector, Customer and the added agency. Notwithstanding anything to the contrary, access by the Additional Agencies identified in the Agency Access Supplement attached hereto, namely, Wayne State University, Transit Police City of Highland Park, and City of Hamtramck, is not subject to the payment of additional fees

referenced herein and shall be provided at no additional charge.

4. Services.

(a) Generally. SunGard Public Sector will provide Customer with the information services identified in Exhibit 1, for the fees provided in Exhibit 1.

(b) Additional Services. SunGard Public Sector can also provide Customer with additional information services, at SunGard Public Sector's then-current rates, or at such other rates as are agreed to by the parties in an amendment to this Agreement.

(c) Workmanlike Skills. SunGard Public Sector will render all services under this Agreement in a professional and workmanlike manner and will be performed consistent with generally accepted industry standards and that any Software configuration done by SunGard Public Sector will be performed accurately. SunGard Public Sector agrees that if non-performance of the Services is the cause of deficient response time/system load testing, it will re-perform the services at no charge to the Customer, including travel expenses. Also, if the hardware/3rd party software configuration that SunGard Public Sector performed or recommended to Customer is the cause of deficient system response time/load testing (that isn't due to a manufacturer defect which would be corrected under the manufacturer's warranty) then SunGard Public Sector will procure at its own expense such hardware/3rd party configuration that will correct the deficiency. SunGard Public Sector will promptly replace any SunGard Public Sector personnel that are rendering services on-site at a Customer facility if Customer reasonably considers the personnel to be unacceptable and provides SunGard Public Sector with notice to that effect, provided that such replacement does not violate any law or governmental regulation applicable to such personnel replacement.

(d) Conditions On Providing Services. In each instance in which SunGard Public Sector is providing Customer with services, SunGard Public Sector and Customer will develop a project plan that identifies each party's responsibilities for such services. The project plan will describe in detail the tentative schedule and the scope of services that SunGard Public Sector will provide. Customer will establish the overall project

direction, including assigning and managing the Customer's project personnel team. Customer must assign a project manager who will assume responsibility for management of the project. Customer must ensure that the Equipment is operational, accessible and supported at the times agreed to by the parties in the project plan. While SunGard Public Sector is providing such services, Customer must provide SunGard Public Sector with such facilities, equipment and support as are reasonably necessary for SunGard Public Sector to perform its obligations, including remote access to the Equipment.

5. Delivery. Except as otherwise provided in Exhibit 1, SunGard Public Sector will deliver all Component Systems to Customer at the Delivery Address.

6. Payment and Taxes.

(a) Payment.

(i) License Fees. Fees for the Software will be due in accordance with the Customer's Prompt Payment of Vendors Ordinance and invoiced as provided in Exhibit B.

(ii) Professional Services Fees. Fees for professional services provided pursuant to Exhibit A to the Contract are set forth in Exhibit B to the Contract, Such fees will be invoiced on a monthly basis in arrears or as otherwise stated in Exhibit B, and will be due in accordance with the Customer's Prompt Payment of Vendors Ordinance. Customer will reimburse SunGard Public Sector for actual travel and living expenses that SunGard Public Sector incurs in providing Customer with services under this Agreement. Such travel and living expenses will be governed by SunGard Public Sector's Travel Expense Guidelines set forth in Exhibit B to the Contract and will be invoiced on a monthly basis in arrears and due in accordance with the Customer's Prompt Payment of Vendors Ordinance..

(b) Taxes. Customer is responsible for paying all taxes (except for taxes based on SunGard Public Sector's net income or capital stock) relating to this Agreement, the Software, any services provided or payments made under this Agreement. Applicable tax amounts (if any) are NOT included in the fees set forth in this Agreement. If Customer is exempt from the payment of any such taxes, Customer must provide SunGard Public Sector with a valid tax

exemption certificate; otherwise, absent proof of Customer's direct payment of such tax amounts to the applicable taxing authority, SunGard Public Sector will invoice Customer for and Customer will pay to SunGard Public Sector all such tax amounts.

(c) Scheduled Resource Changes: For training and on-site project management sessions which are cancelled at the request of Customer within seven (7) days of the scheduled start date, Customer is responsible for entire price of the training or on-site project management plus incurred expenses, which is part of the firm price of this Contract.

Notwithstanding, SunGard Public Sector will use best efforts to reschedule SunGard Public Sector personnel in order to mitigate any additional cost or expense of Customer beyond the fixed price for training. To the extent SunGard Public Sector is successful in such rescheduling, Customer shall not be obligated to pay for the cost or expense of rescheduled training.

7. Limited Warranty, Disclaimer of Warranty and Election of Remedies.

(a) Limited Software Warranty by SunGard Public Sector and Remedy For Breach. For each Component System, SunGard Public Sector warrants to Customer that, for a period of twelve (12) months after the Delivery Date, the Baseline Component System, as used by Customer on the Equipment for its own, non-commercial computing operations, will operate without Defects. For each Defect, SunGard Public Sector, as soon as reasonably practicable and at its own expense, will provide Customer with an Avoidance Procedure for or a correction of the Defect. If, despite its reasonable efforts, SunGard Public Sector is unable to provide Customer with an Avoidance Procedure for or a correction of a Defect, then, subject to the limitations set forth in Section 16 of this Agreement, Customer may pursue its remedy at law and seek to recover direct damages, including cover, resulting from the breach of this limited warranty. These remedies are exclusive and are in lieu of all other remedies, and SunGard Public Sector's sole obligations for breach of this limited warranty are contained in this Section 7(a).

(b) Disclaimer of Warranty. Except as may be provided elsewhere in this Contract, the limited

warranty in Section 7(a) is made to Customer exclusively and is in lieu of all other warranties. **EXCEPT FOR THOSE WARRANTIES EXPRESSEDLY PROVIDED IN THIS CONTRACT, SUNGARD PUBLIC SECTOR MAKES NO OTHER WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, WITH REGARD TO ANY SERVICES PROVIDED UNDER THIS AGREEMENT AND/OR THE SOFTWARE, IN WHOLE OR IN PART. SUNGARD PUBLIC SECTOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. SUNGARD PUBLIC SECTOR EXPRESSLY DOES NOT WARRANT THAT THE SOFTWARE, IN WHOLE OR IN PART, WILL BE ERROR FREE, WILL OPERATE WITHOUT INTERRUPTION OR WILL BE COMPATIBLE WITH ANY HARDWARE OR SOFTWARE OTHER THAN THE EQUIPMENT. CUSTOMER WAIVES ANY CLAIM THAT THE LIMITED WARRANTY SET FORTH IN SECTION 7(A) OR THE REMEDY FOR BREACH OF SUCH LIMITED WARRANTY FAILS OF ITS ESSENTIAL PURPOSE.**

(c) Abrogation of Limited Warranty. The limited warranty in Section 7(a) will be null and void if: (i) anyone (including Customer) other than SunGard Public Sector modifies the Baseline Component System; or (ii) Customer does not implement changes that SunGard Public Sector provides to correct or improve the Baseline Component System. If despite any modification of the Component System, SunGard Public Sector can replicate the reported problem in the Baseline Component System as if the problem were a Defect, then SunGard Public Sector will nonetheless provide Customer with an avoidance procedure for or a correction of that reported problem for use in the Baseline Component System as though the reported problem were a Defect.

(d) FAILURE OF ESSENTIAL PURPOSE. **THE PARTIES HAVE AGREED THAT THE LIMITATIONS SPECIFIED IN SECTIONS 7 AND 16 WILL SURVIVE AND APPLY EVEN IF ANY LIMITED REMEDY SPECIFIED IN THIS AGREEMENT IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, AND REGARDLESS OF WHETHER CUSTOMER HAS RECEIVED ANY SOFTWARE OR SERVICE UNDER THIS AGREEMENT.**

8. Confidential Information. Except as otherwise permitted under this Agreement, the Customer will not knowingly disclose to any third party, or make any use of SunGard Public Sector's Confidential Information, except as required by court order, subpoena, or law, such as the Freedom of Information Act. Customer will use at least the same standard of care to maintain the confidentiality of SunGard Public Sector's Confidential Information that it uses to maintain the confidentiality of its own Confidential Information of equal importance. Except in connection with the Software and any software provided with the Software, the non-disclosure and non-use obligations of this Agreement will remain in full force with respect to each item of Confidential Information for a period of ten (10) years after Customer's receipt of that item. However, Customer's obligations to maintain both the Software and any software provided with the Software as confidential will survive in perpetuity, provided such is not otherwise disclosable due to legal exceptions to obligations of confidentiality.

9. Indemnity by SunGard Public Sector. SunGard Public Sector will defend, indemnify and hold Customer harmless from and against any loss, cost and expense that Customer incurs because of a claim that use of a Baseline Component System infringes any trade secret, United States copyright, or any other intellectual property right of others. SunGard Public Sector's obligations under this indemnification are expressly conditioned on the following: (i) Customer must promptly notify SunGard Public Sector of any such claim; (ii) Customer must in writing grant SunGard Public Sector sole control of the defense of any such claim and of all negotiations for its settlement or compromise (if Customer chooses to represent its own interests in any such action, Customer may do so at its own expense, but such representation must not prejudice SunGard Public Sector's right to control the defense of the claim and negotiate its settlement or compromise); (iii) Customer must cooperate with SunGard Public Sector to facilitate the settlement or defense of the claim; (iv) the claim must not arise from modifications or (with the express exception of the other Component Systems and third party hardware and software specified by SunGard Public Sector in writing as necessary for use with the Software) from the use or combination of products provided by SunGard Public Sector with items provided by Customer or others. If any Component System is, or in SunGard Public Sector's opinion is likely to

become, the subject of a trade secret, United States copyright infringement claim, or any other intellectual property infringement claim, then SunGard Public Sector, at its sole option and expense, will either: (A) obtain for Customer the right to continue using the Component System under the terms of this Agreement; (B) replace the Component System with products that are substantially equivalent in function, or modify the Component System so that it becomes non-infringing and substantially equivalent in function; or (C) if after using reasonable efforts to resolve the issue through either (A) or (B) above, SunGard Public Sector has not been able to resolve the issue, making resolution via either (A) or (B) above not viable options, then in such instance SunGard Public Sector shall refund to Customer the portion of the license fee and all associated service fees paid to SunGard Public Sector for the Component System(s), or for the System if the missing Component System causes the System to be adversely affected by the infringing Component System, giving rise to the infringement claim, less a charge for use by Customer based on straight line depreciation assuming a useful life of five (5) years. **THE FOREGOING IS SUNGARD PUBLIC SECTOR'S EXCLUSIVE OBLIGATION WITH RESPECT TO CLAIMS UNDER THIS CONTRACT REGARDING INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.**

10. Term and Termination.

(a) Right of Termination. SunGard Public Sector has the right to terminate this Agreement if Customer breaches a material provision of this Agreement. SunGard Public Sector has the right to terminate this Agreement at any time while an event or condition giving rise to the right of termination exists. To terminate this Agreement, SunGard Public Sector must give Customer notice that describes the event or condition of termination, and how such event or condition materially violates this Contract, in reasonable detail. From the date of its receipt of that notice, Customer will have ninety (90) days to cure the breach in accordance with this Agreement. If the event or condition giving rise to the right of termination is not cured within the applicable cure period, the Contractor may seek judicial redress to terminate this Agreement at the end of that period. Notwithstanding, the foregoing ninety (90) day cure period shall be reduced to thirty (30) days in the event the material breach is related to

Customer's use of the Software contrary to the provisions of Section 3, License.

(b) Effect of Termination. Upon full or partial termination of this Agreement, which involves multiple software Systems, by either party, Customer will promptly return to SunGard Public Sector or (at SunGard Public Sector's request) will destroy all copies of the Software so terminated (unless the software is used in another System that has not been terminated), and will certify to SunGard Public Sector in writing, over the signature of a duly authorized representative of Customer, that it has done so. SunGard Public Sector will promptly return all the Customer's and Additional Agencies' data and information to the Customer and the Additional Agencies, respectively, after which SunGard Public Sector will then destroy all copies of such data and information in SunGard Public Sector's possession.

(c) Survival of Obligations. All obligations relating to non-use and non-disclosure of Confidential Information and indemnity will survive termination of this Agreement.

(d) Termination Without Prejudice to Other Rights and Remedies. Termination of this Agreement will be without prejudice to the terminating party's other rights and remedies pursuant to this Agreement.

(e) Notwithstanding, in any instance, upon any complete or partial termination of the Agreement, then, for up to twenty-four (24) months following such termination (the "Transition Period"), at Customer's option and request, SunGard Public Sector will provide Customer with the following Transition Services: (a) improvement services (at the applicable rates under the applicable terms of Exhibit D, the Software Maintenance Agreement); (b) if Customer will be transitioning to a new system or software solution, such Services as are reasonably designed to assist Customer in effectuating an orderly transition to such new system or software solution including, without limitation, providing assistance in transferring data files to an industry-standard format requested by Customer; and (c) even if Customer's license to use any Software has been terminated as otherwise provided for in this Agreement, the right to continue to use the applicable Software for the purposes set forth in this Agreement and subject to the restrictions and limitations otherwise set

forth in this Agreement. All Services provided by Contractor during the Transition Period shall be provided at the then-applicable Service rates. All applicable terms, conditions and limitations of this Agreement (including limitations of liability, disclaimers of warranties, license and usage restrictions, etc.) shall apply to any and all Improvements services, Services and Software rights granted during any authorized Transition Period.

(f) Upon the effective date of termination of ongoing Improvement services or at any time when the City has failed to pay Improvement Fees ("Support Termination Date"): (i) Contractor shall discontinue providing all ongoing Improvement services, including Contractor's obligations under Exhibit D; (ii) any Contractor warranties under this Agreement shall cease to apply for the period after the Support Termination Date; and (iii) Contractor shall have no liability with respect to the City's use of the Software after the Support Termination Date.

11. Reserved

12. Reserved

13. Reserved

14. Reserved

15. Reserved

16. LIMITATIONS OF LIABILITY.

(a) LIMITED LIABILITY OF SUNGARD PUBLIC SECTOR. SUNGARD PUBLIC SECTOR'S LIABILITY, INCLUDING COVER AS SET FORTH IN SUBSECTION (a) OF SECTION 23.15 OF THIS CONTRACT, IN CONNECTION WITH THE SOFTWARE, ANY SERVICES, THIS LICENSE OR ANY OTHER MATTER RELATING TO THIS AGREEMENT WILL NOT EXCEED ONE AND ONE HALF TIMES THE CONTRACT PRICE. THE INSURANCE LIMITS IDENTIFIED

IN SECTION 10 OF THE CONTRACT AND INDEMNITY PROVISIONS OF THE CONTRACT AS WELL AS LIABILITY RESULTING FROM THE INTENTIONAL OR OTHER BAD FAITH ACTS OF SUNGARD PUBLIC SECTOR ARE EXCLUDED FROM THIS LIMITATION OF LIABILITY.

(b) EXCLUSION OF DAMAGES. EXCEPT WITH RESPECT TO COVER DAMAGES, AS SET FORTH IN SUBSECTION (a) OF SECTION 23.15 OF THIS CONTRACT, REGARDLESS WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE OR OTHERWISE, IN NO EVENT WILL SUNGARD PUBLIC SECTOR BE LIABLE TO CUSTOMER FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT SUNGARD PUBLIC SECTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, EXCEPT AS OTHERWISE STATED IN THE CONTRACT. THE INSURANCE LIMITS IDENTIFIED IN SECTION 10 OF THE CONTRACT AND INDEMNITY PROVISIONS OF THE CONTRACT AS WELL AS DAMAGES RESULTING FROM THE INTENTIONAL OR OTHER BAD FAITH ACTS OF SUNGARD PUBLIC SECTOR ARE EXCLUDED FROM THIS EXCLUSION OF DAMAGES.

(c) BASIS OF THE BARGAIN. CUSTOMER ACKNOWLEDGES THAT SUNGARD PUBLIC SECTOR HAS SET ITS FEES AND ENTERED INTO THIS AGREEMENT IN RELIANCE UPON THE LIMITATIONS OF LIABILITY AND THE DISCLAIMERS OF WARRANTIES AND DAMAGES SET FORTH IN THIS AGREEMENT, AND THAT THE SAME FORM AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES.

EXHIBIT 1(to the Software License Agreement Exhibit C)

Customer: **City of Detroit**
 Delivery Address: **2 Woodward Avenue, Detroit, MI 48226**

SOFTWARE^{1, 2}:

Qty	Part #	Component System	License Fee
		<i>Computer-Aided Dispatch</i>	
1	CAD-SITE	BASE COMPUTER AIDED DISPATCH SYSTEM -SITE LICENSE	\$ 398,450.00
1	CAD-E911-T1	E911 INTERFACE MODULE - POP. TIER 1	4,500.00
1	MAP-CONVERTER	MAP CONVERTER SOFTWARE	3,500.00
1	CAD-CON-T1	ADDITIONAL CAD CONSOLE LICENSE - POP. TIER 1	2,600.00
1	CAD-MAPD-T1	ADDITIONAL CAD MAP DISPLAY LICENSE - POP. TIER 1	1,000.00
1	CAD-MAP-T1	FIRST CAD MAP DISPLAY AND MAP MAINTENANCE SOFTWARE LICENSE - POP. TIER 1	3,500.00
1	CAD-INT-C2C	CAD 2 CAD	7,000.00
1	CAD-INT-FIREHOUSE	FIREHOUSE RMS INTERFACE	5,500.00
1	CAD-PG-T1	ALPHA NUMERIC PAGING MODULE - POP. TIER 1	4,500.00
1	CAD-INT-PG	CAD INTERFACE TO PAGEGATE	1,000.00
1	CAD-MJ-T1	MULTI-JURISDICTIONAL DISPATCH OPTION - POP. TIER 1	3,000.00
1	CAD-RR-T1	RIP AND RUN PRINTING/FAXING MODULE - POP. TIER 1	4,500.00
1	CAD-RS-T1	CAD ROSTER MODULE - POP. TIER 1	4,500.00
1	CAD-TDD-T1	ZETRON MODEL 3030 TDD INTERFACE - POP. TIER 1	3,500.00
1	MCT-AVL-CAD-T1	CAD CLIENT AVL LICENSE	1,500.00
1	CAD-INT-25/26-T1	STATION TONING INTERFACE - POP. TIER 1	4,500.00
1	MCT-MIS-T1	LAN CLIENT LICENSE FOR MESSAGE SWITCH	200.00
1	CAD-PQA-MED-T1	MEDICAL PROQA INTERFACE - POP. TIER 1	5,500.00
		<i>Records Management</i>	
1	RMS-BASE-T13	BASE RECORDS MANAGEMENT SYSTEM - Site License	116,000.00
1	RMS-ANIMAL-T3	ANIMAL CONTROL MODULE	4,500.00
1	RMS-ACCIDENT-T3	BASIC ACCIDENT MODULE	2,700.00
1	RMS-ASSET-T3	ASSET MANAGEMENT MODULE	1,500.00
1	RMS-CANINE-T3	CANINE TRACKING MODULE	3,300.00
1	RMS-MAP-T3	RMS MAP DISPLAY AND PIN MAPPING LICENSE	2,300.00
1	RMS-NTF-T3	NOTIFICATION MODULE	4,200.00
1	RMS-BAR HOST-T3	BAR CODING SERVER LICENSE	2,700.00
1	RMS-BAR-CLIENT-T3	BAR CODING HAND-HELD CLIENT LICENSE	1,180.00
1	RMS-CAPLUS-T3	CRIME ANALYSIS PLUS.NET MODULE	11,100.00
1	RMS-CA-T3	CRIME ANALYSIS MODULE	7,500.00
1	RMS-DAILY-DAM-T3	DAILY ACTIVITY MODULE	1,500.00
1	RMS-DOCSCAN-T3	DOCUMENT SCANNING AND STORAGE	6,100.00
1	RMS-FLMAINT-T3	FLEET MAINTENANCE MODULE	1,500.00
1	RMS-GANG-T3	GANG TRACKING MODULE	4,500.00
1	RMS-GENPERM-T3	GENERIC PERMIT MODULE	2,700.00
1	RMS-INTELLIGENCE-T3	INTELLIGENCE MODULE	4,500.00
1	RMS-LINK-T3	LINK ANALYSIS MODULE	11,100.00
1	RMS-PSD-T3	PROFESSIONAL STANDARDS (INTERNAL AFFAIRS) MODULE	10,500.00
1	RMS-QTRMSTR-T3	QUARTERMASTER MODULE	4,900.00
1	RMS-TRAIN-T3	TRAINING MODULE	3,400.00
1	RMS-MJ-T3	MULTI-JURISDICTIONAL RMS OPTION	3,300.00
1	RMS-ORD-T3	ORDINANCE MODULE	1,900.00
1	RMS-PS-T3	PAWN SHOP/PAWN WATCH	3,000.00
1	RMS-PS-BATCH-T3	PAWN BATCH TICKET PROCESSING MODULE	3,300.00
1	RMS-RL-T3	REMOTE LINEUP APPLICATION	3,400.00
1	RMS-SOFF-T3	SEX OFFENDER MODULE	9,100.00
1	JMS-MS DISPLAY-100	MUGSHOT DISPLAY SOFTWARE LICENSE	22,500.00
1	RMS-INT-COURT-JIS	INTERFACE TO MICHIGAN JIS	7,500.00
1	RMS-P2P	POLICE TO POLICE INTERNET DATA SHARING	Included
1	RMS-PACCPAMM-INTF	STATE OF MI - PACC-PAAM INTERFACE	5,000.00
1	RMS-GUN-T3	FIRE ARMS APPLICATION PERMIT MODULE	15,000.00
40	MCT-MFR-MBLN-CLIENT-T13	MFR CLIENT- MOBLAN VERSION	16,000.00
1	RMS-WIZ-BASE-T3	ACCIDENT WIZARD BASE SERVER LICENSE - WORKSTATIONS	3,000.00
1	RMS-P&E-T3	PROPERTY AND EVIDENCE MODULE	4,900.00
		<i>(Continued on next page)</i>	

<i>(Continued from prior page)</i>			
Mobile Computing			
1	MCT-BMS-T14	BASE MOBILE SERVER SOFTWARE SITE LICENSE UP TO 700 MOBILES	57,200.00
250	MCT-MAP	MCT CLIENT - MAPS	25,000.00
250	MCT-CLIENT	MCT CLIENT - DIGITAL DISPATCH	150,000.00
250	MCT-AVL-CLIENT	MCT CLIENT - AVL	25,000.00
1	MCT-INT-FHS-T16	MCT INTERFACE TO FIREHOUSE	7,500.00
1	MCT-AVL-HOST	AVL SERVER HOST LICENSE	35,000.00
1	MCT-SWI	STATE/NCIC MESSAGING SOFTWARE	20,000.00
1	MCT-SWI-S2S	SWITCH TO SWITCH	7,000.00
Field Reporting			
1	MCT-MFR-REV-T13	REVIEW MODULE FOR FIELD REPORTING UP TO 700 MOBILES	40,625.00
250	MCT-MFR-OFF-T13	MFR CLIENT - BASE INCIDENT/OFFENSE	175,000.00
250	MCT-MFR-FLMAINT-T12-13	MFR CLIENT - FLEET VEHICAL INSPECTION	37,500.00
250	MCT-MFR-ARREST-T13	MFR CLIENT - ARREST	75,000.00
250	MCT-MFR-DAM-T16	DAILY ACTIVITY MODULE CLIENT	50,000.00
5	MCT-MFR-CANINE-T16	MFR CLIENT - CANINE	1,000.00
250	RMS-WIZ-CLIENT-T12	ACCIDENT WIZARD WORKSTATION LICENSE - EACH	50,000.00
250	MCT-MFR-ACC-T12	MFR CLIENT - ACCIDENT REPORTING	100,000.00
250	MCT-MFR-CITATION-T13	MFR CLIENT - CITATION	100,000.00
One Solution Freedom			
1	MCT-FREEDOM-SER	ONESolution FREEDOM Server	3,500.00
1	MCT-FREEDOM-PREM	ONESolution FREEDOM Premium	146,500.00
Jail Management			
1	JMS-BASE-10	JAIL MANAGEMENT SYSTEM MODULE SITE	18,500.00
1	JMS-MS DISPLAY-10	MUGSHOT DISPLAY SOFTWARE LICENSE	3,800.00
1	JMS-MUG-1	MUGSHOT CAPTURE STATION SOFTWARE	4,200.00
1	JMS-INT-STATE-LIVESCAN	STATE LIVESCAN INTERFACE ID NETWORKS	8,500.00
1	JMS-HH-WATCH	HAND HELD SPECIAL WATCH MODULE	6,000.00
Web Based Applications			
1	INT-OPSCAD	OPS CAD	20,000.00
1	INT-OPSRMS	OPS RMS/JMS	20,000.00
1	INT-P2C	POLICE 2 CITIZEN	12,000.00
Subtotals			\$ 1,963,155.00
1	DISCOUNT	DISCOUNT	\$ (150,000.00)
1	DISCOUNT	DISCOUNT	\$ (208,540.00)
TOTAL			\$ 1,604,615.00

Notes to Software Table:

¹ Interfaces are interfaces only. Customer shall be responsible for obtaining the applicable software, hardware and system software from the appropriate third party vendor.

² Note: Mobiles applications do not include AVL hardware.

SERVICES^{1,2}:

Qty.	Part #	Description	Training	Installation	Project Management	Professional Services	Implementation	Conversion
		CAD Implementation						
1	CAD-PROJ-MGNT	CAD PROJECT MANAGEMENT			\$ 223,825.00			
1	CAD-IMPL	BASE CAD SOFTWARE IMPLEMENTATION					\$ 20,160.00	
1	CAD-INST	BASE CAD SOFTWARE INSTALLATION		\$ 12,950.00				
1	CAD-RVP	REQUIREMENTS VERIFICATION PLAN FOR CAD				\$ 7,350.00		
1	CAD-PROF-SERV-GOLIVE	CAD PROFESSIONAL SERVICES GO-LIVE 2 Trainers per shift/ 5 days 1 Tech - 5 days 2 Application Implementation Consultants - 5 days				59,400.00		
1	CAD-MAP-CONV	MAP BASED GEOFILE GENERATION						\$ 12,600.00
1	CAD-MNT-TRN	CAD MAINTENANCE TRAINING	\$ 6,400.00					
10	CAD-USR-TRN	CAD USER TRAINING - Call Takers (10 sessions, 2 day class)	38,400.00					
6	CAD-USR-TRN	CAD USER TRAINING - Law Dispatchers (5 sessions, 3 days)	38,400.00					
1	CAD-MCT-GOLIVE	MOCK GO LIVE				16,320.00		
1	CAD-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES- CAD System Build AD System Build 34 days for system building assistance 6 days for system modifications after audits and prior to go live including response plans				51,200.00		
1	CAD-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES- Map Layer Build 3 days for core team orientation and discovery 12 days for system building assistance 6 days for system modifications after audits and prior to go live				29,400.00		
10	CAD-PROF-ADD-IMPL	ADDITIONAL IMPLEMENTATION SERVICES - post go live implementation support					14,000.00	
10	CAD-PGL-TRN	CAD FOLLOW-UP TRAINING	12,600.00					
1	CAD-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES- CAD/RMS/IMS/Technical Workflow Process Discovery				78,000.00		
1	CAD-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES- Network Discovery				50,000.00		
1	CAD-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES- Planning/Kick Off				58,680.00		
1	CAD-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES- Business Analysis and Change Management				280,000.00		
1	CAD-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES- Technical Documentation				35,000.00		
1	CAD-PGL-AUDIT	CAD POST GO-LIVE AUDIT				5,120.00		
		RMS Implementation						
1	RMS-PROJ-MGNT	PROJECT MANAGEMENT FOR RMS			102,400.00			
1	RMS-IMPL	BASE RMS SOFTWARE IMPLEMENTATION CHARGES					15,840.00	
1	RMS-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES RMS/MFR MOCK GO LIVE				16,320.00		
1	RMS-INST	BASE RMS SOFTWARE INSTALLATION CHARGES		8,400.00				
1	RMS-PROF-SERV-GOLIVE	RMS PROFESSIONAL SERVICES GO-LIVE- RMS PROFESSIONAL SERVICES GO-LIVE-4 people/8 days each (3 Trainers, 1 AIC)				41,920.00		
1	RMS-MNT-TRN	RMS MAINTENANCE TRAINING	8,400.00					
1	RMS-TTT-TRN	RMS TRAIN THE TRAINER TRAINING	24,320.00					
1	RMS-RVP	REQUIREMENTS VERIFICATION PLAN FOR RMS				7,350.00		
1	RMS-DET-TRN	RMS TRAINING FOR INVESTIGATORS	28,160.00					
8	RMS-OVR-TRN	RECORDS MANAGEMENT SYSTEM OVERVIEW TRAINING	10,240.00					
1	RMS-PROF-ADD	RMS QUARTERMASTER TRAINING This course is intended for law enforcement Quartermasters who will be using RMS to track and manage assets. Class up to 3 days on-site.				3,840.00		
1	RMS-PROF-ADD	RMS PROPERTY & EVIDENCE TRAINING Long Description: This course is intended for law enforcement Property and Evidence personnel. Training for up to ten (10) people. Class = up to 3.5 days on-site.				4,480.00		
1	RMS-PROF-ADD	RMS INTERNAL AFFAIRS TRAINING Long Description: This course is intended for law enforcement Internal Affairs personnel. Training for up to ten (10) people. Class = up to 4 days on-site.				5,120.00		
1	RMS-PROF-ADD	SYSTEM ADMINISTRATION TRAINING				3,840.00		
1	RMS-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES				28,160.00		
15	RMS-PROF-ADD-IMPL	ADDITIONAL IMPLEMENTATION SERVICES-post go-live implementation support					21,000.00	
1	SI-RVP	REQUIREMENTS VERIFICATION PLAN FOR SYSTEM INTEGRATION				7,350.00		
10	RMS-PGL-TRN	RMS FOLLOW-UP TRAINING- trainer and end user as needed	12,600.00					
2	RMS-PROF-ADD-IMPL	ADDITIONAL IMPLEMENTATION SERVICES-paac-psam implementation					14,000.00	
1	RMS-PROF-ADD	RMS system building assistance				51,200.00		
1	RMS-INT-CRIMEVWSER	CRIME VIEW SUPPORTING SERVICES				7,500.00		
		(continued on next page)						

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Mobile Implementation							
1	MCT-PROJ-MGNT	PROJECT MANAGEMENT SERVICES			76,800.00		
1	MCT-CLIENT-INST	INSTALLATION OF DIGITAL DISPATCHING CLIENT	4,200.00				
1	MCT-AVL-SERV	AVL INSTALLATION AND TRAINING	2,800.00				
1	MCT-SWV-INST	INSTALLATION OF BASE MESSAGE SWITCH	2,800.00				
1	MCT-SWV-IMPL	IMPLEMENTATION OF BASE MESSAGE SWITCH				4,200.00	
1	MCT-BMS-INST	INSTALLATION OF BASE MOBILE SERVER SOFTWARE	4,200.00				
1	MCT-IMPL	MOBILE IMPLEMENTATION SERVICES				7,000.00	
2	MCT-MNT-TRN	MCT MAINTENANCE TRAINING	2,580.00				
1	MCT-TTT-TRN	MCT TRAIN THE TRAINER TRAINING	17,920.00				
1	MCT-TTT-TRN	MCT TRAIN THE TRAINER TRAINING (FIRE)	17,920.00				
1	MCT-PROF-ADD-QA	ADDITIONAL QA PROFESSIONAL SERVICES				7,000.00	
1	MCT-PROJ-MGNT	PROJECT MANAGEMENT SERVICES			1,280.00		
1	FMS-INST	INSTALLATION OF FREEDOM MOBILE SERVER		1,400.00			
1	RMS-WEB-TRN	RMS WEB-BASED TRAINING	840.00				
1	MCT-PROF-ADD-TECH	ADDITIONAL TECHNICAL PROFESSIONAL SERVICES - additional go-live					18,200.00
Field Reporting Implementation							
1	MFR-IMPL	IMPLEMENTATION FOR MOBILE FIELD REPORTING				2,800.00	
1	MCT-RVP	REQUIREMENTS VERIFICATION PLAN FOR MCT			7,350.00		
1	MFR-INST	INSTALLATION MOBILE FIELD REPORTING		2,800.00			
1	MFR-MNT-TRN	MOBILE FIELD REPORTING MAINTENANCE TRAINING	5,120.00				
4	MFR-TTT-TRN	MOBILE FIELD REPORTING TRAIN THE TRAINER TRAINING (all MFR modules implemented)	65,280.00				
1	MCT-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES CRASH INTERSECTION TRAINING				12,800.00	
1	MCT-PROF-ADD-QA	ADDITIONAL PROFESSIONAL SERVICES - post go-live implementation support				14,000.00	
1	MCT-PROF-ADD	Go Live Mobile support				53,760.00	
1	MFR-PGL-TRN	MOBILE FOLLOW-UP TRAINING- trainers and end users, as needed	12,800.00				
Jail Implementation							
1	JMS-PROJ-MGNT	PROJECT MANAGEMENT			23,040.00		
1	JMS-IMPL	BASE JMS SOFTWARE IMPLEMENTATION CHARGES				7,000.00	
1	JMS-INST	BASE JMS SOFTWARE INSTALLATION CHARGES		5,600.00			
1	JMS-RVP	REQUIREMENTS VERIFICATION PLAN FOR JMS			7,350.00		
1	JMS-MNT-TRN	JMS MAINTENANCE TRAINING	5,120.00				
1	JMS-TTT-TRN	JMS TRAIN THE TRAINER TRAINING	15,360.00				
3	JMS-PROF-ADD-IMPL	ADDITIONAL IMPLEMENTATION PROFESSIONAL SERVICES				4,200.00	
1	JMS-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES - Mugshot Training				1,920.00	
1	JMS-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES- JMS BUILD ASSIST				28,000.00	
1	JMS-PROF-SERV-GOLIVE	JMS PROFESSIONAL SERVICES GO-LIVE				6,400.00	
Web Based Implementation							
1	INT-PROJ-MGNT	Project Management Services for Internet Applications			4,640.00		
1	INT-OPS-INST	OPCENTER INSTALLATION		2,800.00			
3	INT-OPS-TRN	OPCENTER TRAINING	11,520.00				
1	INT-P2C-INST	POLICE 2 CITIZEN INSTALLATION		5,600.00			
1	CAD-DATACNV-ANL	DATA CONVERSION Contingent Fees*					250,000.00
Pay Agency Related Services							
Virtual Server Primary Site							
<i>Primary</i>							
2	TCH-INSTALL-VM	Implementation Services for Virtualization Software				6,400.00	
Virtual Server DR Site							
<i>Primary</i>							
1	TCH-INSTALL-VM	Implementation Services for Virtualization Software				3,200.00	
Property and Evidence Bar Coding Hardware							
2	TCH-INSTALL-BRCD	Implementation Services for Bar Coding Hardware				1,400.00	
Quartermaster Bar Coding Hardware							
2	TCH-INSTALL-BRCD	Implementation Services for Bar Coding Hardware				1,400.00	
Mugshot Workstation							
5	TCH-INSTALL-MUG	Implementation Services for Mugshot Workstation				8,000.00	
Third Party Hardware, Software and Services							
6	TCH-PROF-SERV	Technical Professional Service				50,400.00	
TOTAL SERVICES FEE:			\$ 332,160.00	\$ 53,550.00	\$ 431,985.00	\$ 979,130.00	\$ 208,200.00
						\$ 262,600.00	

* Notwithstanding anything to the contrary as may be provided elsewhere, this line item is to provide the Customer with a planned contingency budget for conversion service(s) to be provided by SunGard Public Sector personnel (on a time and materials basis) that may arise in the course of the implementation, but have not been included in the Agreement. SunGard Public Sector does not represent that the budgeted amount will be sufficient to cover all data conversion services required or desired by Customer. This item is specifically excluded from the "not to exceed" provisions of this Agreement.

Qty	Part #	Custom Modifications	Custom Modification Fee
1	RMS-CUST-MOD	RMS CUSTOM MODIFICATIONS P&E	\$ 36,000.00
1	CAD-CUST-MOD	CAD CUSTOM MODIFICATIONS SAFETY PAD	9,500.00
1	RMS-CUST-MOD	RMS CUSTOM MODIFICATIONS Tracker Property and Evidence System	10,600.00
		TOTAL:	\$ 56,100.00

PAY AGENCY PRODUCTS¹:

Qty.	Part #	Pay Agency Products	Hardware & Software	Services	Initial Annual Maintenance
		<i>Virtual Server Primary Site</i>			
		<i>Primary</i>			
2	HWR-SERV-VM-R	Virtual Host Server (HA)	\$ 32,000.00		
2	HWR-CUSTOM	SAN Switch	32,000.00		
1	HWR-CUSTOM	3PAR SAN	130,000.00		
4	THP-VMWARE-ENT	VMware vSphere Enterprise Edition	11,448.80		
1	THP-VMWARE-ENTPLS-PD3	vSphere Enterprise Plus Production Support - 3Yr	2,291.85		
2	THP-MS-WINSVRDCNTR	Windows Server 2012 Datacenter Edition	9,280.00		
5	THP-MS-SQLSTD-2COR	Microsoft SQL Server 2012 Standard Edition Core License Pack	13,630.45		
		<i>Disaster Recovery Software</i>			
4	THP-NVRFL-VXTNDR	Neverfail for vTender (per socket/CPU)	23,980.00		
2	HWR-CUSTOM	Neverfail Tertiary	5,995.00		
2	THP-NVRFL-INST-ONST	Neverfail Installation Services - Onsite		\$ 12,000.00	
2	HWR-CUSTOM	Neverfail quarterly health check services		10,000.00	
		<i>Virtual Server DR Site</i>			
		<i>Primary</i>			
2	HWR-SERV-VM-R	Virtual Host Server (DR)	32,000.00		
2	HWR-CUSTOM	SAN Switch	32,000.00		
1	HWR-CUSTOM	3PAR SAN	130,000.00		
4	THP-VMWARE-ENT	VMware vSphere Enterprise Edition	11,448.80		
1	THP-VMWARE-ENTPLS-PD3	vSphere Enterprise Plus Production Support - 3Yr	2,292.00		
2	THP-MS-WINSVRDCNTR	Windows Server 2012 Datacenter Edition	9,280.00		
		<i>Property and Evidence Bar Coding Hardware</i>			
2	HWR-P&E-HWRKIT	P&E Bar-Coding Kit	4,691.12		
		<i>Quartermaster Bar Coding Hardware</i>			
2	HWR-QMSTR-HWRKIT	Quartermaster Bar-Coding Kit	4,692.00		
		<i>Mugshot Workstation</i>			
5	HWR-MUG-PKG	Mugshot Capture Workstation Package	12,335.00		
		<i>JMS Special Watch</i>			
1	HWR-PDA-PA500	Standard Handheld Application Device	1,245.00		
		<i>Fire Records Management Software Solution</i>			
1	THP-FIREHOUSE-SOFT	FIREHOUSE Fire Records Management Software	460,353.00		
1	THP-FIREHOUSE-SUPP	FIREHOUSE Software Annual Support			\$ 97,484.00
1	THP-FIREHOUSE-TRN	FIREHOUSE Software Training and Installation Services		128,500.00	
		<i>(Continued on next page)</i>			

<i>(Continued from previous page)</i>				
Alarm Billing Software Solution				
1	THP-CRYWOLF-SERV	CryWolf Server License	48,200.00	
1	THP-CRYWOLF-INST	CryWolf Installation and Training		63,700.00
1	THP-CRYWOLF-T&L	CryWolf Travel and Living		6,500.00
Server Rack				
2	HWR-SERV-RACKLG	Standard Server Rack	19,000.00	
2	HWR-CUSTOM	Patch Panel	400.00	
4	HWR-CUSTOM	Network Switch	76,000.00	
1	HWR-CUSTOM	HP Tape Library	10,000.00	
4	HWR-UPS-APC5000	APC Smart-UPS 5000	16,000.00	
4	HWR-UPS-BATRY	APC Smart-UPS Battery Pack	4,800.00	
Third Party Hardware, Software and Services				
320	THP-MS-VISIO	Microsoft Visio 2010 Standard Edition	62,080.00	
1	THP-PAGEGATE	PageGate Network Paging Software	706.00	
3	THP-PAGEGATE-CNCTR	PageGate Connector	417.00	
1	HWR-CUSTOM	Neverfail quarterly health check services	5,000.00	
100	HWR-CUSTOM	Cat 6 Cables	1,000.00	
2	HWR-DIGI-TS4	Digi PortServer TS4 with cables	860.00	
2	HWR-DIGI-CBLS	Digi Network Cable Kit	72.00	
16	HWR-CUSTOM	FC Cables	1,280.00	
1	HWR-CUSTOM	Miscellaneous Hardware	20,000.00	
1	THP-SYM-MEDIA	Symantec Backup Exec™ 2015 and Agents Media Kit	34.00	
10	THP-SYM-DBAGT	Symantec Backup Exec™ 2015 Agent for Apps and DB with first year of support	7,400.00	
3	THP-SYM-VMAGT	Symantec Backup Exec™ 2015 Agent for VMware and Hyper-V with first year of support	3,600.00	
Pay Agency Products Totals			1,237,811.22	\$ 220,700.00
				\$ 97,484.00

Notes to Pay Agency Products Table:

¹ Actual shipping charges are additional and will be invoiced upon delivery. Shipping and handling not to exceed is \$1,500.00.

² Crywolf products and services are governed by the Annual End User Software License and Maintenance Agreement to be executed by and between Customer and AOT Public Safety Corporation (CryWolf).

SUMMARY OF COSTS	
	Price
Component Systems	\$1,604,105.00
Services (Including Custom Modifications)	2,321,725.00
Pay Agency Products	1,555,995.22
Travel and Living (not to exceed)	250,000.00
Shipping Pay Agency Products (not to exceed)	1,500.00
Total	\$5,733,325.22
Initial Annual Improvement Fees (Contract Year 2)	\$ 333,686.00

Customer represents that it is exempt from the payment of any applicable taxes, and Customer must provide SunGard Public Sector with a valid tax exemption certificate.

EQUIPMENT: Host(s) or client server configuration(s) and/or combinations of host(s) and client server configuration(s) within the United States of America for which SunGard Public Sector supports the Software. Customer acknowledges that certain Component Systems of the Software may require specific host or client configurations. Customer, as soon as reasonably practicable, will provide a detailed written description of the Equipment so that SunGard Public Sector can confirm that it is a configuration on which SunGard Public Sector supports use of the Software.

NOTICE: To use any of the Software, Customer must also obtain, install on the Equipment and maintain SunGard Public Sector-supported versions of certain software products and software/hardware peripherals. By this notice, SunGard Public Sector is advising Customer that Customer should consult

with its SunGard Public Sector Professional Services representative to obtain a written listing of such necessary software products and software/hardware peripherals. General Project Conditions are as follows:

SUNGARD PUBLIC SECTOR TRAVEL EXPENSE GUIDELINES

SunGard Public Sector will adhere to the following guidelines when incurring travel expenses:

All arrangements for travel are to be made through the SunGard Corporate Travel Agent unless other arrangements have been made with the Customer and are documented in writing.

AIR TRAVEL –All domestic air travel must be in Economy class of service. SunGard Public Sector is expected to use the lowest logical airfare available. Vendor may use Business class only when Economy class is completely sold out and no alternate flights are available – an explanation must be provided on the expense invoice. All Vendors are expected to use the lowest available non-stop airfares unless directed differently by the City's Chief Information Officer or designee. When it makes sense, connections should be considered. Upon request, SunGard Public Sector shall provide the travel itinerary as the receipt for reimbursement of the air fare and any fees. Fees not listed on the itinerary will require a receipt for reimbursement.

Trips fewer than 250 miles round are considered local. Unless a flight has been otherwise approved by the Customer, Customer will reimburse the current IRS approved mileage rate for all local trips.

LODGING –Reasonable lodging accommodations are reimbursable, up to \$125 per night. If, depending on the city, reasonable accommodations cannot be secured for \$125 per night, Customer's prior approval will be required. Upon request by Customer, the hotel receipt received upon departure will be submitted for reimbursement. All food items, movies, and phone/internet charges are not reimbursable.

SunGard Public Sector shall make best efforts to stay at the following hotels that have agreed upon rates with the City of Detroit. These rates do not include taxes or fees.

Marriott RenCen and Marriott Courtyard: \$109

Greektown Hotel: \$115.00

Hilton Gardens: \$129.00 per night without City ID; \$75.00 per night with City ID

RENTAL CAR – Compact or Intermediate cars will be required unless there are three or more SunGard Public Sector employees sharing the car in which case the use of a full size car is authorized. Gas is reimbursable however pre-paid gas purchases will not be authorized and all rental cars are to be returned with a full tank of gas. Upon request, receipts for car rental and gas purchases will be submitted to Customer. SunGard Public Sector shall decline all rental car insurance offered by the car rental agency as staff members will be covered under the SunGard Public Sector auto insurance policy. Fines for traffic violations are not reimbursable expenses. Parking fees are not reimbursable expenses.

OTHER TRANSPORTATION – SunGard Public Sector staff members are expected to use the most economical means for traveling to and from the airport (Airport bus, hotel shuttle service). Airport taxi or mileage for the employee's personal vehicle (per IRS mileage guidelines) are reimbursable if necessary.

Upon request, receipt(s) for the taxi will be submitted to Customer. Proof of mileage may be required and may be documented by a readily available electronic mapping service. The mileage rate will be the then-current IRS mileage guideline rate (subject to change with any change in IRS guidelines).

OTHER BUSINESS EXPENSES – Parking at the airport is reimbursable at the most economical airport parking lots. Tolls to and from the airport and while traveling at the client site are reimbursable. Tipping on cab fare exceeding 15% is not reimbursable. Porter tips are reimbursable, not exceeding \$1.00 per bag. Laundry is reimbursable for hotel stays longer than four days while at the client site. With the exception of tips, receipts shall be provided to Customer upon request for all of the aforementioned items.

MEALS

\$52.00 per day Standard Per Diem

\$10.40 – Breakfast*

\$13.00 – Lunch

\$28.60 – Dinner

* If the hotel rate includes free breakfast, any other breakfast expense is disallowed.

Tipping for Meals:

Tips should be no more than 20% of the bill. Any tips considered excessive will not be reimbursed. As a general rule, Vendors should not tip more than they would on a personal trip and tip only to the level of service received. On big party checks most restaurants will automatically charge an 18% gratuity. Also, be sure to check your receipt prior to adding tip for this line item to avoid over-tipping. Tips for meals are considered part of the overall per diem allowable expenses. (For example, if vendor's lunch cost is 14.00, and tip 2.80; while Vendor dinner cost is 20.00 and tip 4.00; the entire amount of \$40.80 is calculated against the allowable per diem.)

EXHIBIT 3
(to the Software License Agreement Exhibit C)

Requirements Verification Plans
(Functionality and/or specifications described herein are included in Documentation)
<Attach>

Exhibit 3 Requirements Verification Plan

(Parties to review schedules below to re-verify)

RVP Instructions

Customer:	XX
Products Verified:	XX
RVP Dates:	XX
Customer Representative:	XX, Title
SunGard Representative	XX, Project Manager
Purpose	The purpose of this document is to provide procedures for verifying the functionality of the ONESolution/OSSI application software. Nothing in this document shall take precedence over the contract between SunGard and the customer.
Method	<ol style="list-style-type: none"> 1 - This form shall be filled out for each RVP administered. 2 - SunGard will note "YES" or "NO" on the RVP for each item. If the question does not apply, "N/A" shall be indicated. 3 - If the answer is "NO", SunGard will note a description at the bottom of the form 4 - The customer representative participating in and observing the test(s) shall initial each test item and sign off the RVP to acknowledge the result noted by SunGard

Test Conditions	<p>1 - The RVP must be performed on a date mutually agreed upon by customer and SunGard</p> <p>2 - A representative of SunGard shall conduct the RVP with a customer representative. SunGard may request the assistance of additional personnel for some tests.</p> <p>3 - The failure of one item in the testing process shall not require the entire RVP to be repeated. SunGard shall retest any failed items up to three times, on mutually agreed dates.</p> <p>4 -SunGard reserves the right to adjust the software application configuration setting to demonstrate functionality.</p>
Test Environment	<p>1 - The Customer's hardware, network, and system software must be fully installed and operational.</p> <p>2 -ONESolution/OSSI application software to undergo the RVP must be installed and tested by SunGard on the customer's application server.</p> <p>3 - In order to minimize potential hardware and infrastructure issues and enable the test to focus on the software functionality, the RVP shall be conducted on the application server.</p>
Disclaimer of Dependency on GIS Data	<p>SunGard's ability to provide our functionality relating to Geographic Information System (GIS) or relating to Maps or relating to geographic analysis, etc. is contingent on the correctness of the customer's GIS data provided to SunGard. RVP items that are dependent on the Customer's data, and that do not pass the RVP criteria because of the issues with GIS data shall not prohibit the item from receiving a 'passed' rating if the reason (bad GIS data) can be demonstrated.</p>
Receipt of Application Software	<p>SunGard Public Sector and Customer shall jointly verify that all hardware, system software, and ONESolution/OSSI software, as provided in the contract have been received and accepted on site by Customer. By signing this document, Customer agrees that all SunGard deliverables have been received.</p>

ONESolution/OSSI Requirements Verification Plan

Customer:	XX
Products Verified:	XX
RVP Date(s)	XX
Customer Representative:	XX, Title
SunGard Representative:	XX, Project Manager
Item #, Description, Notes	

General

Prod	Group	Area	Item #	Test Item
ALL	Integration	N/A	A10	The modules must be integrated to increase information sharing and reduce duplication of effort.
ALL	Operating Environment	N/A	A1	The software has a relational database management structure.
ALL	Operating Environment	N/A	A2	CAD utilizes a SQL Database backend. RMS/JMS utilizes either a SQL or Oracle Database backend.
ALL	Operating Environment	N/A	A3	The applications operate on MS Windows 98, 2000, or XP and follow MS Windows standards.
ALL	Operation	N/A	A4	The system provides for mandatory use of agency-specified "codes" in certain fields such as state statutes and charges.
ALL	Operation	N/A	A5	The system provides a list of valid codes for certain "coded" fields. The operator is able to select a code from the list, at which time the system enters the code into the field.
ALL	Operation	N/A	A6	CAD provides an on-line help module. RMS/JMS provides on-line, field level help on almost every field.
ALL	Operation	N/A	A7	All database records must be accessible through ad hoc query searches with a standard query tool such as Crystal Report Writer, etc.
ALL	Operation	N/A	A8	The application administration functions can be performed by any designated person. This person need not be a programmer, or network administrator.

ALL	Security	N/A	A9	The applications provide module level security including but not limited to View only, Add rights, Modify rights, and Delete rights.
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CAD/MCT

Prod	Group	Area	Item	Test Item	Test Method	Expected Results
CAD	3rd Party Integration	FireInfo (ETI)	C2	The CAD system synchronizes the following data between ETI Fire and CAD: - Sites - Site Alarms - Site Contacts - Contact Names	[step 1] From a CAD console, select Modules<Sites [step 2] Build a site that has alarms, alarm contacts, and site contacts, save the site (record site name and address) [step 3] Allow sync time to elapse (predefined when setting up SQL Auto) [step 4] From within the ETI product recall the site information for the site that you built in CAD [test 1]	[test 1] This will demonstrate the CAD system's ability to allow for synchronization of the following data between ETI Fire and CAD: Sites, Site Alarms, Site Contacts, and Contact Names
CAD	3rd Party Integration	FireInfo (ETI)	C3	The CAD system shall allow for ETI's Fire information to be viewed from the CAD Console	[step 1] Create a new call for service, enter a valid nature [step 2] Enter a site name or address for a site that has Fire Info Information Attached [step 3] Click the FIRE button located on the top of the call taker window [test 1]	[test 1] This will demonstrate that the CAD system shall allow for ETI's Fire information to be viewed from the CAD Console
CAD	3rd Party Integration	Firehouse	C4	The CAD system shall provide incident data to the Firehouse RMS Package.	Refer to item {C5} for test method	Refer to item {C5} for test results
CAD	3rd Party Integration	Firehouse	C5	The CAD system shall provide incident data to the Firehouse RMS Package that includes the following call information: Inci_no This is the CAD Report number assigned to the event. Inci_date This is the date when the event was initially dispatched. Inci_time This is the time when the event was initially dispatched. Arrv_date This is the date of the first arrival. Arrv_time This is the time of the first arrival Clear_date This is the date when the event was closed and completed. Clear_time This is the time when the event was closed and completed. Addr_type This is the address type. The value will either be 1,2 or 3.1. Numbered address.2. Intersection address.3. Rural address. Addr_num This is the address	[step 1] From a FIREHOUSE Enabled CAD console, create a new call for service [step 2] Enter a valid address and FIRE nature code, Finish the Call [step 3] Dispatch multiple units to the event, issue a report # (record report #) [step 4] Clear all units from the event [step 5] Browse to the predefined location for CAD to place incident records for use by the FIREHOUSE product [test 1] (The Incident DBF will be titled as the report number prefixed by the letter "I". For example, I20010123.DBF.)	[test 1] This will demonstrate that the CAD system will provide incident data to the Firehouse RMS Package

				<p>number.</p> <p>Addr_dir This is the street prefix direction.</p> <p>Street This is the plain street name.</p> <p>Postdir This is the Post Direction for street if a post direction is used.</p> <p>Xst_dir This is the cross street direction if an intersection was used.</p> <p>Xst_name This is the cross street plain street name if an intersection was used.</p> <p>XType This is the cross street road type if an intersection was used.</p> <p>Xpost_Dir This is the cross street post direction if an intersection was used.</p> <p>City This is the city code obtained from the street file.</p> <p>State This is the State code obtained from the System Option Preferences.</p> <p>Zip This is the Zip Code obtained from the street file.</p> <p>Firstdtm This is the date and time stamp of the first unit dispatched on the event.</p> <p>FirstArrv This is the date and time stamp of first arrival.</p> <p>Lastclr This is the date and time stamp of the last unit to clear the event.</p> <p>Statbeat This is the station territory that the event occurred in. This is obtained from the Street file.</p> <p>Closecode This is the primary units disposition for the event.</p>		
CAD	3rd Party Integration	Firehouse	C6	<p>The CAD system shall provide responding unit data to the Firehouse RMS Package that includes the following call information:</p> <p>Field Description</p> <p>Inci_no This is the CAD Report number assigned to the event.</p> <p>Inci_date This is the date the incident occurred.</p> <p>Unit_code This is the unit that was dispatched.</p> <p>Disptime This is the time the unit was dispatched.</p> <p>Dispdate This is the date the unit was dispatched.</p> <p>Rolltime This is the time the unit checked enroute.</p> <p>Rolldate This is the date the unit checked enroute.</p> <p>Arrvtime This is the time the unit arrived on scene.</p> <p>Arrvdate This is the date the unit arrived on scene.</p> <p>Clrtime This is the time the unit cleared from the event.</p> <p>Clrdate This is the date the unit cleared from the event.</p> <p>Canctime This is the time the unit was cancelled from the event (using the CAD "X" command)</p> <p>Canccdate This is the date the unit was cancelled from the event (using the CAD "X" command)</p> <p>Inservtime This is the time the unit actually went in service. It is possible for a unit to go in service while still on the call by using the</p>	<p>[step 1] From a FIREHOUSE Enabled CAD console, create a new call for service</p> <p>[step 2] Enter a valid address and FIRE nature code, Finish the Call</p> <p>[step 3] Dispatch multiple units to the event, issue a report # (record report #)</p> <p>[step 4] Clear all units from the event</p> <p>[step 5] Browse to the predefined location for CAD to place responding unit records for use by the FIREHOUSE product [test 1]</p> <p>(The Responding Units DBF will be titled as the report number prefixed by the letter "R". For example, R20010123.DBF.)</p>	<p>[test 1] This will demonstrate that the CAD system will provide responding units data to the Firehouse RMS Package</p>

				<p>CAD "S" command. In those Cases this field will reflect that "S" time for the unit. Otherwise, this field will Show the "C" or "X" time.</p> <p>Inservdate This is the date the unit actually went in service. It is possible for a unit to going service while still on the call by using the CAD "S" command. In those cases this field will reflect that "S" date for the unit. Otherwise, this field will show the "C" or "X" date.</p> <p>Station This is station that houses the unit.</p>		
CAD	3rd Party Integration	PageGate	C7	The system shall integrate with Pagegate software to allow multiple paging providers to be used	<p>[step 1] Select Modules<<Alpha Paging from the menu bar located at the top of the CAD window</p> <p>[step 2] Click the To button, select recipients that use 2 different paging providers</p> <p>[step 3] Enter a text message, click Send [test 1]</p>	[test 1] This will demonstrate the products ability to integrate with Pagegate software and allow multiple paging providers to be used
CAD	3rd Party Integration	PageGate	C8	The system shall integrate with Pagegate software to allow email paging to be used	<p>[step 1] Select Modules<<Alpha Paging from the menu bar located at the top of the CAD window</p> <p>[step 2] Click the To button, select a recipient that use email in place of alpha paging (built and defined within Pagegate)</p> <p>[step 3] Enter a text message, click Send [test 1]</p>	[test 1] This will demonstrate the products ability to integrate with Pagegate software and allow email paging to be used as an alternative to alpha paging...
CAD	3rd Party Integration	ProQA	C9	The system shall integrate with ProQA software to allow communicators access to Pro QA information from within the CAD console	<p>[step 1] From a ProQA enabled CAD console, create a new call for service, enter valid address</p> <p>[step 2] Enter nature code that coincides with one built within the Pro QA software [test 1]</p>	[test 1] This will demonstrate the products ability to integrate with ProQA software and allow communicators access to Pro QA information from within the CAD console
CAD	3rd Party Integration	ProQA	C10	<p>The system shall allow CAD alarm levels to be determined by ProQA alarm response codes EX.</p> <p>ProQA Determinant</p> <p>Alpha response = CAD alarm level 4</p> <p>Bravo response = CAD alarm level 3</p> <p>Charlie response = CAD alarm level 2</p> <p>Delta response = CAD alarm level 1</p> <p>Echo response = CAD alarm level P</p>	<p>[step 1] From a ProQA enabled CAD console, create a new call for service, enter valid address</p> <p>[step 2] Enter nature code that coincides with one built within the Pro QA software that has a pre-assigned a response category set [test 1]</p>	<p>[test 1] This will demonstrate that the system shall allow CAD alarm levels to be determined by ProQA alarm response codes EX.</p> <p>ProQA Determinant</p> <p>Alpha response = CAD alarm level 4</p> <p>Bravo response = CAD alarm level 3</p> <p>Charlie response = CAD alarm level 2</p> <p>Delta response = CAD alarm level 1</p> <p>Echo response = CAD alarm level P</p>
CAD	3rd Party Integration	SunPro	C11	CAD will create several different files for each fire call that is entered and cleared in CAD	Refer to item {C12} for test method	Refer to item {C12} for test results

CAD	3rd Party Integration	SunPro	C12	<p>The following information is stored in INC01 and INC03 record. The content for INC01 is based on information that is available at the time of Dispatch.</p> <p>Field Length Agency 4 Report # 14 Incident # 7 Call Time 19 First Dispatch 19 First On Scene 19 Under Control 19 Last Unit Cleared 19 Nature Code 6 District 4 Station 4 Location Type 1 Street # 10 Street Direction 1 Street Name 60 Street Type 4 Street Post Direction 2 Apartment # 10 City Code 3 State 2 Zip Code 5 X-Street Direction 1 X-Street Name 40 X-Street Type 4 X-Street Post Direction 2 Latitude 14 Longitude 14 Notes 200</p>	<p>[step 1] From a Sunpro Enabled CAD console, create a new call for service [step 2] Enter a valid address and FIRE nature code, Finish the Call [step 3] Dispatch multiple units to the event, issue a report # (record report #) [step 4] Clear all units from the event [step 5] Browse to the predefined location for CAD to place incident records for use by the Sunpro product (defined in other Fire RMS path in CAD sysopts.dbf) [test 1]</p>	<p>[test 1] This will demonstrate the products ability to send incident data to a specified directory for use by Sunpro Fire RMS</p>
CAD	3rd Party Integration	SunPro	C13	<p>The following Unit Response information is stored in INC02 record. An individual INC02 record will be written for each responding unit.</p> <p>Field Length Agency 4 Report # We send full (Sunpro will truncate) Unit # 6 Dispatch Date 10 Dispatch Time 8 Enroute Date 10 Enroute Time 8 Arrive Date 10 Arrive Time 8 Transport Date 10 Transport Time 8 Transport Complete Date 10 Transport Complete Time 8 Clear Date 10 Clear Time 8 Return to Service Date 10 Return to Service Time 8 Personnel ID #1 10 Personnel ID #2 10 Personnel ID #3 10 Personnel ID #4 10 Personnel ID #5 10 Personnel ID #6 10</p>	<p>[step 1] From a Sunpro Enabled CAD console, create a new call for service [step 2] Enter a valid address and FIRE nature code, Finish the Call [step 3] Dispatch multiple units to the event, issue a report # (record report #) [step 4] Clear all units from the event [step 5] Browse to the predefined location for CAD to place unit response records for use by the Sunpro product (defined in other Fire RMS path in CAD sysopts.dbf) [test 1]</p>	<p>[test 1] This will demonstrate the products ability to send unit response data to a specified directory for use by Sunpro Fire RMS</p>
CAD	AVL	Base	C14	<p>The AVL provides a geographical display on licensed CAD consoles with Maps</p>	<p>[step 1] Add a GPS equipped unit on duty [test 1]</p>	<p>[test 1] The unit will show up on the map as a square with the unit # in the center</p>
CAD	AVL	Base	C15	<p>The geographic display interfaces with a Trimble GPS unit (either NEMA-0183 v2.0 OR TAIP output formats) or a Sierra Wireless unit (Model # MP200) using Trimble protocol</p>	<p>[step 1] Add a unit equipped with GPS on duty [test 1]</p>	<p>[test 1] The unit will show up on the map as a square with the unit # in the center, plotted at its last known location</p>
CAD	AVL	Base	C16	<p>The GPS location information is</p>	<p>[step 1] Add a GPS</p>	<p>[test 1] Click the map</p>

				sent to CAD's NT Server for display	Enabled unit on duty [test 1]	button to view the current AVL's location
CAD	AVL	Base	C17	The customers' existing CAD consoles display the last transmitted location of all on-duty units equipped with operational GPS devices on the geographical display	[step 1] Click on the Track button located on the map toolbar, enter unit number used in previous test [test 1]	[test 1] This will return last submitted coordinates of that particular unit
CAD	AVL	Base	C18	The GPS equipped on-duty units are shown as unit icons or labels on the communicator's map display	[step 1] Add a GPS Enabled unit on duty [step 2] Click the map button to display the Map [test 1]	[test 1] The unit will now appear on the map plotted at its last known location, this is indicated by a colored box with unit# in the center (blue box = law, red box = fire, yellow box = EMS)
CAD	BASE	Active Calls	C19	Real-time unit status shall be displayed on a separate window -- active unit window.	[step 1] Add a unit on duty [step 2] Create a new call for service [step 3] Dispatch the unit to the new call [test 1] [step 4] Enroute the unit to the scene [test 2] [step 5] Arrive the unit on the scene [test 3] [step 6] change the unit's location [test 4] [step 7] Change the unit's location to the Hospital [test 5] [step 8] Clear the unit [test 6]	[test 1] The unit will now appear in the Active units window with a status of 'D' for Dispatched and the font color will be black [test 2] The units status should now be 'E' for Enroute and the font color will now be green [test 3] The units status should now be 'A' for Arrived and the font color will now be blue [test 4] The units status should now be 'L' for Location Change and the font color will be blue [test 5] The units status should now be 'H' for Hospital and the font color will now be black [test 6] The unit should be removed from the Active unit window and placed in an available for calls status
CAD	BASE	Active Calls	C20	The active unit window is resizable and scrollable; therefore, the operator can resize the window to display the desired number of active units without scrolling.	[step 1] Create a new call for service dispatch multiple units to the call until vertical scrollbar on Active Units window is activated [test 1] [step 2] Increase the size of the Active Units window until you can see those same units without having to use the scrollbar [test 2]	[test 1] You should now be able to use the scroll bar to view all active units in the Active units window [test 2] You should now see the same units in the active window without having to use the products scrolling capabilities
CAD	BASE	Active Calls	C21	The active window can be configured to monitor law enforcement, and/or fire, and/or EMS units.	[step 1] Click the Monitor button and select a desired group, create a new call for service, dispatch a unit belonging to the monitored group to the new call for service [test 1] [step 2] Click Monitor button and select multiple groups, dispatch units belonging to these groups to the call for service (same service) [test 2] [step 3] Click Monitor button and Deselect the groups you added in Step2 [test 3]	[test 1] You should now see the first unit dispatched in the Active Units windows [test 2] You should now see the additional dispatched units in the Active Units window [test 3] You should now only see the first unit dispatched
CAD	BASE	Active Calls	C22	The order that the units are displayed shall be selected from a predefined list and shall be changeable by the dispatcher.	[step 1] Create a new call for Service, dispatch and Arrive multiple units to the new call for service [step 2] Select Display from the Menu bar located at the very top of the display, then select Available / Active Units Configuration	[test 1] Depending on the option chosen the following will take place: Unit - Your active calls should now be sorted by unit ID Reference # - Your active calls should now be sorted by reference number Status, Unit - Your active

					[step 3] Select an option from the Sort order list box Click OK [test 1]	calls should now be sorted by status, then by unit ID In Serv/Admin, Unit - Your active calls should now be sorted by in service, Admin then by unit
CAD	BASE	Active Calls	C23	The active unit window shall provide the following unit status conditions: a. Dispatched b. En route c. Arrived d. Location change e. Hospital	[step 1] Dispatch a Unit to a call for service [test 1] [step 2] Select the Unit in Active units window, select the unit, once row is highlighted, click the Enroute button [test 2] [step 3] Select the Unit in Active units window, once the row is highlighted, click the Arrive button [test 3] 4 -Select the Unit in Active units window, once the row is highlighted, click the Loc Chg button enter new location, enter comments, click OK [test 4] [step 5] Select the Unit in Active units window, once the row is highlighted, click the Hospital button [test 5]	[test 1] The Active Units Window will now show the dispatched unit with a status of 'Dispatched' indicated by a 'D' as well as a font color of black. [test 2] The Active Units Window will now show the unit with a status of 'Enroute' indicated by an 'E' as well as a font color of green. [test 3] The Active Units window will show the unit with a status of 'Arrived' indicated by an 'A' as well as a font color of blue. [test 4] The Active Units window will show the unit with a status of 'Location Change' indicated by an 'L' as well as a font color of black and a the current location you entered in the Loc Chg window [test 5] The Active Units window will show the unit at the Hospital with a indicated by an 'H' as well as a font color of black.
CAD	BASE	Active Calls	C24	When a unit is assigned to an event, the active unit window must display the following: a. Unit number b. Nature code description c. Incident location or the most current unit location d. Current status e. Elapsed minutes the unit has been in its current status	[step 1] Dispatch a unit to a call for service. [test 1] [step 2] Select the unit, click the Loc Chg button, enter a new location, click OK [test 2]	[test 1] Notice unit # and nature description, unit status (record unit status), Location, time that unit has been in dispatched status [test 2] Compare recorded info. to units current status notice a change in status and time that unit has been in new status
CAD	BASE	Active Calls	C25	The active unit window shall alert the dispatcher when a unit's scene time has exceeded a pre-defined time.	[step 1] Highlight a unit in the Active Units window Click the RW button Set time to 1 minute. [step 2] Allow set time to elapse (1 minute) [test 1]	[test 1] You should now see the Units row highlighted in red this is a visual indicator that a units watchdog timer has expired
CAD	BASE	E911 Ani-Ali	C26	The product shall provide data mapping of AniAli data into the appropriate fields within the cad system.	[step 1] Place a 911 call to the communication center [step 2] Record address information for the incoming call from the phones Ali screen [step 3] Click 911 to retrieve the call [test 1]	This will demonstrate the products ability to map incoming AniAli data into the correct fields within the CAD system
CAD	BASE	Available Units Window	C27	Real-time unit status shall be displayed on a separate window -- available unit window.	[step 1] Add Unit on duty [step 2] Select the Unit in the Available units window, once the unit is highlighted, right click on the unit icon, select move Unit enter different station/ beat click ok [test 1] [step 3] Select a different Unit, right click on the icon, select Out of Service, enter OS code tab through remaining fields, click ok [test 2]	[test 1] The unit shall now be displayed in the moved status indicated by a blue 'M' displayed on the unit icon [test 2] The unit shall now be displayed in the Out of service status indicated by an 'X' or an 'A' (depending on whether or not they are available for unit recommend) displayed on the unit icon (red font = unit watchdog timer has expired burgundy font = unit watchdog timer has not yet expired)

CAD	BASE	Available Units Window	C28	The available unit window is resizable and scrollable; therefore, the operator can resize the window to display the desired number of available units without scrolling.	[step 1] Add multiple unit on duty This will make the units appear in the available Units window [test 1] [step 2] Increase the size of the Available Units window until you can see those same units without having to use the scrollbar [test 2]	[test 1] You should now be able to use the scroll bar to view all active units in the Available units window [test 2] You should now see the same units in the Available units window without having to use the products scrolling capabilities
CAD	BASE	Available Units Window	C29	The available window can be configured to monitor law enforcement, and/or fire, and/or EMS units.	[step 1] Click the Monitor button, then Select a desired group, click ok Add a unit on duty belonging to the monitored group you that you just selected in the previous step [test 1] [step 2] Click Monitor button and select multiple groups, Click ok, add multiple units on duty, belonging to these groups.[test 2] [step 3] Click Monitor button and Deselect the groups you have added in [test 3]	[test 1] You should now see the first unit added in the Available Units windows [test 2] You should now see the additional added units in the Available Units window [test 3] You should now only see the first unit added in Step1
CAD	BASE	Available Units Window	C30	The order that the available units are displayed shall be defined and shall be changeable by the dispatcher.	[step 1] Click the Monitor button, then Select a couple of groups, click ok, Add units on duty belonging to those monitored groups [test 1] [step 2] Click on the group name in the Available Windows while the group name is highlighted, click and drag the group name to a different location in the Available units Window. [test 2]	[test 1] This will display multiple groups in the available units window [test 2] This will result in the selected group being displayed in a different location than it was previously
CAD	BASE	Available Units Window	C31	Once a unit has been dispatched, the unit then appears in the active window and shall no longer be displayed on the available window.	[step 1] Create a new call for Service [step 2] Dispatch a unit to that call [test 1] [step 3] Arrive and clear the unit from that call for service [test 2]	[test 1] The unit has now been removed from the Available Units window and placed in the Active Units window with a status of 'D' for dispatched [test 2] The unit shall now re-appear in the Available units window ready to take the next call for service
CAD	BASE	Base	C32	An operator who has completed the event entry may "transmit" the event to any position for dispatching.	[step 1] Create 2 new calls for service, 1 With a service type of law and 1 with a service type of fire [step 2] Finish both events [step 3] From a different console, Click the monitor button, clear all monitored groups, select all law groups, click ok [test 1] [step 4] Click the monitor button, Clear all monitored groups Select all fire groups, click ok [test 2]	[test 1] You should now see only the law event in the open call window [test 2] You should now see only the fire event in the open call window
CAD	BASE	Active Calls	C33	The CAD system shall automatically assign an event number. The event numbers shall be configurable with the sequential number portion beginning with 1 at 0000 hours on January 1.	[step 1] Click the Last 20 button, Select the top call (most recent) from the list [step 2] Record the incident # for that call [step 3] Dispatch and clear a unit on an open call [step 4] Click the last 20 button, select the top call (the one you have just cleared in Step3) [test 1]	[test 1] Compare the incident number from this call to the one that you recorded in the previous step the newest incident # should be the next sequential incident # (providing calls were entered on the same day)

CAD	BASE	Base	C34	The CAD system shall maintain sequential case/report numbers for law enforcement agencies.	[step 1] Create 2 new calls for service (law service type) [step 2] Dispatch a unit to 1 of the calls for service [step 3] Obtain a report # by clicking the RPT# button on the call taker screen [step 4] Dispatch a unit (from the same agency as the unit dispatched in step 2) to the other call for service. [step 5] Obtain a report # by clicking the RPT# button on the call taker screen [test 1]	[test 1] Compare the 2 report numbers, they should be in sequential order for that agency (20030001, 20030002)
CAD	BASE	Base	C35	The CAD system shall maintain sequential case/report numbers fire departments.	[step 1] Create 2 new calls for service (fire service type) [step 2] Dispatch a unit to 1 of the calls for service [step 3] Obtain a report # by clicking the RPT# button on the call taker screen [step 4] Dispatch a unit (from the same agency as the unit dispatched in step 2) to the other call for service. [step 5] Obtain a report # by clicking the RPT# button on the call taker screen [test 1]	[test 1] Compare the 2 report numbers, they should be in sequential order for that agency (20030001, 20030002)
CAD	BASE	Active Calls	C36	When an officer asks for a case number, the operator shall be able to request CAD to assign the next case number in sequence for that agency, and the CAD shall display that number in the field of the event format.	[step 1] Create a new call for service [step 2] Dispatch a unit to the calls for service [step 3] Obtain a report # by clicking the RPT# button on the call taker screen [test 1]	[test 1] Compare this report number, to the ones obtained previously for that agency (20030003, 20030004) it should be the next sequential report # for that Agency
CAD	BASE	Base	C37	All past events may be retained in CAD.	[step 1] Click the E. History button, Click the search button, Click the view button [test 1] [step 2] Select a call in the list, by double clicking on the desired row [test 2]	[test 1] This will populate a grid containing all calls entered into the CAD system since training (or go live) began [test 2] This will populate the event history form with detailed information pertaining to that call
CAD	BASE	Base	C38	When a particular event requires that law enforcement, EMS, and fire units all are to be dispatched, the system shall provide the capability to generate multiple events that are routed to different operators. This shall be accomplished without entering duplicate data. These events would be cross-referenced to each other.	[step 1] Create a new call for service (law service type) [step 2] Click the fire button at the top of the Call taker screen, Select a nature, Click ok [test 1] [step 3] Click the EMS button at the top of the Call taker screen, Select a nature, Click ok [test 2] [step 4] Add notes to the law Call for service [step 5] Recall the fire event in the call taker window [test 3]	[test 1] This will create a fire call linked to the law call [test 2] This will create an EMS call linked to the law and fire calls [test 3] Recall one of the events notice that the notes from the law call were added, as well as an entry indicating that this was a spawned event
CAD	BASE	Active Calls	C39	As events are entered, CAD shall automatically check for duplicate calls.	[step 1] Create a new call for service (record call address) [step 2] Create another call for service using the same address [test 1]	[test 1] You should now see the duplicate event form with a list of open / active calls at this address and any calls within a pre-defined distance from the address entered.
CAD	BASE	Active Calls	C40	A list of all possible duplicate events shall be displayed to the operator from the active or pending events.	[step 1] Create a new call for service (record call address) [step 2] Create another call	[test 1] You should now see the duplicate event form with a list of open / active calls for this

					for service using the same address [test 1]	address and any calls within a pre-defined distance from the address entered.
CAD	BASE	Active Calls	C41	When an event is determined as a duplicate, the operator can cancel the event and assign the disposition of the call as a duplicate call. This event must go to the historical database.	[step 1] Create a new call for service, Record call address, dispatch a unit to that address [step 2] Create another call for service using the same address [step 3] Cancel the last call for service with a disposition of DUP for duplicate call [test 1] [step 4] Clear the unit dispatched to the first call for service [step 5] Click E. History button and search for the recorded call address, select the call cleared in step4 (record the incident#, click the next button on the bottom of the form, click the notes tab, [test 2] [step 6] Click the Other tab, notice The entry for 'Call was cancelled' [test 3]	[test 1] This will close that call with a disposition code of DUP [test 2] You should see that this was a duplicate call for the incident# recorded in Step5 [test 3] You should see that this was a duplicate call indicated by the disposition code of 'DUP' as well as a Y for call was cancelled
CAD	BASE	Active Calls	C42	When an emergency or hot call is received, an operator shall only need to enter the event type code and a validated location before performing a dispatch or automatically routing the event to another operator for dispatching.	[step 1] Create a new call for service [step 2] Key in address and nature [step 3] Dispatch a unit to that event [test 1]	[test 1] This demonstrates that a unit can be dispatched to a call before it is actually finished
CAD	BASE	Active Calls	C43	When an emergency or hot call is received, the operator shall have the ability to route the call to dispatch and then be able to recall the event and enter the remaining information in the event entry format.	[step 1] Create a new call for service [step 2] Key in address and nature [step 3] Dispatch a unit to that event [step 4] Recall the event, add notes and finish the call [test 1]	[test 1] This will demonstrate how call data can be added or modified after a call is already routed and dispatched
CAD	BASE	Base	C44	The officer/employee module includes: a. Name b. Home address c. Home phone number d. Date of Birth e. Rank f. Rank date g. Payroll employee number h. Employment date i. Department number	[step 1] Select modules<<employees from the menu bar at the top of the call taker screen, Click the add button [step 2] Enter in the following info. Name, Home address, Home phone number, Date of Birth, Rank, Rank date, Payroll employee number, Employment date, Department number [step 3] Save the record [step 4] Recall the employee record entered in the previous step [test 1]	[test 1] Notice that all data you entered for that employee is now available to browse or modify
CAD	BASE	Base	C45	The officer/employee module includes emergency contact information as follows: a. Blood type b. Preferred hospital c. Emergency contact person d. Emergency contact phone number e. Doctor's name f. Doctor's phone number g. Allergies h. Up to four additional contact persons and their phone numbers i. Unlimited special skills	[step 1] Select modules<<employees from the menu bar at the top of the call taker screen, search for the employee added in the previous steps [step 2] Click on the Emergency Info tab. Enter in the following: Blood type, Preferred hospital, Emergency contact person, Emergency contact phone number, Doctor's name, Doctor's phone number, Allergies, Up to four additional contact persons and their	[test 1] Notice that all data you entered for that employee is now available to browse or modify

					phone numbers, Unlimited special skills [step 3] Save the record [step 4] Recall the employee record entered in the previous step [test 1]	
CAD	BASE	Base	C46	All employee information can be available to the dispatcher.	[step 1] Select modules<<employees from the menu bar at the top of the call taker screen, click the search button, enter an employee name, Click OK [test 1]	[test 1] This will show that employee info is easily accessible from the CAD Console
CAD	BASE	Active Calls	C47	A single format is used to enter Call for Service information, to add information to the Call, or to cancel the Call for Service.	[step 1] Create a new call for service [test 1] [step 2] Add Notes to the call [test 2] [step 3] Cancel the call for service [test 3]	This will demonstrate that a single format is used to enter Call for Service information, to add information to the Call, or to cancel the Call for Service.
CAD	BASE	Active Calls	C48	LAW, EMS and FIRE Calls for Service use the same entry format.	Repeat test item {C47} using the following Nature Codes [step 1] Enter a law nature code [test 1] [step 2] Enter a Fire nature code [test 2] [step 3] Enter an EMS nature code [test 3]	[test 1-3] This will demonstrate that a single format is used to enter Call for Service for Law, Fire, and EMS
CAD	BASE	Active Calls	C49	The data entry format is initiated by activating a graphical button, by utilizing a HOT KEY associated with the button, or by typing a CAD Command on the Command Line.	[step 1] Use the key combination "ALT + N" to begin a new call for service [test 1] [step 2] Click the New Ev button to begin a new call for service [test 2] [step 3] From the command line, type N, to begin a new call for service [test 3]	[test 1-3] Although the calls were started using different methods, they will all begin a new call for service
CAD	BASE	Active Calls	C50	The operator shall be able to quickly move from one field to another to enter information such as nature code, event location, caller's name, etc	[step 1] From the command line type N, to begin a new call for service [step 2] Enter a valid address, tab through the additional address field, enter a nature, tab through priority, enter caller name [test 1]	[test 1] This will demonstrate how quickly you can move from field to field within the CAD system
CAD	BASE	Active Calls	C51	The event must only require two fields to be entered to minimally process the event: Geo-verified event location and event nature	[step 1] From the command line, type N, to begin a new call for service [step 2] Enter a valid address, enter a valid nature code for the event [step 3] Dispatch a unit to the call for service [test 1]	[test 1] This indicates that only a valid address and nature code is all that is needed to process the event

CAD	BASE	Active Calls	C52	<p>The event window includes:</p> <ul style="list-style-type: none"> a. Call Reference Number b. EMS, FIRE, LAW, RESC and Other Call Spawning Buttons c. Report Number Field d. SRC Field (How the Call for Service was received) e. All Units Involved on the Call for Service Field f. Primary Unit Field g. Hot Spot, Premise, Call History, Wants and Alert Notification Buttons h. Location Fields i. Free Text Field to enter any other pertinent information based on the Location l. High and Low Cross Streets if defined k. Jurisdiction Field l. Service Field m. Agency, Station/Beat, District, and Reporting Area Fields n. Business Name and Phone Fields o. Group Field p. Nature Field q. Alarm Number and Type Fields r. Event Priority Field s. Caller Name, Address and Phone Number Fields t. Unlimited Notes Field u. Alarm Information Field v. Vehicle License Plate # and State Fields w. Tow record count x. Time Received Field y. Numerous Graphical Buttons and Hot Key Functions z. System generated incident number 	<p>[step 1] Create a new call for service, enter an address with premise, hot spot, call history, wants / alerts [test 1]</p> <p>[step 2] Enter a valid nature code [test 2]</p> <p>[step 3] Enter license plate#, click the tow button, request a tow, click OK [test 3]</p> <p>[step 4] Dispatch multiple units to the event [test 4]</p>	<p>[test 1] This will demonstrate items a-d, g-j, p-q, s-u, x-z</p> <p>[test 2] This will demonstrate items k-m, o, r</p> <p>[test 3] This will demonstrate items w, v</p> <p>[test 3] This will demonstrate items e-f</p>
CAD	BASE	Active Calls	C53	All date fields entered shall be edited and verified as each field is exited.	<p>[step 1] Click the E. History Button, Go to the times Tab, click search</p> <p>[step 2] Enter an invalid date [test 1]</p>	<p>[test 1] You should now receive an error stating that an invalid date has been entered, and the text for that field will become highlighted</p>
CAD	BASE	Active Calls	C54	Notification of errors occurs at the field level	<p>[step 1] Click the E. History button, Go to the times Tab, click search</p> <p>[step 2] Enter an invalid time Tab out of the field [test 1]</p>	<p>[test 1] You should now receive an error stating that an invalid time has been entered as well as the text being highlighted</p>
CAD	BASE	Active Calls	C56	<p>Operators shall be able to exit from almost any field to perform the following functions:</p> <ul style="list-style-type: none"> a. Full inquiry capability to historical events b. Update any unit's status c. Initiate a new event d. Go directly to the Command Line 	<p>[step 1] Create a call for service, Click the add notes button, enter some notes</p> <p>[step 2] Press the F5 Key, Place a unit on a self Initiated event by typing unit# space S1 (A11 S1) [test 1]</p> <p>[step 3] Click the E. History button, recall an event [test 2]</p> <p>[step 4] Press the F5 key, type <unit#> space C to clear the self initiated unit (A11 C) [test 3]</p>	<p>[test 1] This will demonstrate the navigation within screens, as well as updating the units' status</p> <p>[test 2] This will demonstrate the event history search capability regardless of what field you are in</p> <p>[test 3] This will demonstrate how you can go directly to the command Line from most anywhere by pressing the F5 key</p>
CAD	BASE	Active Calls	C57	The operator can add or change information in an event format and then cancel an event. All such changes shall be recorded an event audit log including the date/time the changes was made, who made the change.	<p>[step 1] Create a new call for service</p> <p>[step 2] Change the nature code and call source for the call</p> <p>[step 3] Click the cancel button, Choose a cancel</p>	<p>[test 1] This will bring up the event history information for this event, notice the tracking entries derived from the actions preformed in step 2</p>

				the console ID from which the change was made, and both the before and after field values.	code, click OK [step 4] Click the last 20 button, Recall the event you have just cancelled, view the event, Click the Log tab [test 1]	
CAD	BASE	Active Calls	C58	Any operator shall be able to add comments to any active event without having the detail event on the window.	[step 1] Create a new call for service, record the reference # located in the upper left hand corner of the call taker window, Click Finish [step 2] From the command line type AR space reference # space followed by your comments, press enter key (AR 671 test notes) [step 3] Bring the call back up in the call taker window [test 1]	[test 1] You should now see the notes that you typed in the previous step, displayed in the notes section for that call
CAD	BASE	Active Calls	C59	CAD shall automatically time stamp time received and all unit and event activities.	[step 1] Click the E. History button, click search, click view, select a call from the list [step 2] Click on the RE Log tab [test 1]	[test 1] You should now see the times for all unit and event activities
CAD	BASE	Active Calls	C60	CAD shall capture the operator's ID who initiated the activity with each unit status update.	[step 1] Click the E. History Button, click search, click view, select a call from the list [step 2] Click on the RE Log tab, Select the radio/event log button [step 3] Select a row, scroll to the right notice the operator ID's associated with each action [test 1]	[test 1] This will provide you with associated operator IDs for each event entry
CAD	BASE	Base	C62	The CAD system shall be multi-agency, multi jurisdictional system that provides the ability to dispatch multiple law enforcement, fire and EMS departments.	[step 1] Create 2 new calls for service, enter valid natures for service types that dispatch multiple agencies [step 2] dispatch a unit from agency1 to the first call, dispatch a unit from agency2 to the next call [test 1]	[test 1] This will demonstrate CAD's ability to allow dispatching of multiple agencies and service types using 1 system
CAD	BASE	Base	C63	One window shall be the call input screen - where the incident/event information is received and complainant's name and address is entered	[step 1] Select Windows from the menu bar [step 2] Select the call taker/ dispatch window [test 1]	[test 1] This will set focus to the call input screen where the incident/event information is received and complainant's name and address is entered
CAD	BASE	Base	C64	Separate windows shall display the available units, active units, and open or non-dispatched events	[step 1] Select Windows from the menu bar [step 2] Toggle between windows bringing different ones to the front	[test 1] This will bring the different windows to the front, (giving them focus)
CAD	BASE	Base	C65	Open events shall be displayed by priority and by time held regardless of entry.	[step 1] Create 2 new (same Priority) calls for service, enter data, then finish the calls [test 1] [step 2] Create a new high priority call for service, add data, finish the call [test 2]	[test 1] Notice that the calls are sorted by the time they were received in the open Calls window [test 2] Notice that the higher priority call is now at the top of the list
CAD	BASE	Base	C66	Operators shall be able to monitor the units that they are responsible for or all units.	[step 1] Click the monitor button, deselect all groups, select a group you would like to be responsible for click OK [step 2] Create a new call for service coinciding with the group that you have selected, add data, and then finish the call [test 1] [step 3] Create a new call for service belonging to a different group than you	[test 1] You should now see the call in your Open Calls window [test 2] You should NOT see this call in the Open Calls Window [test 3] You should now see all calls that are open or active (not yet cleared) including the one created in step 3

					selected previously, add data, and then finish the call [test 2] [step 4] Click the monitor button, select all groups, click OK [test 3]	
CAD	MAP	Base	C67	Another window shall provide map (GIS) display. This window shall automatically display a street map when the address is geo-file verified in the CAD Event entry window.	[step 1] Create a new call for service, enter a valid address and nature, finish the call [step 2] Bring the Map window to the front [test 1]	[test 1] You should now see the location of the call used in Step 1 zoomed in and plotted on the map
CAD	MAP	Base	C68	The map display shall allow for multiple map layers	[step 1] Click the layers button on the Map toolbar located in the upper right of the Map display [step 2] Select multiple layers from the left side pane click the double arrow ">>" to move these layers to your display [test 1]	[test 1] You should now see the selected layers on the Map display window
CAD	MAP	Base	C69	The map display shall allow other Geo-based information to be displayed (that are contained in the layers) and provide a "zooming" feature that allows map layers/overlays to be shown in greater detail as the geographic area becomes smaller.	[step 1] Click the info button on the Map toolbar located in the upper right of the Map display [step 2] Place your mouse over a street segment left click on the segment [test 1] [step 3] Click the zoom button (magnifying glass) on the Map toolbar located in the upper right of the display [step 4] Place your mouse over a street segment, left click on the segment to zoom in, right click to zoom out [test 2]	[test 1] This will allow you to view geo information for a street Segment [test 2] This will allow you to zoom in on a desired area
CAD	BASE	Base	C70	The system shall have the ability to capture and hold calls until resources are available to dispatch. This shall include the ability to place calls on hold (telephone) and return to those calls without generating a new incident/event record each time it is re-answered. Calls on hold shall be available for review at any time.	[step 1] Click the E911 button to receive a 911 call [step 2] Enter a nature for the call [step 3] Click the E911 button to receive another 911 call [step 4] Click the Held button [test 1]	[test 1] This will demonstrate CAD's ability to place calls on hold and then revert back to them without creating new incidents
CAD	BASE	Base	C71	All CAD positions are able to act as Call Taker/Dispatch positions. They are able to initiate Call for Service information and route Calls for Service to other CAD positions. The system is capable of functioning either as a separate Call Taker and Dispatch position or with Telecommunicators performing dual functions. Thus all positions are defined to do Call Taking, Dispatching or both.	[step 1] From console1 create a new call for service, enter a valid nature, finish the call [test 1] [step 2] From console2 retrieve the call that was entered from console1, dispatch a unit to the call [test 2] [step 3] From console1 recall the event that was entered in step1, clear the unit [test 3]	[test 1] This will demonstrate CAD's ability to allow consoles to function as call takers only [test 2] This will demonstrate CAD's ability to allow consoles to function as dispatchers only [test 3] This will demonstrate CAD's ability to allow consoles to function as both call takers and dispatchers
CAD	BASE	Base	C72	The system shall offer the ability to define dispatch positions by responsible area(s) and agency(s). Each dispatcher shall only handle active calls from their position's assigned areas and agency(s).	[step 1] From console1 create a new call for service, enter a law nature code, click finish [step 2] From console2 click the Monitor button, Deselect all groups, select 1 law group, click OK [step 3] From console2 dispatch a unit to the call [step 4] From console1, create a new call for service, enter a fire nature.	[test 1] This will demonstrate CAD's ability to allow only certain calls to be monitored at a specific console (console2) notice that the fire call is not visible to console2

					click finish [test 1]	
CAD	BASE	Base	C73	The status windows shall differentiate between available units, dispatched or active units, and pending calls.	[step 1] Select the Window menu located at the top of the CAD window [step 2] Select Available Units [test 1] [step 3] Select Active Units [test 2] [step 4] Select Open Calls [test 3]	[test 1-3] This will demonstrate the products ability to differentiate between available units, dispatched or active units, and pending calls.
CAD	BASE	Base	C74	The system shall allow the operator to record vehicles towed associated with a call for service. The system shall provide the ability to assign towing companies from a rotating towing company assignment table or assign a wrecker request.	[step 1] Create a new call for service, enter a valid nature [step 2] Click the TOW button located on the bottom of the call taker form, enter tag#, enter vehicle information [step 3] Click the Request button, choose wrecker company [test 1] [step 4] Click the Rotation button, select wrecker type [test 2]	[test 1] This will demonstrate the products ability to allow for specific wrecker company requests [test 2] This will demonstrate the products ability to choose a wrecker company by their position in the wrecker rotation list
CAD	BASE	Base	C75	The system shall provide the ability to modify calls either from the call-taker's window or from the dispatcher window. A dispatcher viewing the event shall be able to view the most recent changes to the event.	[step 1] From console1 (call-taker) create a new call for service, enter a valid nature, finish the call [step 2] From console2 (dispatcher) dispatch a unit to that call [step 3] From console1 add notes to the call, from console2 view the notes added from console1 [test 1] [step 4] From console2 add additional notes to the call, from console1 view the notes added from console2 [test 2]	[test 1-2] This will demonstrate the products ability to modify calls from either the call-taker window or from the dispatch window
CAD	BASE	Base	C76	The system shall provide the ability to enter alarm codes in the location line of an event. The agency shall be able to maintain a table of alarm information such as address, type of alarm, contact name, phone, and other information. To streamline alarm entry, when an alarm is activated, the dispatcher shall enter the alarm number in the address field (A/Alarm #), and the system shall fill in the defined information.	[step 1] Go to Modules<<Sites, click add to build a new site [step 2] Enter in site information (name, address, and class at a minimum), click save [step 3] Click the Alarms button, click add, enter in alarm information (type at a minimum), record the alarm#, click save, click exit [test 1] [step 4] From the call taker window, type A/ alarm# (A/11) [test 2]	[test 1] This will demonstrate CAD's ability to maintain alarm information for any particular site [test 2] You should now see the call taker screen populated with the address of the alarm, as well as the number of Alarms at that site
CAD	BASE	Base	C77	The system shall provide a Soundex (sound-alike) search capability for names and addresses.	[step 1] Click the Loc. Check button located at the top of the call taker window [step 2] enter in a partial address, tab out of the address field [test 1]	[test 1] You should now see the address verification window with a list of possible candidates "sounding like" what you entered in step1
CAD	BASE	Base	C78	The CAD system shall have a generalized Calls-for-Service History inquiry capability.	[step 1] Click the E. History button [step 2] Click search, enter a search address where multiple incidents have occurred, click view [test 1]	[test 1] You should now see a grid box populated with all incidents that occurred at that particular address (selecting any call will bring up all call information for this particular event)

CAD	BASE	Base	C79	The CAD system shall maintain a detailed Event Record File of all closed and canceled events.	[step 1] Click the E. History button [step 2] Click search, go to the Other tab, enter a 'Y' in the "call was cancelled field?" click view [test 1]	[test 1] This shall return a list of all calls that have been canceled within the system
CAD	BASE	Base	C80	The CAD system shall hold up to twelve months of event history on-line (dependent on the disk space provided by Customer.)	[step 1] From a demo laptop, perform an event history search with a date range of 1 year [test 1]	This will demonstrate the products ability to hold up to 12 months of event history online
CAD	BASE	Base	C81	Inquiries into the Event Record History shall include: a. Events by case number b. Events by date range c. Events by primary unit by date range d. Events by jurisdiction by date range e. Events by event type by date range f. Events for a location by date range	[step 1] Click the E. History button [step 2] Search for events using each of the following search methods [step 3] Events by case number [test 1] [step 4] Events by date range [test 2] [step 5] Events by primary unit by date range [test 3] [step 6] Events by jurisdiction by date range [test 4] [step 7] Events by event type by date range [test 5] [step 8] Events for a location by date range [test 6]	[test 1-8] This shall demonstrate the product's functionality to allow most any field in event history to be used as search criteria
CAD	BASE	Active Calls	C82	The event location shall be entered as any of the following: a. Event address (ex: 256 S MAIN ST) b. Intersection (ex: S MAIN ST/FOURTH ST) c. Business name (ex: C/BALLPARK) d. Alias name of items a, b, c, or d e. Catalogued Alarm as A/Alarm # f. Lat. Long coordinates in decimal format (ex: L/23.98432165, 80.98723400) g. Lat. Long coordinates in degrees, minutes, seconds format (ex: L/) enter degrees, minutes, seconds on the Latitude/Longitude Entry form	[step 1] Create 7 new calls for service, enter addresses for the calls in the following formats. [step 2] Call1 Event address (ex: 256 S MAIN ST) [test 1] [step 3] Call2 Intersection (ex: S MAIN ST/FOURTH ST) [test 2] [step 4] Call3 Business name (ex: C/BALLPARK) [test 3] [step 5] Call4 Alias name of items a, b, c, or d [test 4] [step 6] Call5 Catalogued Alarm as A/Alarm # [test 5] [step 7] Call6 Lat. Long coordinates in decimal format [test 6] [step 8] Call7 Lat. Long coordinates in degrees, minutes, seconds format [test 7]	[test 1-7] This will demonstrate CAD's capability to accept several different methods of address entry without having to perform any additional steps in the event entry process
CAD	BASE	Active Calls	C83	Common misspelling and abbreviations shall be retained in the alias file to facilitate location entry for: a. Street names b. Business c. Intersections d. Commonplace names	[step 1] Create 4 new calls for Service, a.) Enter a Street alias in the place of actual street name tab out of the field, finish the call [test 1] b.) Enter a business alias in the place of the actual business name tab out of the field, finish the call [test 2] c.) Enter an address by intersection in the place of the actual street name tab out of the field, finish the call [test 3] d.) Enter a commonplace alias in the place of actual commonplace name, tab out of the field, finish the call [test 4]	[test 1-4] This will demonstrate the products ability to reference items built in the alias file to actual verified addresses
CAD	BASE	Active Calls	C84	Regardless of how the location is entered, CAD shall attempt to validate the location against the Geo-file prior to accepting the event.	[step 1] Create a new call for service, enter an invalid address tab out of the field [test 1]	[test 1] This will return the address verification Window that provides you with a list of possible candidate addresses based on the street name

						you entered
CAD	BASE	Active Calls	C85	It shall be possible to process the event even if the location cannot be validated against the Geo-file.	[step 1] Create a new call for service, enter a valid address with an invalid street direction, tab out of the field [step 2] Hold down the 'ALT' key while pressing the 'C' key to cancel the geo verification process [test 1]	[test 1] This will demonstrate the products ability to allow non verified addresses
CAD	BASE	Active Calls	C86	If the street name cannot immediately be resolved, the CAD shall present a list of possible street names to the operator. The operator may then select, using a simple keystroke command, the desired name from the list and continue to enter data.	[step 1] Create a new call for service, enter a valid address with an invalid street direction, tab out of the field [step 2] Select your choice, hold down the 'ALT' key while pressing the 'O' key [test 1]	[test 1] This will demonstrate the products ability to allow quick address verification with few keystrokes
CAD	BASE	Active Calls	C87	If a street has more than one possible prefix for the direction or street type, i.e., N, SE, S, RD, ST, etc., and the correct prefix has not been entered, the CAD shall present a list of possible candidates.	[step 1] Create a new call for service, enter a valid address with an invalid street type, tab out of the field [test 1]	[test 1] This will return the address verification Window that provides you with a list of possible candidate addresses based on the street name you entered
CAD	BASE	Active Calls	C88	Geo-file verification shall occur automatically at the time the location is entered. The location must be resolved prior to moving to the next field.	[step 1] Create a new call for service, enter an invalid address, tab out of the field [test 1]	[test 1] This will return the address verification Window that provides you with a list of possible candidate addresses based on the address you entered ** The CAD system will allow non verified addresses in the event the communicator cancels the verification process **
CAD	BASE	Active Calls	C89	Geo-file verification and a valid nature code shall automatically add location related data to the event format: a. Law Enforcement, Fire, or EMS reporting area b. Nearest cross streets both high and low if defined in the Geo-file c. Notification of premise/alert information associated with an address d. Jurisdiction	[step 1] Click the loc check button located in the CAD toolbar at the top of the call taker window, enter a valid address, tab out of the field	[test 1] This will return the following geo-file information (providing the polygons have been built) Law Enforcement, Fire, or EMS reporting area, Nearest cross streets(both high and low if defined in the Geo-file), Notification of premise / alert information associated with an address, jurisdiction
CAD	BASE	Active Calls	C90	The system shall provide a specialized command to place an active event; i.e., one to which units have been dispatched, back into the pending event queue.	[step 1] Create a new call for service, dispatch 2 units to the call, finish the call [step 2] From the command line, cancel those units from the call for service by typing unitID's, separated by a comma, space X space call reference number (A11, A12 X 674) [test 1]	[test 1] This should place the call back into the open call window, as well as placing the units back in the available for calls status
CAD	BASE	Base	C91	CAD shall provide a capability so that dispatching of law enforcement, EMS, or fire units to separate CAD Events may be done from a common console position, or it may be distributed to specific service positions.	[step 1] Create 2 new calls for service, from console1 assign 1 call a fire nature code, and the other a law nature code, Do NOT finish the calls [step 2] From console1 click the finish button [test 1] [step 3] From console1 monitor all service groups dispatch 1 unit to each call for service [test 2] [step 4] From console2 monitor only fire groups,	[test 1] This will route the calls created in step1 to the appropriate consoles [test 2] You should now see all 3 calls in the open calls window and notice that you can dispatch units to 2 different services from the same console [test 3] You should now only see the fire call @ console2 and notice that you can dispatch only fire units to the call for service

					dispatch a unit to the fire call for service [test 3] [step 5] From console3 monitor only law groups, dispatch a unit to the law call for service [test 4]	[test 4] You should now only see the law call @ console3, and notice that you can dispatch only law units to the call for service
CAD	BASE	Base	C92	If CAD is shut down for a period of time for any reason, events that were processed manually during the shutdown shall be easily entered into the system once it is again operating.	[step 1] Click the E. History button, click add, enter call information, record incident ID, click save [step 2] Click the E. History button, click search, enter recorded incident ID, click view [test 1]	[test 1] This will demonstrate the products ability to store call information as if it had been processed through the system, rather then entered manually
CAD	BASE	Base	C93	The system shall provide a feature that permits operators to build and maintain unlimited special purpose files such as a list of special phone numbers, etc.	[step 1] Click the Phone Dir button, located on the left side of the CAD toolbar [step 2] Click the Add button, enter contact information, save the record [step 3] Click the search button, enter name used in step1, click view, edit contact info, save the record, then search for the updated record [test 1]	[test 1] This will allow you to view, edit, delete special contact information
CAD	BASE	Base	C94	The system shall be command driven. Commands can be initiated from the Command Line. Many status update commands can also be done graphically.	[step 1] Create a new call for service, enter a valid nature, finish the call [step 2] From the command line Dispatch and Arrive a unit to the call for service by typing unit# space DA space ref# (A11 DA 654) [test 1] [step 3] From the Available Units window click and drag a unit to the call for service, once the unit appears in the active units window, highlight the units row, then click the arrive button [test 2]	[test 1] This will demonstrate the products ability to perform status updates directly from the command line. [test 2] This will demonstrate the products ability to perform status updates graphically without using the command line.
CAD	BASE	Open Calls	C95	When the event is routed to another operator, the event shall be displayed or added to the operator's open call queue.	[step 1] On console1, create a new call for Service, assign a Nature code, record the group assigned to the call for service, DO NOT click finish [step 2] On console2 click the Monitor button, select the group recorded in step 1, click ok [step 3] From console1 click the Finish button located on the bottom right of the call taker window [test 1]	[test 1] This will route the call to Console2's open call queue
CAD	BASE	Open Calls	C96	Each event shall carry a system-generated priority based on the event type.	[step 1] Create a new call for service, assign a nature, add notes to the call for service [test 1]	[test 1] Notice that the priority field is populated with the pre-defined priority for that event type priority will be P-9
CAD	BASE	Open Calls	C97	The operator can change the system generated event priority.	[step 1] Create a new call for service, assign a nature code with a low priority [step 2] Change the call priority to 'P' By highlighting the priority field on the call taker form, then typing desired priority and tabbing out of the field [test 1]	[test 1] This will demonstrate the products ability to allow priority changes on the fly.

CAD	BASE	Open Calls	C98	The highest priority events shall be displayed at the top of the queue.	[step 1] Create 2 new calls for service, assign both calls a nature code with a high Priority (use same priority), finish the calls [step 2] Create another new call for Service, assign it a nature code with a lesser priority than you used in the previous call, finish the call [test 1]	[test 1] Notice that the calls are sorted by priority and then by the time that they have been in the Open calls window (open status)
CAD	BASE	Open Calls	C99	If multiple events with the same priority are queued, they shall be sequenced based upon the amount of time that they have been held.	[step 1] Create a new call for service, assign nature code, finish the call [step 2] create another new call for Service, assign it the same Nature code as you used in the previous call, finish the call [test 1]	[test 1] Notice that the calls are sorted by the time that They have been in the Open calls window (open status)
CAD	BASE	Open Calls	C100	The dispatcher's open call queue shall display: a. Call Number b. Event nature short description c. Event location d. Type of event (i.e., Fire, EMS, Police) e. Number of minutes elapsed since the event has been received f. If the event has been assigned to a unit, the assigned unit shall be displayed	[step 1] Create a new calls for service, assign a nature code, assign the call to a unit by typing unit# space AS space ref# (A11 AS 569), finish the call [test 1]	[test 1] The open calls window shall display call info in the following order call reference#, UnitID, Event nature(Short), location, and elapsed time since the call was received
CAD	BASE	Open Calls	C101	Color Shall be used to highlight the open call's status as follows: a. Non-timed out call open call b. Timed out open call c. Event assigned to unit d. Dispatch event immediately	[step 1] Create 2 new calls for service [step 2] Assign a nature code that has an open queue timer set to > 0 to the first Call, finish the call [test 1] [step 3] Allow the first calls open queue time to run out [test 2] [step 4] Assign a nature code that has an open queue timer set to 0 for the second Call, finish the call [test 3] [step 5] From the command line assign a unit to a call by typing unit# space AS space call reference number (A11 AS 897) [test 4]	[test 1] You should now see the call text as white, indicating the open queue time has not yet expired [test 2] You should now see the call text as red, indicating the open queue time has expired [test 3] You should now see the call text as red, indicating this is high priority and needs to be routed immediately [test 4] You should now see the assigned unit# directly after the call priority, in the open calls window, indicating that a unit is pre-assigned to this call for service
CAD	BASE	Open Calls	C102	If the event is held longer than defined by agency's standard operating procedure, then the open event shall be displayed in an alert condition. The alert condition shall display the entire call in red.	[step 1] Create several new calls for Service, enter nature code that has a warn to route time set [step 2] Allow route time to expire [test 1]	[test 1] You should now see a visual queue that the warn to route time has expired indicated by a warning icon as well as a change in the forms background to red.
CAD	BASE	Open Calls	C103	The open call queue is resizable and scrollable window; therefore, the operator can resize the window to display the desired number of open calls without scrolling.	[step 1] Create several new calls for Service, enter nature codes for each call, finish each call [step 2] Position mouse pointer over the bottom right of the open calls window when pointer changes to a double arrow, click and drag corner, to re-size the window [test 1]	[test 1] You should now see your open calls without having to use the products scrolling capabilities
CAD	BASE	Open Calls	C104	When the events are displayed or cancelled, they no longer appear on the open event monitor; however, they shall still be used for duplicate call recognition until they are closed out.	[step 1] Create a new call for service, cancel that call for service (record address used) [step 2] Create a new call for service using the same address [test 1]	[test 1] This shall demonstrate the product's ability to recognize duplicate calls even if they have been canceled

CAD	BASE	Open Calls	C105	All cancelled event shall be retained for historical purposes.	[step 1] Create a new call for service [step 2] Click the cancel button located at the bottom section of the call taker window, enter cancel code, click ok [step 3] Click the last 20 button, recall the canceled event, click ok [test 1]	[test 1] You should now see all related information to the canceled call for service
CAD	BASE	Open Calls	C106	There shall be a facility, which permits an operator to hold a partially entered event in order to process another higher priority event.	[step 1] Enter a new call for service, assign it a low priority, add a few notes to the call [step 2] Click the E911 button, enter a high priority nature code, finish the call [test 1] [step 3] Click the Held button, select the previous call for service, add additional notes to the call, finish the call [test 2]	[test 1-2] This will demonstrate CAD's ability to allow an operator to hold a partially entered event in order to process another higher priority event.
CAD	BASE	Open Calls	C107	In this case, the operator shall be notified that there is an event on hold.	[step 1] Enter 2 new calls for service [step 2] For Call 1 enter a nature code, finish the call [test 1] [step 3] From the Held Calls window, select the previous call for service, click OK [test 2]	[test 1-2] The Held calls window will display after the operator finishes the call that they are currently working on. This shall demonstrate the product's ability to notify an operator that there is an event on hold.
CAD	BASE	Premise	C108	The CAD shall provide a facility to maintain premise history information files for fire, EMS, and law enforcement.	[step 1] Go to Modules<<Sites, Click the Add button, Build a new site. (record site address) *Repeat step 2 for law, fire & ems service types* [step 2] Click the premise button on the site form add desired premise Information, save the site [step 3] Click the New call Button on the call taker window in the location field type the address of the site you built. [test 1-3]	[test 1-3] You should now see that the Premise Tab now has red text Click the premise tab This should bring up all of the premise info that you entered in Step1 for each service type
CAD	BASE	Premise	C109	Unlimited premise data may be maintained per address.	[step 1] Go to Modules<<Sites, Click the Add button, Build a new site. (record site address) *Repeat step 2 for law, fire & ems service types* [step 2] Click the premise button on the site form add desired premise Information, save the site [step 3] Click the New call Button on the call taker window in the location field type the address of the site you built. [test 1-3]	[test 1-3] You should now see that the Premise Tab now has red text Click the premise tab This should bring up all of the premise info that you entered in Step1 for each service type
CAD	BASE	Premise	C110	When an operator requests premise history information on an address, the match shall made on the exact address.	[step 1] Go to Modules<<Sites, Click the Add button, Build a new site. (record site address) *Repeat step 2 for law, fire & ems service types* [step 2] Click the premise button on the site form add desired premise Information, save the site [step 3] Click the New call Button on the call taker window in the location field type the address of the site you built. [test 1-3]	[test 1-3] You should now see that the Premise Tab now has red text Click the premise tab This should bring up all of the premise info that you entered in Step1 for each service type

CAD	BASE	Premise	C111	When an operator requests premise history information for an address range, the match shall return all premise for that particular range.	[step 1] Go to Modules<<Premise Ranges, Click the Add button, Build a new record. (record street & range) [step 2] Click the New call Button on the call taker window in the location field type an address falling between the premise range that you built in Step1. [step 3] Click the premise button [test 1]	[test 1] This will demonstrate the products ability to enter / maintain premise information for a range of addresses without having to build individual sites
CAD	BASE	Base	C112	The system shall provide the following management summary reports or graphs: a. Law enforcement in-service events by day of week and hour of day b. Law enforcement events by beat c. Law enforcement response statistics d. Daily event summary e. Unit Mileage report f. Cross-beat station activity report g. Reports can be printed for any agency or for the total communications center	[step 1] Select the Reports menu located at the top of the CAD display [step 2] Select <<Graphical Reports<<Calls for service by Day of week [test 1] [step 3] Select <<Graphical Reports<<Calls for service by time of day [test 2] [step 4] Select <<Graphical Reports<<Calls by law beat, enter agency, click the graph button [test 3] [step 5] Select <<Assembly Reports<<Assembly report, click the print button [test 4] [step 6] Select <<Other Reports<<Mileage report by unit, enter unit (that has mileage history), agency, and starting and ending date, click the view button [test 5] [step 7] Select <<Other Reports<<Events by serviced by beat/station nature code summary, enter an agency, station and starting and ending date, click the view button [test 6] [step 8] Select <<Other Reports<<Events by nature code by agency, enter a law agency, click the view button [test 7] [step 9] Select <<Other Reports<<Events by nature code, enter starting and ending date, click the view button [test 8]	This will demonstrate the systems ability to provide the following management summary reports or graphs: [test 1] Law enforcement in-service events by day of week and hour of day [test 2] Law enforcement events by beat [test 3] Law enforcement response statistics [test 4] Daily event summary [test 5] Unit Mileage report [test 6] Cross-beat station activity report [test7-8] This will demonstrate that reports can be printed for any agency or for the total communications center
CAD	BASE	Base	C113	The CAD shall include a set of features to prevent unauthorized access to the system.	Prior to performing this test, you must log off of the CAD system [step 1] At the user log on, attempt to enter fictitious usernames / passwords [test 1]	[test 1] This will demonstrate CAD's ability to prevent unauthorized access to the system.
CAD	BASE	Base	C114	The system shall require that each operator sign on and off the workstation using their individual password.	Prior to performing this test, you must log off of the CAD system [step 1] At the user log on, enter username and or password for a specific user [test 1]	[test 1] This will demonstrate CAD's ability to prevent unauthorized access to the system by requiring a username and password to log in
CAD	BASE	Self-Initiated	C115	Field units may initiate events by radio by providing the dispatcher with incident type and location.	[step 1] Click the Self Init button, enter an incident type and location [test 1]	[test 1] This will demonstrate CAD's ability to allow field units to create calls for service by radio knowing only (at a minimum) address and nature of the event

CAD	BASE	Self-Initiated	C116	The dispatcher may enter a Self-initiated event from the dispatch window by activating a special button or from the command line.	[step 1] Click the Self Init button, enter incident information, click OK [test 1] [step 2] From the command line type unit# space SI, enter incident information, click OK [test 2]	[test 1] This will demonstrate CAD's ability to allow the dispatcher to enter Self Initiated events from the dispatch window by activating a special button [test 1] This will demonstrate CAD's ability to allow the dispatcher to enter Self Initiated events from the command line.
CAD	BASE	Self-Initiated	C117	The special window shall allow vehicle license number and state to be recorded, the incident type entered and the location shall be Geo-file verified. The CAD system shall automatically notify the communicator of previous contacts with the same license number and state.	[step 1] Click the Self Init button, enter an incident type and invalid location [test 1] [step 2] Correct the address then continue [step 2] enter a license plate that has previous history attached to it, tab out of the field [test 2]	[test 1] This will show that Self Initiated Events must also have a geo verified address before the call can be cleared [test 2] This will light the License Chk. Button, alerting the communicator that there has been previous contact with the same license # and state
CAD	BASE	Self-Initiated	C118	If a unit is Enroute to a previous incident and the same unit self initiates a call, then the unit shall automatically be canceled from the previous call.	[step 1] Create a new call for service, enter a valid nature, finish the call [step 2] Dispatch 2 units to the call for service by typing unit#, unit# space D space ref# (A11,D12 D 654) [step 3] From the Active Units window, select the Primary units row then click the Self Init button located on the active units toolbar [test 1]	[test 1] This will cancel the primary unit off the call and then make the other unit the primary unit
CAD	BASE	Self-Initiated	C119	If a unit is Enroute to a previous incident and the same unit self initiates a call and the unit is the only unit involved with the previous incident, then the previous incident shall automatically be transferred to the dispatcher(s) open call queue.	[step 1] Create a new call for service, enter a valid nature, finish the call [step 2] Dispatch 1 unit to the call for service by typing unit# space D space ref# (A11 D 654) [step 3] From the Active Units window, select that units row then click the Self Init button located on the active units toolbar, select yes to pre-empt the unit [test 1]	[test 1] This will cancel the primary unit off the call and then route the call back to the open call queue pre-assigned to that unit
CAD	BASE	Self-Initiated	C120	The system shall notify the dispatcher when a unit requests a self initiated event and require the dispatcher's acknowledgment.	[step 1] Create a new call for service, enter a valid nature, finish the call [step 2] Dispatch 1 unit to the call for service by typing unit# space D space ref# (A11 D 654) [step 3] From the Active Units window, select that units row then click the Self Init button located on the active units toolbar, select yes to pre-empt the unit [test 1]	[test 1] This will demonstrate that when a unit requests a self initiated event the dispatcher will be notified and forced to choose whether or not they would like to pre-empt that unit off of the call for service
CAD	BASE	Open Calls	C121	The CAD system shall visually notify the dispatcher of pending events in the open call queue that have exceeded a pre-defined time.	[step 1] Create a new call for service, enter a low priority nature code with a open call queue time set. Finish the call [test 1] [step 2] Allow open call time to expire [test 2]	[test 1-2] When time expires the font color for that call will turn from white to red indicating open call time has expired
CAD	BASE	Active Calls	C122	The system shall visually notify the dispatcher that units are on-scene that have exceeded a pre-defined time without contact (for example traffic stop).	[step 1] Create a new call for service, enter a low priority nature code with a on scene time set. Dispatch and arrive a unit to the call, Finish the call [test 1]	[test 1-2] When time expires the units background color will turn from white to red indicating the units on scene time has expired

					[step 2] Allow on scene time to expire [test 2]	
CAD	BASE	Active Calls	C123	After the dispatcher has been alerted to the timer condition, they may use the command line or a graphical function to reset the timer to a user-specified time interval.	[step 1] Create a new call for service, enter a low priority nature code with a on scene time set. Dispatch and arrive 2 units to the call, Finish the call [step 2] Allow on scene times to expire [step 3] Highlight the primary units row, click the RW button located at the top of the active units window [test 1] [step 4] From the command line type the following unit# space RW [test 2]	[test 1] This will demonstrate the products ability to reset unit timers graphically [test 2] This will demonstrate the products ability to reset unit timers from the command line
CAD	BASE	Unit Recommend	C124	The system shall generate unit recommendation for law enforcement, EMS, or fire events for separate CAD events if the appropriate tables are defined.	[step 1] Create a new call for service, enter a valid address and nature [step 2] Click the Recom button located on the right side of the call taker window [test 1]	[test 1] This will return a suggestion of what units should be dispatched based on their unit type, and proximity to the call
CAD	BASE	Unit Recommend	C125	The dispatcher shall be able to accept the recommended unit(s) with a single mouse click or hot key.	[step 1] With the recommend screen up, click the Dispatch button [test 1]	[test 1] This will demonstrate the products ability to accept recommendations based on activating the dispatch button
CAD	BASE	Unit Recommend	C126	The dispatcher shall be able to override any recommendations.	[step 1] Create a new call for service, enter a valid address and nature [step 2] Click the Recom button located on the right side of the call taker window [step 3] Click the Cancel button [test 1]	[test 1] This will demonstrate the products ability to allow operators to override recommendations
CAD	BASE	Unit Recommend	C127	The recommendation of units shall be based upon the event type code, the location of the event, the availability of units, and the number of units required.	[step 1] Create a new call for service, enter a valid address and nature [step 2] Click the Recom button located on the right side of the call taker window [step 3] Record the Agency, Geo Prox., and Beat/Station [test 1]	[test 1] Based on the nature of the call, CAD determines what unit type is needed to respond, it then looks to find responding agency for that address, CAD then reads the Geo Prox, to determine what station/beat to begin looking for that unit type. The recommended units should be the closest available units to the call address (providing they are the correct unit type)
CAD	BASE	Unit Recommend	C128	In some instances a unit may already be on a call and be recommended for a higher priority call.	[step 1] Create a new call for service, enter a low priority nature code, record call address, dispatch a unit belonging to that jurisdiction to that call for service [step 2] Create a new call for service, enter a high priority nature code, enter in the recorded address, click Not a Duplicate, click the Recom button, make sure the currently dispatched unit is selected in the recommended units window, click the dispatch button [test 1]	[test 1] This shall demonstrate the product's ability to recommend already dispatched units to a call for service if its priority is greater than the original calls
CAD	BASE	Unit Recommend	C129	An unlimited number of available law enforcement units may be recommended for dispatch.	[step 1] Create a new call for service, enter a law nature code, enter in a	[test 1] This will demonstrate CAD's ability to recommend an

					valid address, click the Recom button, select several units in the recommended units window [test 1]	unlimited number of available law units to a call for service
CAD	BASE	Unit Recommend	C130	It shall be possible to track an unlimited number of units and track ALL their unit activity that responded to the event.	[step 1] Create a new call for service, enter a law nature code, enter in a valid address, click the Recom button, select several units in the recommended units window, click the dispatch button, close the recommend window, arrive and clear the units from the call [step 2] Click the Last 20 button, select the top call (the one you just cleared), click view, go to the log tab	[test 1] This will demonstrate CAD's ability to track unlimited units activities for that call for service
CAD	BASE	Unit Recommend	C131	Fire unit recommendations shall be based on a fire event type code and the availability of equipment.	[step 1] Create a new call for service, enter a nature code requiring a fire response, click the Recom. Button [test 1]	[test 1] Notice that the units are recommended by type of response needed, then by the closest available equipment
CAD	BASE	Unit Recommend	C132	The fire event type code and the alarm level shall determine the equipment recommendation.	[step 1] Create a new call for service, enter a nature code requiring a fire response, click the Recom. Button, record the amount of units selected and the types of those units [step 2] Increase the alarm level [test 1]	[test 1] Notice that the amount of units recommended has increased, and depending on how the response plan was built, the unit types needed may have changed as well
CAD	BASE	Unit Recommend	C133	As greater alarm levels are required the system shall deploy the appropriate fire stations running order and the required complement of equipment.	[step 1] Create a new call for service, enter a nature code requiring a fire response, click the Recom. Button, record the amount of units selected and the types of those units [step 2] Increase the alarm level 1 time [test 1] [step 3] Increase the alarm level 1 additional time [test 2] [step 4] Increase the alarm level 1 additional time [test 3]	[test 1-3] Notice that for each alarm level the system shall deploy the appropriate fire stations running order and the required complement of equipment.
CAD	BASE	Unit Recommend	C134	Only available fire units shall be recommended for dispatch.	[step 1] Create a new call for service, enter a nature code requiring a fire response, record the responding group assigned to that address [step 2] Select a unit from that group that should be recommended based on the proximity and type of the call, right click on the unit, place them out of service and make sure their Available for recommend status = 'N' [step 3] Click the Recom. Button [test 1]	[test 1] This will indicate that if a fire unit is not available, it will be skipped in the recommend process
CAD	BASE	Unit Recommend	C135	As fire commanders reposition apparatus to provide appropriate coverage, the system shall allow move-ups to be recorded and incorporate the repositioned units into the normal dispatch recommendation process.	[step 1] Select a fire unit from the available units window, right click on the icon, select Move... [step 2] Enter Move to Station click Ok [test 1] [step 3] Create a new call for service, enter a address that is in the Units new locations jurisdiction, enter a fire nature code that would require that unit type	[test 1] This will demonstrate the products ability to allow operators to move apparatus from one station to another [test 2] This will demonstrate the products ability to realize that the unit has been moved to this station therefore recommending it as if it was actually assigned to

					to respond [step 4] Click the Recom. button [test 2]	that station
CAD	BASE	Base	C136	The CAD system shall be compliant with Phase II wireless standards	Please refer to {C137-C138} to perform testing for Phase II, if not Phase II compliant, skip tests {C137-C138} [test 1]	[test 1] This will demonstrate that the CAD system shall be compliant with Phase II wireless standards
CAD	BASE	Base	C137	The communicator will be given a visual notification that a call derives from a wireless phone	[step 1] Place a call from a phase II wireless phone to the communication center [step 2] Click 911 to retrieve the call [test 1]	[test 1] Notice the call source is now W911, as well as a cell tower icon has now appeared next to the caller name and address fields this will demonstrate that a visual indication will be given to represent a wireless call
CAD	BASE	Base	C138	When the communicator receives a wireless call it shall be plotted on the map by X Y coordinates or closest address, rather than the cellular providers address or tower address (if the call is placed from a phase II compliant phone)	[step 1] Place a call from a phase II wireless phone to the communication center [step 2] Click 911 to retrieve the call [test 1]	[test 1] Notice the call source is now W911, as well as a cell tower icon has now appeared next to the caller name and address fields this will demonstrate that a visual indication will be given to represent a wireless call
CAD	BASE	Wrecker Rotation	C139	The system shall be able to track wrecker districts. Each wrecker district shall have a unique wrecker rotation list.	[step 1] Go to Modules<<Tow Rotation Listing, select the Rotation List dropdown [test 1]	[test 1] This will demonstrate CAD's ability to track wrecker districts
CAD	BASE	Wrecker Rotation	C140	System shall be able to record information about wrecker companies.	[step 1] Start Geo, login, go to Modules<<Wrecker Companies [step 2] Select a wrecker company [test 1]	[test 1] This will demonstrate the products ability to store information about wrecker companies
CAD	BASE	Wrecker Rotation	C141	The system shall assign the next available wrecker from the rotation list based on the wrecker district and type of wrecker requested (flat bed, normal, or heavy duty).	[step 1] Create 2 new calls for service, enter valid addresses in that would fall under the same tow list, enter valid natures for service, click finish 2 -With call1 in the call taker window, click the tow button, click the rotation button, select regular, record wrecker company name [step 3] Go to Modules<<Tow Rotation Listing, select the list that corresponds to the calls for service, record the next available wrecker company in the list [test 1] [step 3] With call2 in the call taker window, click the tow button, click the rotation button, select regular, record wrecker company name [test 2]	[test 1] The next wrecker in the list shall be at the top of the list [test 2] This will verify that the wrecker requested in call2 will be the one recorded in step3 (providing both companies have wrecker types of 'regular')
CAD	BASE	Wrecker Rotation	C142	The system shall allow the dispatcher to view the order of the wrecker rotation list on demand without entering vehicle information.	[step 1] Create 2 new calls for service, enter valid addresses in that would fall under the same tow list, enter valid natures for service finish the calls [step 2] With call1 in the call taker window, click the tow button, click the rotation button, select regular, record wrecker company name [step 3] Go to Modules<<Tow Rotation	[test 1] The next wrecker in the list shall be at the top of the list, sorted by call order

					Listing, select the list that corresponds to the calls for service [test 1]	
CAD	BASE	Wrecker Rotation	C143	The system shall create a wrecker log entry in the CAD call log regarding the wrecker details.	[step 1] Click the Last20 button, select a previous call with tow history, click view [step 2] click the tow button [test 1]	[test 1] Here you will see the tow related information for that call for service
CAD	CAD-RMS Integration	Base	C145	When an address or location is verified via the CAD Geo-File, CAD should notify the communicator of any ACTIVE Warrants for individuals where their last known home address is at the geo-verified address.	[step 1] Create a new call for service, enter an address that has an Active Warrant [test 1]	[test 1] The Wants button should now be highlighted, This indicates that there is Active Warrants for that address
CAD	CAD-RMS Integration	Base	C146	When an address or location is verified via the CAD Geo-File, CAD should notify the communicator of any ACTIVE Warrants for individuals where their last known home address is at the geo-verified address, the communicator should then be able to access the warrant information that is stored in the RMS warrant module.	(continued from previous test item) [step 1] Click the Wants button [test 1]	This will display any warrant information for that is stored in the RMS Warrant module
CAD	CAD-RMS Integration	Base	C147	When the warrant is served or placed in a non-ACTIVE status, CAD shall no longer notify the communicator of this Warrant	[step 1] Create a new call for service, enter an address that has a NON - Active Warrant [test 1]	[test 1] The Wants button should NOT be red, however if you click the Want button you can see the non-active warrant information
CAD	CAD-RMS Integration	Base	C148	When an address or location is verified via the CAD Geo-File, CAD should notify the communicator of any ALERTS on individuals where their last known home address is at the geo-verified address.	[step 1] Create a new call for service, enter an address that has an Alert attached to it [test 1]	[test 1] The Alerts button should now be highlighted, This indicates that there is Alert information for that address
CAD	CAD-RMS Integration	Base	C149	When an address or location is verified via the CAD Geo-File, CAD should notify the communicator of any ALERTS on individuals where their last known home address is at the geo-verified address, the communicator should then be able to access the ALERT and Name information that is stored in the RMS Name Module.	(continued from previous test item) [step 1] Click the Alerts button [test 1]	This will display any alert information for that is stored in the RMS alert module
CAD	CAD-RMS Integration	Base	C150	When the subject's most current address changes (with an ALERT), CAD shall automatically notify the communicator of the ALERT information at the new geo-verified address.	[step 1] Modify an alert address in the RMS system, record the new address [step 2] Create a new call for service in CAD, enter the recorded address from step1, click the alerts button [test 1]	[test 1] This will verify that the Alert address has changed for that individual
CAD	CAD-RMS Integration	Base	C151	If the ALERT is deleted in the Name module, CAD shall no longer notify the communicator of the ALERT.	[step 1] Delete the alert used in the previous test (through RMS) [step 2] Create a new call for service in CAD, enter the deleted alert address from step1, notice that the Alert button is no longer lit (providing that was the only alert at that address) [test 1]	[test 1] This will verify that there is no longer an active alert for that individual at this address

CAD	CAD-RMS Integration	Base	C152	When the primary police unit on a Police Event is cleared and a CAD Case Number has been generated, CAD shall create a "skeleton" offense report in the RMS Offense Module.	(SQL Auto must be configured and running prior to this test) [step 1] Create a new call for service, enter an address with a city code existing in RMS, assign a nature code [step 2] Dispatch and Arrive a unit to the call that is assigned to an agency built within RMS [step 3] Clear the call with a report number (record this report #) [step 4] Search for the related incident in RMS by agency and case# (should be same as report#) obtained in step3 [test 1]	[test 1] This will verify that a skeleton offense report was sent to RMS
CAD	CAD-RMS Integration	Base	C153	Item {C152} shall be accomplished <u>without</u> any data entry from Communications Personnel.	Refer to item {C152} for test method	Refer to item {C152} for test results
CAD	MAP	Base	C154	CAD must utilize an integrated geographic display.	[step 1] Enter a new call for service [step 2] Enter valid address and Nature, finish the call [step 3] Activate the Map window, click the info button located in the Map toolbar. Right click on the plotted location [test 1]	[test 1] This will demonstrate that CAD utilizes an integrated geographic display by plotting the call location on the Map
CAD	MAP	Base	C155	The geographic display must operate within a dedicated user-locatable window.	[step 1] select Window<<Map from the menu bar [test 1]	This will demonstrate that the geographic display will operate within a dedicated user-locatable window.
CAD	MAP	Base	C156	The geographic display shall utilize layered technology in which each layer may be user selected for display such as (must be defined and maintained in the GIS): a. street network b. police, fire or EMS defined boundaries c. railroads d. fire hydrants e. other layers	[step 1] Click the layers button, select a layer for each item a-e, click Ok [test 1]	[test 1] This will demonstrate the systems ability to provide street network, police fire & ems boundaries, railroads, hydrants, and other general information layers on the map display
CAD	MAP	Base	C157	The geographic display must be able to display: a. points b. lines c. geographic boundaries (polygons) d. icons (event markers/symbols)	[step 1] Click the layers button, select a layer for each item a-d, click Ok [test 1]	[test 1] This will demonstrate the systems ability to provide points, lines, polygons, and icon layers on the map display
CAD	MAP	Base	C158	As the map scale of the geographic display changes, different information shall be shown automatically. For example, neighborhood streets, fire hydrants, and other detailed information shall be displayed when zoomed into a local area. However, less detailed information, such as major roads, shall be displayed when viewing a large area.	[step 1] Position the cursor on the Map display, hold down the left mouse button, zoom in on a desired street segment until you see neighborhood street names that were not visible until you zoomed in [test 1]	[test 1] This will demonstrate the products ability to provide more detailed information on segments based on the zoom ratio
CAD	MAP	Base	C160	It must be possible to zoom into a user-selected area.	[step 1] Position the cursor on the Map display, hold down the left mouse button, drag the square to desired size [test 1]	[test 1] This will demonstrate the products zoom capabilities
CAD	MAP	Base	C161	The geographic display must keep its aspect ratio regardless of the zoom window scale and method of selection.	[step 1] Create a new call for service, enter a valid address, tab out of the field [step 2] Click the zoom button located in the map toolbar, select the area of	[test 1-2] This will demonstrate the products ability to lock map aspect ratios regardless of zoom ratio

					the map you would like to zoom in on, left click until you can see more detailed information being displayed [test 1] [step 3] Right click on the map display to zoom back out [test 2]	
CAD	MAP	Base	C162	The geographic display must show the location of events in the zoom window.	[step 1] Create a new call for service, enter a valid address, tab out of the field [test 1]	[test 1] The map will now zoom in to the address entered in step1
CAD	MAP	Base	C163	The symbol used to show the location must be user editable.	[step 1] Go to Options<<System Options/Preferences click the map tab [step 2] Click the ellipse button, browse to the bmps folder, select your new icon, click OK [test 1] [step 3] Create a new call for service, enter a nature that corresponds to the service type for the icon that you changed in step 1, finish the call [test 2]	[test 1] This will allow you to change your map display icon [test 2] This will demonstrate that changes to that map display icon have taken place, by now displaying the icon you selected in step1 rather than the default icon that was used previously
CAD	MAP	Base	C164	It must be possible to display multiple views of the dispatch area and to use these as the main map or to retrieve them at will. For example, a town-wide map and a Police District Map may be desired. This will be accomplished with SunGard's standard layer control features.	[step 1] Select the layers button located on the map toolbar [step 2] Deselect all layers, select your street layer, click Ok [test 1] [step 3] Select another layer, click Ok [test 2]	[test 1-2] This will demonstrate the product's ability to add an remove map display layers at the users will
CAD	MAP	Base	C165	It must be possible to change the size of the geographic display or zoom window by using the operating system's native Graphical User Interface (GUI) capabilities. For example, using the mouse to grab the corner of a window and dragging it to resize the window.	[step 1] Position the cursor on the right bottom corner of the Map display, when the cursor turns into a double arrow, left click and drag window to desired size [test 1]	[test 1] This will demonstrate the products ability to allow the map display to be resized using common "windows mythologies"
CAD	MAP	Map Converter	C166	The system must be able to import information from the Customer's GIS department (providing it is in a format supported by SunGard Public Sector) and generate maps such as streets, boundaries, fire hydrant locations, and other geographic information needed by the CAD mapping component.	[step 1] Start the Mapset converter [step 2] Perform a map layer conversion [step 3] Add the converted layer to the Map display [test 1]	[test 1] This will demonstrate that the system is able to import information from the Customer's GIS department (providing it is in a format supported by SunGard Public Sector) and generate maps
CAD	MAP	Map Editor	C169	The OASIS Map Editor application conforms to the functionality as contained in the USI Map Editor Documentation.	All such testing shall be performed using the USI program and/or any accompanying user documentation	All test results shall be based on the USI program and/or any accompanying user documentation
CAD	MAP	Base	C171	The System automatically pinpoints the location of the incident on the map with a validated address.	[step 1] Create a new call for service [step 2] Enter a valid address, tab out of the field [test 1]	[test 1] The map will display an icon indicating the location of the call for service and populate the appropriate geo-fields.
CAD	State/NCIC Interface	Base	C172	The CAD operator can enter basic STATE/NCIC inquiries from the CAD Console that will follow the State's data specifications. These inquiries include: a. Driver License (In-state and out-of-state) Query b. Wanted Person Query c. Vehicle Registration (In-state and out-of-state) Query d. Stolen Gun Query e. Stolen Article Query	[step 1] Click the NCIC button, perform the following queries [step 2] Driver License (In-state and out-of-state) Query [test 1] [step 3] Wanted Person Query [test 2] [step 4] Vehicle Registration (In-state and out-of-state) Query [test 3] [step 5] Stolen Gun Query [test 4] [step 6] Stolen Article Query [test 5]	[test 1-5] This will demonstrate the products capability to perform NCIC queries directly from the CAD console using state query specifications

CAD	State/NCIC Interface	Base	C173	The CAD Operator is notified with audible (if sound is available) and visual alerts indicating the CAD Operator has received one or more STATE/NCIC messages that have not been viewed.	[step 1] Click the NCIC button, perform a license check for a plate that has history [test 1]	[test 1] If you have sound configured you will here a message, "There is a message for you", as well as the message button on the CAD toolbar displaying the new mail icon
CAD	PAGING	Base	C174	The paging module will automatically send dispatch and event under control pages to predefined recipients directly from the CAD console without any additional communicator interaction	[step 1] Create a new call for service, enter a valid address and fire nature code, Finish the call [step 2] Dispatch a unit with an alpha numeric pager ID built [test 1] [step 3] From the Active Units window, highlight the units row, click the Event UC button [test 2]	[test 1] This will demonstrate the products ability to send dispatch pages to units without communicator intervention [test 2] This will demonstrate the products ability to send Event Under Control pages to units without communicator intervention
CAD	PAGING	Base	C175	The paging module will automatically send dispatch pages to predefined recipients directly from the CAD console once a pre-defined alarm level has been reached	[step 1] Create a new call for service, enter a valid address and fire nature code with alarm level paging defined, Finish the call [step 2] Increase the alarm level to predefined level in order for CAD to send dispatch page to pre-built recipient [test 1]	[test 1] This will demonstrate the products ability to automatically send dispatch pages to predefined recipients directly from the CAD console once a pre-defined alarm level has been reached
CAD	PAGING	Base	C176	The product shall provide an add-on module that will allow for alpha paging	Refer to item {C177} for test method	Refer to item {C177} for test results
CAD	PAGING	Base	C177	The paging module will allow communicators to send alpha pages to predefined recipients directly from the CAD console	[step 1] Select Modules<<Alpha Paging from the menu bar located at the top of the CAD window [step 2] Click the To button to select a recipient [step 3] Enter a text message, click Send [test 1]	[test 1] This shall demonstrate the products ability to dispense alpha pages from within the CAD console
CAD	Rip & Run	Base	C178	After the call is cleared the Rip & Tear module will send a CLEAR REPORT to the stations that responded.	[step 1] Create a new call for service, enter a valid address and a fire nature code finish the call [step 2] Dispatch a unit belonging to a station with faxing or printing capabilities [step 3] Clear all units on the call for service [test 1]	[test 1] A Clear report will be sent to the units station without any additional work from the communicator. This report will be sent via printer or fax machine depending on the station setup
CAD	Rip & Run	Base	C179	When the system generates a clear report, it shall contain detailed call information such as -Event ID -Call reference # -Date/Time Received -Report # -Call Source -Primary Unit -Service Involved -Location -X streets -Jurisdiction -Service type -Agency -Beat/Station -District -Nature -Caller -Call times Radio / Event Log entries	[step 1] Create a new call for service, enter a valid address and a fire nature code finish the call [step 2] Dispatch a unit belonging to a station with faxing or printing capabilities [step 3] Clear all units on the call for service [step 4] Obtain and observe the Clear report [test 1]	[test 1] A clear report will be sent to the units station without any additional work from the communicator. This report will contain the following information: -Event ID -Call reference # -Date/Time Received -Report # -Call Source -Primary Unit -Service Involved -Location -X streets -Jurisdiction -Service type -Agency -Beat/Station -District -Nature -Caller -Call times Radio / Event Log entries

CAD	Rip & Run	Base	C180	When a call is dispatched the system will Fax or Print a DISPATCH REPORT to the stations that are responding on the call.	[step 1] Create a new call for service, enter a valid address and a fire nature code finish the call [step 2] Dispatch a unit belonging to a station with faxing capabilities [test 1] [step 3] Dispatch a unit belonging to a station with printing capabilities [test 2]	[test 1-2] A dispatch report will be sent to the units station without any additional work from the communicator. This report will be sent via printer (test1) or fax machine (test2) depending on the station setup
CAD	Rip & Run	Base	C181	When the system generates a dispatch report, it shall contain the following information: Date & Time of Dispatch (Time Out) Nature Medical Priority Code (ex. 10-C-3) Address City Cross Streets (High & Low) Business Name Call Taker Notes Hot Spot Information (Ordered by previous call time - reverse order, Date/Time & Nature of incident) Premise Records (Notes Field in Premise Table) Units Responding (List of other units also responding to this event) Street Notes (Both Segment specific and whole street notes)	[step 1] Create a new call for service, enter a valid address and a fire nature code finish the call [step 2] Dispatch a unit belonging to a station with faxing or printing capabilities [step 3] Obtain and observe the dispatch report [test 1]	[test 1] A dispatch report will be sent to the units station without any additional work from the communicator. This report will contain the following fields: Date & Time of Dispatch (Time Out) Nature Medical Priority Code (ex. 10-C-3) Address City Cross Streets (High & Low) Business Name Call Taker Notes Hot Spot Information (Ordered by previous call time - reverse order, Date/Time & Nature of incident) Premise Records (Notes Field in Premise Table) Units Responding (List of other units also responding to this event) Street Notes (Both Segment specific and whole street notes)
CAD	Rip & Run	Base	C182	The Rip & Run Dispatch Report will display Neighborhood and Subdivision information if available.	[step 1] Create a new call for service, enter a valid address with subdivision or neighborhood information attached, add a fire nature code, finish the call [step 2] Dispatch a unit belonging to a station with faxing or printing capabilities [step 3] Obtain and observe the dispatch report [test 1]	[test 1] This will demonstrate the products ability to display Neighborhood and Subdivision information if available.
CAD	ROSTER	Base	C183	The CAD Roster program shall allow the deletion of units from the Master Roster	[step 1] Click on the unit's row in the Master List - Edit Mode window. [step 2] Activate the Delete Row button. [test 1] Note: If the unit has multiple officers assigned to the unit, all employees will be removed from the unit.	[test 1] This will demonstrate that the CAD Roster program shall allow the deletion of units from the Master Roster

CAD	ROSTER	Base	C184	The CAD Roster program shall allow creation of new master rosters	<p>Perform the following steps to create a new Master Roster:</p> <p>[step 1] Click the Master Roster Button from the Main Menu</p> <p>[step 2] Activate the Add button at the bottom of the window. You will be taken to the Master List - Add window where you will find the cursor waiting in the Agency field.</p> <p>[step 3] Enter the valid Agency Code for this schedule or press F2 to obtain a list of agencies from which to choose.</p> <p>[step 4] Enter the valid Bureau Code for this schedule or press F2 to obtain a list of Bureaus from which to choose.</p> <p>[step 5] Enter the valid Division Code for this schedule or press F2 to obtain a list of divisions from which to choose.</p> <p>[step 6] Enter the valid Workgroup Code for this schedule or press F2 to obtain a list of Workgroups from which to choose.</p> <p>[step 7] Enter the valid Shift Code for this schedule or press F2 to obtain a list of Shifts from which to choose.</p> <p>[step 8] Please see the following sections on adding units, specifying employees, etc. found in the next section, "Editing Existing Schedules".</p> <p>[test1]</p>	[test 1] This will demonstrate the products ability to allow creation of new master rosters
CAD	ROSTER	Base	C185	The CAD Roster program shall allow editing of existing Master Rosters	<p>[step 1] Click the Master Roster button</p> <p>[step 2] Identify the Schedule that you wish to edit in the Master Roster List window. Each schedule is identified by the Agency, Bureau, Division, Workgroup, and Shift combination.</p> <p>[step 3] Double click on the schedule you wish to edit or click once on the schedule row and click the Edit button at the bottom of the Master Roster List window. [test 1]</p>	[test 1] This will demonstrate that the CAD Roster program shall allow editing of existing Master Rosters
CAD	ROSTER	Base	C186	The CAD Roster program shall allow the adding of units to the Master Roster	<p>To add another unit to the roster, simply enter the unit's call number in the Unit column in the next available grid row or press F2 to obtain a list of units from which to choose. When you press the TAB key, the Group field will automatically populate with the default group for this unit. You may further enter the Vehicle Id (optional), starting time for the unit, and ending time for the unit. When the cursor enters the Name column, the user may either type in</p>	[test 1] This will demonstrate that the CAD Roster program shall allow the adding of units to existing Master Rosters

					the employee id of the person working in the current unit or press F2 to obtain a list of your agency employees from which to choose. [test 1]	
CAD	ROSTER	Base	C187	The CAD Roster program shall allow multiple employees to be added to units contained within the Master Roster	For units that are manned by multiple employees, you must first enter the first unit and then while that row is selected activate the "Multiple Officers For Highlighted Unit" button. Another row (blue in color) will be inserted below the highlighted row and the user will be placed into the Name column where the user can type in the additional employee or press F2 to obtain a list of employees from which to choose. [test 1]	[test 1] This will demonstrate that the CAD Roster program shall allow multiple employees to be added to units contained within the Master Roster
CAD	ROSTER	Base	C188	The CAD Roster program shall allow the changing of unit fields contained within the Master Roster	If you need to change a data element for any units that have been included in a Master Roster, simply click in the desired data element's cell on the unit's appropriate row and change the value of the field. For example, you may want to change a particular unit's starting time or which Group on the Available Unit's window that the unit will appear. [test 1]	[test 1] This will demonstrate that the CAD Roster program shall allow the changing of unit fields contained within the Master Roster
CAD	ROSTER	Base	C189	The CAD Roster program shall allow for a required roll call before placing units on duty within the CAD system	If you place a check mark in the Requires Roll Call check box, the units in the roster will not automatically appear on the CAD operator's Available Units window. Please see the section describing the Roll Call feature for more information on its use. If the check mark is left blank, the system will automatically place the units into the Available Units window when the starting time occurs. [test 1]	[test 1] This will demonstrate that the CAD Roster program shall allow for a required roll call before placing units on duty within the CAD system
CAD	ROSTER	Base	C190	The CAD Roster program shall allow for CAD to monitor rosters therefore placing units on duty within the CAD system when their on duty time is met	This allows you to specify whether or not CAD will monitor the currently viewed roster. If the check box is empty, the roster will be ignored when the scheduled time is met. A check in the box indicates that the roster will be acted upon when the schedule time is met. [test 1]	[test 1] This will demonstrate that the CAD Roster program shall allow for CAD to monitor rosters therefore placing units on duty within the CAD system when their on duty time is met
CAD	ROSTER	Base	C191	The CAD Roster program shall allow the saving of changes to the Master Roster	To save any changes that you have made to the roster, activate the Save button at the bottom of the Master List- Edit Mode window. You will automatically be returned to the Master List window that displays all defined rosters. [test 1] The Cancel button will disregard any changes that	[test 1] This will demonstrate that the CAD Roster program shall allow the saving of changes to the Master Roster

					have been made since you last entered the Master List - Edit Mode window.	
MCT	AVL	Base	C192	The Mobile User will be able to see other units current location as icons on the map in SunGard Public Sector's existing MCT Mobile Client Software	From a Mobile Unit, click the map button	[test 1] The units will appear on the map plotted at their last known location, this is indicated by a colored box with unit# in the center (blue box = law, red box = fire, yellow box = EMS)
MCT	BASE	Queries	C193	The Mobile Client Software provides Quick Queries. Quick Queries are predefined queries that a mobile user may activate with a button. The CAD Mobile Client provides the following Quick Inquiries: a. Query all Active CAD Events b. Query all Holding CAD Events c. Query Current Mobile Unit's Last 12-Hours Activity d. Query all Units that are Out of Service	[step 1] Click the CAD qry button located at the top of the MCT window, click the quick query tab [step 2] Query all Active CAD Events [test 1] [step 3] Query all Holding CAD Events [test 2] [step 4] Query Current Mobile Unit's Last 12-Hours Activity [test 3] [step 5] Query all Units that are Out of Service [test 4]	[test 1] You should now see all active CAD events for your agency [test 2] You should now see all Holding CAD events for your agency [test 3] You should now see all your activity for the last 12 hours [test 4] You should now see all Out of service units for your agency
MCT	BASE	Queries	C194	The Mobile Client Software provides a method to search on historical dispatch event records including the following search criteria: a. Date and Time Span (limited by the System Administrator's rules) b. Specific Nature Code c. District, if applicable d. Beat e. Unit f. Report Number g. CAD Event Number	[step 1] Click the CAD qry button located at the top of the MCT window, click the Event History Inquiry Tab, perform queries using each method below [step 2] Date and Time Span (limited by the System Administrator's rules) [test 1] [step 3] Specific Nature Code [test 2] [step 4] District, if applicable [test 3] [step 5] Beat [test 4] [step 6] Unit [test 5] [step 7] Report Number [test 6] [step 8] CAD Event Number [test 7]	[test 1-7] This will demonstrate the products ability to use multiple search criteria when searching event history
MCT	BASE	Queries	C195	When the event summary list is displayed from the inquiries described in item C193 or C194, the operator can display the detail dispatch record including all Radio Log entries (times) associated with the Event.	[step 1] Click the CAD qry button located at the top of the MCT window, click the Event History Inquiry Tab, perform a query using 1 of the methods from the previous test [step 2] Select one of the calls from the grid, click the view event detail button [test 1] [step 3] Click the Radio Log button [test 2]	[test 1-2] This will demonstrate the products ability to allow the operator to display detailed dispatch records including all Radio Log entries (times) associated with the Event.
MCT	BASE	Queries	C196	When an event summary list is displayed from the inquiries described in item C193 or C195, the operator can pin map the search results for locations that are geo-verified if maps are loaded on the Mobile PC.	This test is a continuation of the previous test [step 1] From the Event Display window, click the Map button [test 1]	[test 1] This will demonstrate the products ability to allow the operator to pinpoint the search address on the map
MCT	BASE	Unit Status Window	C197	MCT displays the status of the other units that are in the same district as the one the user logged into. When the Mobile User activates the "Unit Status" Function key the system displays a "snapshot" of the units and their status at the time the "Unit Status" function key was activated.	[step 1] From the Status Screen, click the Status button located on the top of the MCT toolbar [test 1]	[test 1] This will refresh the status screen with any updated unit statuses since last update

MCT	BASE	Unit Status Window	C198	The MCT "Unit Status Window" displays the following information about each unit: a. Unit Number or Call Sign b. Beat Assignment c. Current Status d. CAD Event # (If on an active CAD Event) e. CAD Nature Description (If on an active CAD Event) f. Unit's Current Location (If on an active CAD Event) g. Unit's Time Stamp when they entered into their Current Status (If on an active CAD Event)	[step 1] Click the Self Init button located on the MCT toolbar [step 2] Enter license plate, and valid address, click send [step 3] click the status button [test 1]	[test 1] This will demonstrate the products ability to display the following information on the MCT status screen a. Unit Number or Call Sign b. Beat Assignment c. Current Status d. CAD Event # (If on an active CAD Event) e. CAD Nature Description (If on an active CAD Event) f. Unit's Current Location (If on an active CAD Event) g. Unit's Time Stamp when they entered into their Current Status (If on an active CAD Event)
MCT	BASE	Unit Status Window	C199	The MCT "Unit Status Window" displays the current unit's ID, the current unit's status and the current date and time on the bottom of the window. The unit's ID and the current unit's status data elements are determined by the logon procedure.	[step 1] Click the Self Init button located on the MCT toolbar [step 2] Enter license plate, and valid address, click send [step 3] click the status button [test 1]	[test 1] This will show the current unit's ID, the current unit's status and the current date and time on the bottom of the MCT window.
MCT	BASE	Unit Status Window	C200	The "Unit Status Window" also provides the mobile user the ability to activate the following functions: a. Activate a notepad to both display and edit b. Activate the Transport Command and dialog box c. Activate the "Out of Service" Command and dialog box d. Activate the "Available" Command e. Activate the "Misc. Log" Command	[step 1] Click the status button, activate the following functions: [step 2] Activate a notepad to both display and edit [test 1] [step 3] Activate the Transport Command and dialog box [test 2] [step 4] Activate the "Out of Service" Command and dialog box [test 3] [step 5] Activate the "Available" Command [test 4] [step 6] Activate the "Misc. Log" Command [test 5]	[test 1] This will demonstrate the products ability to activate the notepad function [test 2] This will demonstrate the products ability to activate the transport function (providing the unit is on a call for service) [test 3] This will demonstrate the products ability to activate the out of service function [test 4] This will demonstrate the products ability to activate the available function (providing the unit is dispatched or Enroute to a call for service) [test 5] This will demonstrate the products ability to activate the Misc Log function (this will add misc log entry to the radio log for that call for service)
MCT	BASE	Messaging	C201	The Mobile Client Software provides a separate level of notification for a "digital dispatch" message versus a "car to car" message or an "State/NCIC" message.	[step 1] From Mobile2, click the Message button, send a message to Mobile1 [step 2] From Mobile1, click the Message button to retrieve the message from Mobile2 [test 1] [step 3] From Mobile1, Click the NCIC button, Click create, click the vehicles tab, perform a query on a license plate that has NCIC history [test 2]	[test 1] This will notify you by sounding an audible alert, and cause the message button to begin flashing [test 2] This will notify you by sounding an audible alert, and cause the NCIC button to begin flashing
MCT	BASE	Base	C202	The Mobile Unit provides both an audible and visual alert indicating the Mobile User has been dispatched to a CAD Event. The audible alert is a WAV File of Customer's choice (as defined by the System Administrator) and the visual alert is the "Dispatch Function Key" flashing with the	[step 1] From a CAD console, create a new call for service, enter a valid address and nature corresponding with the MCT agency [step 2] dispatch your mobile unit to the call for service [test 1]	[test 1] This will demonstrate the products ability to provide both an audible and visual alert indicating that a Mobile User has been dispatched to a CAD Event.

				"Dispatch" text in red.		
MCT	BASE	Dispatch Window	C203	When the Mobile User activates the "Dispatch Function Key," the Mobile Client Software displays the most current dispatch information entered into the CAD System for the current officer providing they are on a call for service.	[step 1] From a CAD console, create a new call for service, enter a valid address and nature corresponding with the MCT agency [step 2] Dispatch your mobile unit to the call for service [step 3] From the mobile unit click the dispatch button [test 1]	[test 1] This will demonstrate the products ability to provide detailed dispatch information on that units call for service.
MCT	BASE	Dispatch Window	C204	The Digital Dispatch Information displayed includes the following fields: a. Event location or address b. Business, i.e. FIRST NATIONAL BANK (if available) c. High and Low Cross-Streets for the Location (if available) d. District and Reporting Areas for the Location (if available) e. Event Nature Description f. Event Nature Priority g. Complainant's Name (if available) h. Complainant's Address (if available) i. License Plate and State of Involved Vehicle (if available) j. Communicator's CAD Event Notes (if available)	[step 1] From a CAD console, create a new call for service, enter a valid address and nature corresponding with the MCT agency [step 2] Dispatch your mobile unit to the call for service [step 3] From the mobile unit click the dispatch button [test 1]	[test 1] The Digital Dispatch Information displayed shall include the following fields provided that they are available: a. Event location or address b. Business, i.e. FIRST NATIONAL BANK (if available) c. High and Low Cross-Streets for the Location (if available) d. District and Reporting Areas for the Location (if available) e. Event Nature Description f. Event Nature Priority g. Complainant's Name (if available) h. Complainant's Address (if available) i. License Plate and State of Involved Vehicle (if available) j. Communicator's CAD Event Notes (if available)
MCT	BASE	Dispatch Window	C205	The Digital Dispatch Information also displays the following conditions associated with the Incident Location: a. Hotspot: A hotspot is determined automatically if a previous CAD Event has occurred at the location within a user-specified time frame based on CAD nature code. b. Premise Information: General Premise Information can be associated with any address, business or commonplace in the CAD System. This alert provides notification that General Premise Information exists for this address. c. CAD Call History: This alert provides notification that Previous CAD History exists for the street address based on the CAD database. d. (When any of the above three conditions occur, the Mobile Operator can activate the corresponding button and obtain the detail information from the CAD System on their mobile workstation.)	[step 1] From a CAD console, create a new call for service, enter a valid address with premise and call history information attached and nature code corresponding with the MCT agency [step 2] Dispatch your mobile unit to the call for service [step 3] From the mobile unit click the dispatch button [test 1]	[test 1] You should now see the buttons text for the associated item turn to red, indicating there is information on that item that needs to be viewed Click on the lighted buttons to view the detailed information pertaining to that item

MCT	BASE	Dispatch Window	C206	The Mobile Application Software allows the operator to initiate the most common digital dispatch functions with function keys from the Digital Dispatch Window: a. En-route (place a unit en-route to a CAD event) b. Arrive (Arrive or place a unit on-scene) c. Location Change (allow the entry of new location with comments in a dialog box) d. Clear (allow the entry of unit disposition and comments in a dialog box)	[step 1] From a CAD console, create a new call for service, enter a valid address and nature corresponding with the MCT agency [step 2] Dispatch your mobile unit to the call for service [step 3] From the mobile unit click the dispatch button [step 4] Click the Enroute button located on the MCT toolbar [test 1] [step 5] Click the Arrive button located on the MCT toolbar [test 2] [step 6] Click the Loc Change button located on the MCT toolbar, enter new location, click the send button [test 3] [step 7] Click the Clear button located on the MCT toolbar, select clear code, click send [test 4]	[test 1-4] This will demonstrate the Mobile Application Software will allow the operator to initiate most common digital dispatch functions with function keys from the Digital Dispatch Window
MCT	BASE	Base	C207	The unit status updates made in a Mobile Unit are recorded in the standard CAD Radio Log.	[step 1] From the Mobile Unit, click the CAD qry button, click the My last 12 button, select the most recent call from the list, click view event details [test 1]	[test 1] This will demonstrate the products ability to record unit status updates
MCT	BASE	Dispatch Window	C208	The Mobile User can view the Radio Log entries from the CAD Event from the digital dispatch form.	[step 1] From the Mobile Unit, click the CAD qry button, click the My last 12 button, select the most recent call from the list, click view event details [test 1]	[test 1] This will demonstrate the products ability to allow the mobile user to view these Log entries
MCT	BASE	Dispatch Window	C209	The Mobile User can request and obtain a Case Number/Report Number from the digital dispatch form without voice communications.	[step 1] From your mobile unit, Click the Self Init button, enter license plate and address [step 2] From the Dispatch screen, click the RPT# button [test 1]	[test 1] This shall demonstrate the products ability to allow operators to obtain report numbers without the use of radio contact
MCT	BASE	Dispatch Window	C210	The Mobile User can make themselves the Primary Unit on a call from the digital dispatch form without voice communications.	[step 1] From a CAD console, create a new call for service, enter a valid address and nature corresponding with the MCT agency [step 2] Dispatch a NON mobile unit to the call for service first (making it the Primary Unit) [step 3] Dispatch your mobile unit to that call for service [step 4] From your MCT, click the dispatch button, Click the Primary Unit button [test 1]	[test 1] This will demonstrate the products ability to allow the Mobile User to make themselves the Primary Unit on a call from the digital dispatch form without voice communications.
MCT	BASE	Dispatch Window	C211	The Mobile User can add CAD Event comments from the digital dispatch form without voice communications and the communicator is automatically notified.	[step 1] From a CAD console, create a new call for service, enter a valid address and nature corresponding with the MCT agency [step 2] From the CAD console, Dispatch your Mobile unit to the call [step 3] From your Mobile unit, click the dispatch button, Click the Add button located in the Notes section of the dispatch form	[test 1] This will demonstrate the products ability to allow Mobile users to add notes to the call for service that they are currently active on [test 2] This will demonstrate the products ability to automatically notify dispatch that notes have been added to a call for service

					[step 4] Enter notes, click send [test 1] [step 5] From a CAD console, recall the event that your Mobile unit is dispatched to in the call taker window, (notice the font color of the note button has changed to yellow) click the note button [test 2]	
MCT	BASE	Dispatch Window	C212	In the event that important CAD Event information is changed or added (priority, location, nature code, or comments fields only) by a dispatcher after the unit has already viewed the Digital Dispatch information, the Mobile Application provides both audible and visual notification that something has changed. The Mobile User can then view the changed information by activating the Dispatch button.	[step 1] From a CAD console, create a new call for service, enter a valid address and nature corresponding with the MCT agency [step 2] From the CAD console, Dispatch your Mobile unit to the call [step 3] From your Mobile unit, click the dispatch button, view dispatch information, click the Status button [step 4] From the CAD console, Change the priority of the call [step 5] Notice the Dispatch button is blinking and that you have been provided with an audible alert that something has changed [test 1] [step 6] From the Mobile Unit click on the Dispatch button [test 1]	[test 1] This will demonstrate the Mobile Applications ability to provides both audible and visual notification that something has changed in the dispatch information for their call for service. [test 2] The Mobile User can then view the changed information by activating the Dispatch button (changed information will be indicated by the back color for the changed field turning green)
MCT	BASE	Base	C215	The general login window provides the ability to capture the information necessary for unit assignment and unit recommendation purposes in the CAD System that includes: a. Unit Number b. User Login Name c. User Password d. Primary Officer ID e. Secondary Officer ID f. Beat Assigned g. District Assigned	[step 1] Click the Log Off/On button locate4d at the bottom of the status screen [step 2] Enter the following information: Unit Number, User Login Name, User Password, Primary Officer ID, Secondary Officer ID, Beat Assigned, District Assigned [step 3] Click the Login button [step 4] From a CAD Console, type unit# space info (A11 INFO) at the command line, press enter key, notice personnel information displayed at the top of the Unit Information Window [test 1]	[test 1] This will demonstrate the products ability to capture the information necessary for unit assignment and unit recommendation purposes in the CAD System directly from the Mobile Log in screen
MCT	BASE	Base	C217	The Mobile Client Software uses predefined Function Keys (F1 through F12 only) for many of the commonly used functions.	[step 1] Log in to a mobile unit, notice the function key buttons located at the top of the MCT screen, these buttons may be activated by use of the key code located in the upper right corner of the button or by simply clicking the button itself [test 1]	[test 1] This will demonstrate that the Mobile Client Software uses predefined Function Keys (F1 through F12 only) for many of the commonly used functions.
MCT	BASE	Base	C218	The Mobile Client Software provides an Emergency Notify Function that will notify all communicators and other mobile users that the unit has an emergency situation.	[step 1] Log in to a mobile unit, press the 'Q' key 3 times consecutively [step 2] Switch to a CAD console, notice the Emergency Window is now visible [test 1]	[test 1] This will indicate to all CAD consoles/MCT Units that the Mobile unit that you are using for this test has activated their Emergency Notify Function
MCT	BASE	Base	C219	The Mobile Client Software provides a manual Daytime and Nighttime toggle that changes the color scheme of the mobile display for ease of viewing.	[step 1] From a Mobile Unit, Press and hold down the 'CTRL' key while pressing the 'D' key {CTRL + D} [test 1]	[test 1] This will demonstrate the products ability to provides a manual Daytime and Nighttime toggle that

						changes the color scheme of the mobile display for ease of viewing.
MCT	BASE	Base	C220	The Mobile Client Software provides a manual Screen Blanking function to prevent viewing of information on the Mobile Unit's display.	[step 1] From a Mobile Unit, Press and hold down the 'CTRL' key while pressing the 'B' key {CTRL + B} [test 1]	[test 1] This will demonstrate the products ability to blank out the mobile display to prevent viewing information on the Mobile Unit's display.
MCT	BASE	Messaging	C221	A Mobile User can send a message to one or more mobile Units by entering the Unit ID(s).	[step 1] From a Mobile Unit, click the message button, click the create button, enter a mobile unit ID, enter a text message, click send (EX A11, B12) [test 1]	[test 1] This will demonstrate the products ability to send messages to any MCT unit by addressing the message to that Unit ID
MCT	BASE	Messaging	C222	A Mobile User can send a message to one or more CAD Consoles if the Mobile User knows the Console ID(s).	[step 1] From a Mobile Unit, click the message button, click the create button, enter a CAD Console ID (EX FIRECONSOLE, DOPSCONSOL), add text message, click send [test 1]	[test 1] This will demonstrate the products ability to send messages to any CAD Console by addressing the message to that Console ID
MCT	BASE	Messaging	C223	A Mobile Unit can receive a message from other Mobile Units.	[step 1] From Mobile Unit2, click the message button, click the create button, enter a MCT Unit ID (EX A11, D12), add text message, click send [step 2] From the MCT receiving the message, click the message button [test 1]	[test 1] This will show that a Mobile Unit can receive a message from other Mobile Units.
MCT	BASE	Messaging	C224	A Mobile Unit can receive a message from a CAD Console.	[step 1] From a CAD Console, click the message button, click the create button, enter a MCT Unit ID (EX A11, D12), add text message, click send [step 2] From the MCT receiving the message, click the message button [test 1]	[test 1] This will show that a Mobile Unit can receive a message from other CAD Consoles.
MCT	BASE	Messaging	C225	The Mobile Operator is notified with both an audible and visual alert indicating the Mobile Unit has received one or more messages that have not been viewed. The audible alert is a WAV file defined by the Customer's System Administrator and the visual alert is the "Message" Function Key will be flashing.	[step 1] From a CAD console, click the message button, click create, enter Mobile Unit ID (A11), enter message text, click send [test 1]	[test 1] This will demonstrate that the Mobile Operator is notified with both an audible and visual alert indicating the Mobile Unit has received one or more messages that have not been viewed.
MCT	BASE	Self-Initiated	C226	A Mobile User can initiate an Event by activating the Self-Initiated Function Key. When this function key is activated, a Self-Initiated Window appears.	[step 1] From a Mobile Unit, Press the F10 key to create a Self Initiated Event [test 1]	[test 1] When this function key is activated the Self-Initiated Window appears.
MCT	BASE	Self-Initiated	C227	The Mobile User can enter the following information in the Self-Initiated Event Window: a. Vehicle License Plate b. Vehicle License State c. Location d. Nature Code (Pick list uses the same code file as in CAD) e. Comments	[step 1] From a Mobile Unit, Press the F10 key to create a Self Initiated Event, enter the following information: [step 2] Vehicle License Plate [test 1] [step 3] Vehicle License State [test 2] [step 4] Location [test 3] [step 5] Nature Code (Pick list uses the same code file as in CAD) [test 4] [step 6] Comments [test 5]	This will demonstrate the systems ability to allow the following fields to be entered under a self initiated event Vehicle License Plate [test 1] Vehicle License State [test 2] Location [test 3] Nature Code (Pick list uses the same code file as in CAD) [test 4] Comments [test 5]
MCT	BASE	Queries	C228	When a Vehicle License Plate and State are entered the Mobile Client Software shall automatically send a registration	[step 1] From a Mobile unit, press and hold down the 'CTRL' key, press the 'P' key {'CTRL' + 'P'}	[test 1] This will display NCIC response as well as any RMS or CAD events related to that license

				inquiry to STATE/NCIC.	[step 2] Enter a plate number & state (with NCIC history), click send [step 3] Click the NCIC button [test 1]	plate
MCT	BASE	State/NCIC Interface	C229	The mobile operator can enter basic State/NCIC inquiries from the Mobile Client Software that will follow the State's data specifications. These inquiries include: a. Driver License (In-state and out-of-state) Query b. Wanted Person Query c. Vehicle Registration (In-state and out-of-state) Query d. Stolen Gun Query e. Stolen Article Query	[step 1] From a Mobile unit, Click the NCIC button, perform the following queries using items with attached NCIC history [step 2] Driver License (In-state and out-of-state) Query [test 1-2] [step 3] Wanted Person Query [test 3] [step 4] Vehicle Registration (In-state and out-of-state) Query [test4-5] [step 5] Stolen Gun Query [test 6] [step 6] Stolen Article Query [test 7]	[test 1-2] This will demonstrate the products ability to perform Drivers License queries following the state's data specification [test 3] This will demonstrate the products ability to perform Wanted Person queries following the state's data specification [test4-5] This will demonstrate the products ability to perform Vehicle Registration queries following the state's data specification [test 6] This will demonstrate the products ability to perform Stolen Gun queries following the state's data specification [test 7] This will demonstrate the products ability to perform Stolen Article queries following the state's data specification
MCT	BASE	State/NCIC Interface	C230	The Mobile Operator is notified with both an audible and visual alert indicating the Mobile User has received one or more State/NCIC messages that have not been viewed. The audible alert is a WAV file defined by the Customer's System Administrator and the visual alert is the NCIC Function Key will be flashing	[step 1] From a Mobile unit, Click the NCIC button, perform the following queries using items with attached NCIC history [step 2] Driver License (In-state and out-of-state) Query [test 1]	[test 1] This will demonstrate the products ability to allow the Mobile Operator is notified with both an audible and visual alert indicating the Mobile User has received one or more IDACS/NCIC messages that have not been viewed.
MCT	MAP	Base	C231	The Mobile Client Software uses a dedicated window for the geographic display (map).	[step 1] From a Mobile Unit press the F9 key to activate the Map display [test 1]	[test 1] This will demonstrate that the Mobile Client Software uses a dedicated window for the geographic display (map)
MCT	MAP	Base	C232	The geographic display utilizes layered technology in which each layer (if available from the Customer's existing CAD layers) may be user selected for display such as a. street network b. police, fire or EMS defined boundaries c. railroads d. fire hydrants	[step 1] From the Map window, Click the layers button, select a layer for each item a-d, click Ok [test 1]	[test 1] This will demonstrate the systems ability to provide street network, police fire & ems boundaries, railroads, hydrants, and other general information layers on the map display
MCT	MAP	Base	C233	The geographic window displays the following (if available from the customer's existing CAD layers): a. points b. lines c. geographic boundaries (polygons) d. icons (event markers/symbols)	[step 1] From the Map Window, Click the layers button, select a layer for each item a-d, click Ok [test 1]	[test 1] This will demonstrate the systems ability to provide points, lines, polygons, and icon layers on the map display
MCT	MAP	Base	C234	The mobile user can pan around the map display by use of the mouse/touch pad.	[step 1] From the Map window, click the pan button, position the cursor over the area of the map you would like to pan, click the left mouse button [test 1]	[test 1] This will demonstrate that the mobile user can pan around the map display by use of the mouse/touch pad

MCT	MAP	Base	C235	The mobile user can zoom into a user-selected area with their mouse/touch pad.	[step 1] From the Map window, click the zoom button, position the cursor over the area of the map you would like to zoom in on, click the left mouse button, (right mouse zooms out) [test 1]	[test 1] This will demonstrate that the mobile user can zoom in on an area of the map display by use of the mouse/touch pad
MCT	MAP	Base	C236	When the Operator views the Digital Dispatch information, they can activate a Map button to display the Event Location in the map window. (if the location is a geo-verified address)	[step 1] From a CAD console, dispatch your Mobile unit to a call for service (using a verified address) [step 2] From the Mobile Unit, click the dispatch button to view dispatch information, click the Map button [test 1]	[test 1] This will demonstrate the products ability to display the Event Location in the map window. (if the location is a geo-verified address)
MCT	MAP	Base	C237	The geographic display keeps its aspect ratio regardless of the zoom window scale and method of selection.	[step 1] From a mobile unit, Click the Map button [step 2] Click the zoom button located in the map toolbar, select the area of the map you would like to zoom in on, left click until you can see more detailed information being displayed [test 1] [step 3] Right click on the map display to zoom back out [test 2]	[test 1-2] This will demonstrate the products ability to lock map aspect ratios regardless of zoom ratio
MCT	BASE	Messaging	C238	The Mobile Server Software will send an State/NCIC/RMS Alert message to all clients (CAD and Mobile) logged on and connected to the mobile server when a user of the Mobile Client Software activates the State/NCIC/RMS Alert button. (This is the manual scenario for messages that do not contain the pre-defined keywords, when the user wants to initiate a State/NCIC/RMS Alert Message.	[step 1] From a Mobile Unit, Click the NCIC button, perform an NCIC query for an item with NCIC history attached [step 2] From the NCIC screen, click the Hit Alert button located towards the bottom on the NCIC display [step 3] From either a different Mobile unit or CAD console view the Alert Info [test 1]	[test 1] This will demonstrate The Mobile Server Software's ability to send an IDACS/NCIC/RMS Alert message to all clients (CAD and Mobile) logged on and connected to the mobile server
MCT	BASE	Messaging	C239	The Mobile Client Software will indicate to the user who received and subsequently created an Alert Message that the State/NCIC/RMS Alert message notification has been sent to other users. The indication will be the State/NCIC/RMS Alert button being grayed out and unavailable.	[step 1] From a Mobile Unit, Click the NCIC button, perform an NCIC query for an item with NCIC history attached [step 2] From the NCIC screen, click the Hit Alert button located towards the bottom on the NCIC display [test 1]	[test 1] This test will demonstrate the products ability to notify the user who received and subsequently created the Alert Message that the IDACS/NCIC/RMS Alert message notification has been sent to other users
MCT	BASE	Messaging	C240	The Mobile Server Software will allow for the system administrator to define State/NCIC/RMS key words at a system-wide level. Key words are not agency specific or user definable. These key words will be downloaded to the mobile units during the standard Mobile Update procedure.	[step 1] From a Mobile Unit, Click the NCIC button, perform an NCIC query for an item with NCIC history attached and a result containing at least one of the predefined keywords defined by the System Administrator [step 2] From another mobile unit or CAD console view the Alert [test 1]	[test 1] This will demonstrate The Mobile Server Software's ability to automatically send an IDACS/NCIC/RMS Alert message to all clients (CAD and Mobile) logged on and connected to the mobile server if a predefined keyword is found within the response
CAD	CRM	Base	C241	CAD Resource Monitor displays current active calls for service information.	Perform Steps 1 - 4 from a CAD console, [step 1] - Create 3 new calls for service, [step 2] - For call1, enter a valid nature code, dispatch and arrive a few units to the call (record call reference #) [step 3] - For call2, enter a valid nature code, only dispatch a few units to the call (record call reference	[test 1] This will demonstrate that CAD Resource Monitor will display current active calls for service information

					<p>#) [step 4] - For call3, enter a valid nature code, dispatch and enrout a few units to the call (record call reference #) From a Resource Monitor Console [step 5] - View information for each call for service created in Steps 1-4 [test1]</p>	
CAD	CRM	Base	C242	CAD Resource Monitor displays current unit status information.	<p>[step 1] Refer to item {C241} for information on units that are currently on a call for service (Dispatch , Enroute, Arrived) [test1] [step 2] From a CAD Console, select a unit icon from the available units window, place them out of service [test2]</p>	[test 1-2] This will demonstrate that CAD Resource Monitor will display current unit status information.
CAD	CRM	Base	C243	CAD Resource Monitor provides historical CAD data retrieval.	<p>[step 1] Click the Ev. Hist. Button located at the top of the Status Monitor window [step 2] Click the search button located on the bottom of the event history form, Enter desired search criteria, click view [test1]</p>	[test 1] This will demonstrate that CAD Resource Monitor will provide the ability to search and return historical CAD data.
CAD	CRM	Base	C244	CAD Resource Monitor allows a user to assign the next report number without dispatcher intervention.	<p>[step 1] Click the Rpt Only. Button located at the top of the Status Monitor window [step 2] Enter unit#, Nature code, location, any comments that you would like, click OK [test1]</p>	[test 1] This will demonstrate that CAD Resource Monitor allows a user to assign the next available report number for that units agency without any dispatcher intervention.
CAD	BASE	Active Calls	C245	The CAD system shall have the ability to display when units are in the dispatched status.	<p>[step 1] Create a new call for service, enter a valid nature and address, finish the call. [step 2] Dispatch a unit to the call for service by selecting the unit in the available units window, right click, select dispatch. [test1]</p>	[test 1] The unit shall now be displayed in the dispatched status indicated by a 'D' as well as a font color of black in the Active Units window.
CAD	BASE	Active Calls	C246	The CAD system shall have the ability to display when units are in the enrout status.	<p>[step 1] Create a new call for service, enter a valid nature and address, finish the call. [step 2] Dispatch a unit to the call for service. [step 3] Enroute the unit to the call for service by selecting the units row in the active units window, then click the enrout button . [test1]</p>	[test 1] The unit shall now be displayed in the enrout status indicated by an 'E' as well as a font color of green in the Active Units window.
CAD	BASE	Active Calls	C247	The CAD system shall have the ability to display when units are in the arrived status (arrived on the scene).	<p>[step 1] Create a new call for service, enter a valid nature and address, finish the call. [step 2] Dispatch a unit to the call for service. [step 3] Arrive the unit on the scene to the call for service by selecting the units row in the active units window, then click the Arrived button . [test1]</p>	[test 1] The unit shall now be displayed in the arrived status indicated by an 'A' as well as a font color of blue in the Active Units window.
CAD	BASE	Active Calls	C248	The CAD system shall have the ability to display when events are in the under control status.	<p>[step 1] Create a new call for service, enter a valid nature and address, finish the call. [step 2] Dispatch a unit to the call for service. [step 3] Arrive the unit to the call for service.</p>	[test 1] This will demonstrate the products ability to display when events are under control.

					[step 4] Place the event in the Under Control Status by retrieving the event and entering UC on the command line. You may also retrieve the event and enter UNIT + UC on the command line to track the unit number giving the under control status.	
CAD	BASE	Active Calls	C249	The CAD system shall have the ability to display when units are in the available on the scene status.	[step 1] Create a new call for service, enter a valid nature and address, finish the call. [step 2] Dispatch a unit to the call for service. [step 3] Arrive the unit to the call for service. [step 4] Place the unit in the Available at scene status by selecting the units row in the active units window, then click the Avail Scn button [test1]	[test 1] The unit shall now be displayed with the available at the scene status indicated by an 'S' as well as a font color of black in the Active Units window.
CAD	BASE	Available Units Window	C250	The CAD system shall have the ability to display when units are in the out of service status.	[step 1] Select a unit in the Available Units window [step 2] Right click on the unit icon, select out of service [step 3] Select an out of service code, enter an "N" in the available for recommend box, enter location, click OK. [test1]	[test 1] The unit shall now be displayed in the out of service / unavailable status indicated by an 'X' displayed on the unit icon in the Available Units window.
CAD	BASE	Available Units Window	C251	In addition to the unit being placed in the Available Units window, the CAD system shall provide a more detailed view of units' status through the unit info screen.	[step 1] Select a unit in the Available Units window [step 2] Right click on the unit icon, select info, notice the entry for "current status" = Available [test1]	[test 1] This will demonstrate the products ability to display units in the available for calls status.
CAD	State/NCIC Interface	Base	C252	The CAD system shall perform general non-form driven NCIC queries without additional input from the communicator.	[step 1] Place a unit on a Self Initiated call for service. [step 2] Enter valid unit#, address, nature [step 3] Enter a license plate # for a plate that has NCIC history attached, click OK [step 4] Click the Message button, View the response [test1]	[test 1] This will demonstrate the products ability to perform non form driven NCIC queries without any additional steps from the communicator.
CAD	BASE	Reports	C253	The CAD system shall allow for user configured reporting based on certain search criteria.	[step 1] Create an event history search for a particular nature code, click view, select an incident, click OK [step 2] Click the Option button located at the bottom of the Event History form, click reset [step 3] Select desired fields by double clicking on the field names to add them to the report [step 4] Click View [test1]	[test 1] This will demonstrate the CAD systems ability to allow for user configured reporting based on certain search criteria.
MCT	BASE	Base	C254	The Mobile Software shall provide a means of displaying the currently active calls within the CAD system.	[step 1] Press F12 to activate the CAD query form within the Mobile [step 2] Select the Quick Query tab, click the Active Events button. [test1]	[test 1] This will demonstrate the Mobile Software's ability to provide a means of displaying the currently active calls within the CAD system.
MCT	BASE	Base	C255	The Mobile Software shall provide a means of displaying the current pending calls within the CAD system.	[step 1] Press F12 to activate the CAD query form within the Mobile [step 2] Select the Quick Query tab, click the All Holding Events button. [test1]	[test 1] This will demonstrate the Mobile Software's ability to provide a means of displaying the current pending calls within the CAD system.

CAD	AVL	Base	C256	The CAD product shall allow the operator the ability to query the exact location of an AVL equipped unit.	[step 1] From the Call taker dispatch screen, press the F5 key to set focus to the command line [step 2] From the command line type <Unit#> space FIND (Ex. A20 FIND) [test1]	[test 1] This will demonstrate the products ability to allow the operator the ability to query the exact location of an AVL equipped unit.
CAD	AVL	Base	C257	The CAD product shall provide the operator with automatic position updates for all on duty AVL units.	[step 1] From the Call taker dispatch screen, maximize the Map window. [step 2] Monitor the units locations [test1]	[test 1] This will demonstrate the products ability to provide the operator with automatic position updates for all AVL units.
CAD	AVL	Base	C258	The CAD product shall allow the operator the ability to track a units position every time a change is sent.	[step 1] Click the Track button located in the Map toolbar at their top of the CAD window. [step 2] Enter unit#, click start tracking. [test1]	[test 1] This will demonstrate the products ability to track a units position every time a change is sent.
CAD	BASE	Active Calls	C259	The CAD system shall have the ability to display when fire apparatus are in the return to quarters status.	[step 1] Create a new call for service, enter a valid nature and address, finish the call. [step 2] Dispatch a fire unit to the call for service. [step 3] Arrive the unit to the call for service. [step 4] Place the unit in the return to quarters status by selecting the units row in the active units window, then click the Ret Qtr button [test1]	[test 1] The fire unit shall now be displayed in the return to quarters status indicated by an 'R' as well as a font color of black in the Active Units window.
CAD	BASE	Active Calls	C260	The CAD system shall have the ability to display when fire apparatus are in the at quarters status.	[step 1] Create a new call for service, enter a valid nature and address, finish the call. [step 2] Dispatch a fire unit to the call for service. [step 3] Arrive the unit to the call for service. [step 4] Place the unit in the at quarters status by selecting the units row in the active units window, then click the At Qtr button [test1]	[test 1] The fire unit shall now be displayed in the return to quarters status indicated by an 'Q' as well as a font color of black in the Active Units window.
CAD	BASE	Available Units Window	C261	The CAD system shall provide a visual indication when officers are in the "Out Of Vehicle" status (OS).	[step 1] Select the unit in the available units window, right click the unit icon, select Out of Service [step 2] Select your pre defined Out of Car OS Code, enter location, click OK [test1]	[test 1] This will demonstrate the products ability to provide a visual indication when officers are in the "Out Of Vehicle" status (OS).
CAD	BASE	Available Units Window	C262	The CAD system shall provide a visual indication when units are in the Moved status. (out of home station/beat)	[step 1] Select the unit in the available units window, right click the unit icon, select Move Unit [step 2] Enter station or beat, and location, click OK [test1]	[test 1] This will demonstrate the products ability to provide a visual indication when units are in the Moved status. (out of home station/beat)
CAD	BASE	Reports	C263	The CAD system shall allow for emailing of exported reports directly from CAD using the clients current email subsystem.	[step 1] Create an event history search for a particular nature code, click view, select an incident, click OK [step 2] Click the Option button located at the bottom of the Event History form, click reset [step 3] Select desired fields by double clicking on the field names to add them to the report [step 4] Click Other [step 5] Select an export option [step 6] Select email option	[test 1] This will demonstrate the CAD systems ability to allow for emailing of exported reports directly from CAD using the clients current email subsystem.

					(Exchange Server for clients using Microsoft Exchange Server as their email solution or general email for other email subsystems) [step 6] Click Process [test1]	
CAD	BASE	Unit Recommend	C264	A unit recommendation shall be made for addresses not found within the geo file by allowing for closest address entry [Requires this switch to be set by SunGard Public Sector prior to test]	[step 1] Create a new call for service [step 2] Enter a non-valid address, tab out of the field (click cancel to verification prompt) [step 3] Enter a valid nature code [step 4] Click Recom button [step 5] enter a valid address, click Recommend [test 1]	This will demonstrate the products ability to allow recommendations to be made for addresses not found with in the geo file through allowing for closest address entry
CAD	BASE	Base	C265	The CAD system shall allow for limited clearance codes to be added to specific nature codes, therefore only allowing units to clear with 1 of these predefined dispositions.	[step 1] From Geo Maintenance, recall a nature that you would like to set limited dispositions for. [step 2] Click on the Agency Responses button, enter specific clearance codes separated by commas, save the nature code, exit Geo Maintenance [step 3] From CAD, create a new call for service [step 4] Enter a valid address [step 5] Enter the nature code that was used in step 1 [step 6] Dispatch and Arrive units to the call for service. [step 7] Attempt to clear the units with a disposition other than the ones built in step 2 [test 1]	This will demonstrate the products ability to allow for limited clearance codes to be added to specific nature codes, therefore only allowing units to clear with 1 of these predefined disposition codes.
MCT	BASE	Unit Status Window	C266	The MCT "Unit Status Window" shall allow for the following Right Click options: a. Unit Information Query b. View Event Information c. Send Message to a Specific Unit	[step 1] From the Status screen Select a unit, then right click to perform the following options: [step 2] Retrieve Unit Information [test 1] [step 3] View Event Information (Unit must be currently on an event) [test 2] [step 4] Send a message to selected unit [test 3]	[test 1] This will demonstrate the products ability to retrieve Unit Information for a specific unit. [test 2] This will demonstrate the products ability to retrieve event details for another unit (providing the unit is on a call for service) [test 3] This will demonstrate the products ability to send a message to a specific unit without having to use the Message button
CAD	BASE	Special Time Stamps	C267	The CAD Product shall allow for special timestamp commands to be built that will mark the radio / event log when this command is activated.	[step 1] From Geo Maintenance, select the Codes Menu, Special Time Stamps [step 2] Click the Add button, enter code, description, type [step 3] Click Save, Click Ok, Exit Geo Maintenance [step 4] From CAD, create a call for service, enter a valid address [step 5] Enter a nature corresponding to the type	[test1] This will demonstrate the products ability to allow for special timestamp commands to be built that will mark the radio / event log when this command is activated.

					<p>entered in step 2</p> <p>[step 6] Dispatch a unit to the event</p> <p>[step 7] From the Active Units window, select the dispatched unit, click the Other button, select the code built in step 2 by hitting F2 in the code field, click OK</p> <p>[test 8] Recall the event in the call taker window then click the radio log button [test 1]</p>	
CAD	BASE	Special Time Stamps	C268	<p>The CAD Product shall allow for special timestamp commands to be built that will automatically page a specific unit or group whenever the command is activated</p>	<p>[step 1] From Geo Maintenance, select the Codes Menu, Special Time Stamps</p> <p>[step 2] Click the Add button, enter code, description, type</p> <p>[step 3] Select F2 in the pager field to add a pager id to the code</p> <p>[step 4] Click Save, Click Ok, Exit Geo Maintenance</p> <p>[step 5] From CAD, create a call for service, enter a valid address</p> <p>[step 6] Enter a nature corresponding to the type entered in step 2</p> <p>[step 7] Dispatch a unit to the event</p> <p>[step 8] From the Active Units window, select the dispatched unit, click the Other button, select the code built in step 2, by hitting F2 in the code field, click OK</p> <p>[step 9] Verify the page was sent to the proper recipient (requires the use of the Paging module)</p> <p>[test 1]</p>	<p>[test1] This will demonstrate the products ability to allow for special timestamp commands to be built that will automatically page a specific unit or group whenever the command is activated</p>
CAD	BASE	Special Time Stamps	C269	<p>The CAD Product shall allow for special timestamp commands to be built that will automatically reset the watchdog timer for a specific unit or all units on the event whenever the command is activated</p>	<p>[step 1] From Geo Maintenance, select the Codes Menu, Special Time Stamps</p> <p>[step 2] Click the Add button, enter code, description, type</p> <p>[step 3] Enter a number for the amount in minutes to reset the watchdog timer</p> <p>[step 4] Click Save, Click Ok, Exit Geo Maintenance</p> <p>[step 5] From CAD, create a call for service, enter a valid address</p> <p>[step 6] Enter a nature corresponding to the type entered in step 2</p> <p>[step 7] Dispatch 2 units to the event</p> <p>[step 8] From the Active Units window, select one of the dispatched units, click the Other button, select a code by hitting F2 in the code field, click OK</p> <p>[step 9] Recall the event in the call taker window</p> <p>Record the call reference # for use in step 11</p> <p>step 10] Click the Radio log button [test1]</p> <p>[step 11] From the command line type *</p>	<p>[test1] This will demonstrate the products ability to allow for special timestamp commands to be built that will reset a specific Unit's watchdog timer.</p> <p>[test2] This will demonstrate the products ability to allow for special timestamp commands to be built that will reset all Unit watchdog timers on an event.</p>

					<space> command <space> call reference# (Ex: * RWA 351) [step 12] Recall the event in the call taker window then click the event log button [test 2]
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RMS, JMS, MFR

Prod	Group	Area	Item #	Test Item
JMS	Barcode	base	R1	The system provides wristbands that include a barcode identifying the inmate. Specifically, the Booking ID is used for the barcode.
JMS	Barcode	base	R2	The system provides for inmate tracking using wristband barcoding. Specifically, when a user scans the wristband barcode with a wedge scanner, the system brings up an inmate's summary record based on the barcode and then allows the user to enter numerous types of entries for the inmate.
JMS	Barcode	base	R3	The system provides for barcode-assisted release of inmates. Specifically, when a user scans the wristband barcode with a wedge scanner, the system brings up an inmate's summary record based on the barcode and then the user can activate the release button to enter release information.
JMS	Barcode	base	R4	The system provides for record retrieval by scanning the barcode on selective printed reports that include the barcode.
JMS	Base	Booking	R5	The booking procedure is performed "on-line".
JMS	Base	Booking	R6	The Jail Subsystem allows the operator to interrupt the booking process and continue at a later time.
JMS	Base	Booking	R7	The Jail Subsystem automatically fills in fingerprint classification information if the person has been booked previously. Previously completed risk assessments are available for review and updating.
JMS	Base	Booking	R8	The Jail Subsystem allows the entry of narrative information relative to the arrest of the inmate.
JMS	Base	Booking	R9	The Jail Subsystem provides the ability to enter unlimited offenses per arrest.

JMS	Base	Booking	R10	The Jail Subsystem allows the entry of unlimited items of personal property taken from the inmate, and prints a receipt which both the inmate and the jailer signs, confirming property and cash taken from the inmate.
JMS	Base	Booking	R11	The Jail Subsystem provides the ability to enter the responsible agency for billing purposes. The system provides the ability to automatically compute agency billings for housing of inmates for other agencies at a specified rate.
JMS	Base	Booking	R12	If the Jail Subsystem finds outstanding wants upon booking, the system allows the operator to add the offense to the booking and clear the want.
JMS	Base	Booking	R13	If the Jail Subsystem finds outstanding civil process upon booking, the system allows the operator to enter service information, if the process can be served from the Jail Management System.
JMS	Base	Cash Account	R14	The Jail Subsystem initializes an inmate cash account from the cash received from the inmate during the booking. The system prints receipts for cash received to the account, and authorization for cash withdrawn. The system adjusts inmate cash account balances for deposits and withdrawals, and provides the applicable receipts. The system also carries negative balances forward.
JMS	Base	Events	R15	The Jail Subsystem accommodates entry of jail visitors and linking of jail visitor name and descriptive information to the visited inmate's record.
JMS	Base	Events	R16	The Jail Subsystem accommodates logging of events occurring in the jail, including bookings, releases, meal times, and visits.
JMS	Base	Events	R17	The Jail Subsystem accommodates scheduling of events in the jail.

JMS	Base	Medical	R18	The Jail Subsystem accommodates logging of medical events and associated costs
JMS	Base	Records	R19	The Jail Subsystem provides an operator with a booking history of a person, retrieved by entering the person's name.
JMS	Base	Release	R20	The Jail Subsystem provides safeguards against releasing an inmate who should not be released by alerting the operator if (1) outstanding holds exist for the inmate, (2) bonds have not been cleared, (3) outstanding warrants exist, and (4) property has not been returned or otherwise accounted for.
JMS	Base	System	R21	The Jail Subsystem allows the agency to pre-define jail cells and capacities for the purpose of inmate location assignment.
JMS	Base	System	R22	The Jail Subsystem accounts for inmate, assigned housing location, as well as temporary locations in or out of the facility. The system allows an operator to find an inmate's assigned location by a name inquiry.
JMS	Base	System	R23	The Jail Subsystem provides the following inmate assessment functions: check for outstanding civil and criminal wants in the system; check for juvenile status; suicide and medical assessment; and risk evaluation.
JMS	Base	System	R24	The suicide, medical and risk assessment questions are agency-definable, with no programming involved.
JMS	Commissary	base	R25	Ability to track commissary inventory
JMS	Commissary	base	R26	Ability to generate an inmate order forms

JMS	Commissary	base	R27	Order entry process that checks inmate's availability of funds on a line item basis
JMS	Commissary	base	R28	Interface with the Inmate Cash Account for the order process
JMS	Commissary	base	R29	Does not allow an inmate to order inventory items that conflict with the inmate's medical restrictions
JMS	Mugshot	base	R30	The Jail Subsystem must be fully integrated with the Mugshot System.
MFR	Base	base	R31	The Mobile Field Reporting Client Software will be accessed from OSSI's Base Mobile Client Software by activating the RMS button (F12) or equivalent.
MFR	Base	base	R32	When the user is in the Mobile Field Reporting Client Software they will be notified that new CAD message(s) are received via sound. The user can immediately "toggle" to the digital-dispatching window with a single keystroke.
MFR	Base	base	R33	From within the Digital Dispatch functions of the Mobile Application Software, a user can reactivate the RMS button or Function Key 12 (two methods to activate the same business function) to go back to the Mobile Field Reporting functions to complete reports.
MFR	Base	base	R34	The OSSI Mobile Software will only require one login to the message switch that will log the user into both the message switch and the PISTOL Digital Dispatch /Mobile Field Reporting Software client. A separate login may be required for IDACS.
MFR	Base	base	R35	The Mobile Field Reporting Client Software uses the same code tables as the OSSI's PISTOL RMS records database. To obtain an update of the related PISTOL RMS code files, the Mobile Laptop is required to be connected to the Network.
MFR	Base	base	R36	The Mobile Field Reporting Software includes a mobile version of OSSI's Incident/Offense Report Module.
MFR	Base	base	R37	The Mobile Field Reporting Software includes a mobile version of OSSI's Incident/Offense Supplement Report Module.

MFR	Base	base	R38	The Mobile Field Reporting Software includes a mobile version of OSSF's Field Interview Module.
MFR	Base	base	R39	Mugshots from the OSSF's PISTOL Records System may be transmitted to the mobile laptop. The quality and the speed of this transfer is dependent on the selected RF infrastructure and available RF bandwidth.
MFR	Base	base	R40	The Mugshot database can be preloaded on the mobile PC to minimize network traffic. This is a project wide option for the System Administrator to define. If this option is activated, the amount of disk space on the mobile PC must be considered.
MFR	Base	base	R41	Reports created with the Mobile Field Reporting Client Software data can be transferred to OSSF's PISTOL Records System via Data Radio modem or via WAN (requires a LAN card or diskette). The speed of this transfer is dependent on the selected infrastructure and available bandwidth.
MFR	Base	base	R42	Mobile Field Reporting Client Software provides the ability to re-send a report from the laptop.
MFR	Base	base	R43	Prior to the incident report or supplement report being approved, the officer has control of the report, so only he/she can make changes to the report.
MFR	Base	base	R44	Within seven days of a report being approved, the officer can resubmit the report; however, the report will be required to be approved by the supervisor. If the supervisor approves the revised report, the report will overwrite the previous version of the report in the production system.
MFR	Base	base	R45	The officer can also create additional child records (additional property, names or vehicles) to associate with the incident report. These are considered supplements.

MFR	Base	Field Contact	R46	The Mobile user can enter a new FC report, save the report and come back to the report at a later time prior to sending it to OSSI's PISTOL Records Management System
MFR	Base	Field Contact	R47	FC's do not require a supervisor's review. When the officer submits a completed FC, the FC goes directly to the OSSI's PISTOL Records Management System, pending Quality Assurance review if necessary
MFR	Base	Field Contact	R48	If all the related names associated with the FC meet all the final quality assurance rules at the Mobile Server, it will be updated into OSSI's PISTOL Records Management System. If it does not meet all of the rules, it will be held for the quality assurance person to take action. (This process is initiated from OSSI's PISTOL Records Management System.)
MFR	Base	Incident	R49	When a user initiates the Mobile Field Reporting Client Software module they will have access to a field reporting status window, which contains their "Work In Progress Queue". This queue includes the mobile user's reports (offense, supplements and field contacts) that need to be completed, reports that have not been approved by their supervisor, reports that have been approved by their supervisor, and records that have already been submitted to PISTOL RMS.
MFR	Base	Incident	R50	When an officer activates an existing report in the Field Reporting Status window, the Mobile Field Reporting Client Software module will display the detail report information
MFR	Base	Incident	R51	The "Work In Progress" queue window contains the following data fields to allow the officer to identify their uncompleted work: a. Report Type (Offense, Supplement Report and Field Contact) b. Event/Case Number c. Description/Offense /Location (depending on type of record) d. Report Status (New, Approved, Denied, Ready To Be Submitted) e. Status Time f. Supervisor Review Group Code
MFR	Base	Incident	R52	The user can enter new reports, save the incomplete report and come back to the report to complete it at a later time
MFR	Base	Incident	R53	The Mobile Field Reporting Software provides the ability to "Name Candidate" names and "Vehicle Candidate" vehicles directly from the OSSI's PISTOL Records Management System's Master Name and Master Vehicle databases. The Name Candidating process notifies the officer of active warrants, name warnings and mugshots, which can be displayed from OSSI's PISTOL local RMS database. This assumes that an active connection is available via the selected infrastructure
MFR	Base	Incident	R54	During the Name Candidating process, the return of data to the officer will be limited to 20 names at a time

MFR	Base	Incident	R55	When an officer enters a report, the Mobile Field Reporting Client Software attempts validation of the case number against the master tables from OSSI's CAD Call History on the CAD application server
MFR	Base	Incident	R56	Officers are allowed to enter reports without a validated case number, when validation cannot occur, such as when the RF network is not functioning
MFR	Base	Incident	R57	The Mobile Field Reporting Client Software shall allow an officer to enter a case supplement. The case supplement can consist of a case number, narrative and/or the addition of the following business functions:a. Add additional involved names (witness, suspect, etc.)b. Add additional involved property items (additional stolen property, etc.)c. Add additional involved vehicles (damaged, etc.)
MFR	Base	Incident	R58	These updates append to the master case report on the application server after field review/approval and after records review if necessary based on the quality assurance rules defined by the System Administrator. The quality assurance rules include whether someone has to approve all new names prior to the report going into the production Records Management System
MFR	Base	Incident	R59	The user can enter unlimited: offenses, related names, related property items, related vehicles and unlimited original narrative with the initial offense report. (limited only by hard disk space)
MFR	Base	Supervisor Review	R60	After the originating officer has completed the initial report or completed the supplement, they can send the report to the Mobile Application Server where the report may be downloaded by a supervisor for their review. This download can occur to a workstation (with OSSI's Mobile-LAN version of Field Reporting) on the LAN/WAN or to a mobile PC via RF
MFR	Base	Supervisor Review	R61	When the supervisor queries the reports that have "not been reviewed," a list is presented in the review queue

MFR	Base	Supervisor Review	R62	The supervisor can access an officer's report, after it has been submitted to the mobile server, from their laptop on the Data Radio RF Network or on a workstation connected to the LAN to approve or deny the report. The speed of this transfer is dependent on the characteristics of infrastructure in use. Should DataRadio RF not provide the throughput necessary, then the supervisor can review and approve or deny the reports from a workstation at the station connected to the LAN (with OSSI's Mobile-LAN version of Field Reporting)
MFR	Base	Supervisor Review	R63	If the supervisor denies the report they must record the reason(s) for denial via the denial comments on their laptop on the Data Radio RF Network or on a workstation connected to the LAN (with OSSI's Mobile-LAN version of Field Reporting)
MFR	Base	SupervisorReview	R64	If the supervisor denies the report from a Mobile Unit (not a LAN workstation running OSSI's Mobile LAN application), the officer receives notification on their laptop connected via Data Radio RF Network. The officer may then attempt to fix the report and resubmit it for their supervisor's approval
MFR	Base	Supervisor Review	R65	If the supervisor approves the report from a Mobile Unit (not a LAN workstation running OSSI's Mobile LAN application), the report status will be updated on the Mobile Application Server to Approved, a message will be sent to the reporting officer, if they are connected to the network via RF. The report is then submitted to the OSSI PISTOL Police Records Management System
MFR	Base	Supervisor Review	R66	At the agency's discretion, a supervisor can change the report status, report disposition and the assigned investigator fields ONLY of an officer's incident/offense report during this review process
RMS	Barcode	base	R67	The system provides for barcode-assisted Evidence Management, per OSSI's standard product.

RMS	Base	Arrest	R68	The arrest module is used to provide an automated record of all arrests made by the department and captures a description of the arrestee along with specific arrest and charge data. (All UCR reportable arrests, both custody and non-custody must be entered into the arrest module.) The following data may be recorded for each arrestee: a. Arrestee's ID number (system generated or user entered) b. Name c. DOB d. Race e. Sex f. Remarks
RMS	Base	Arrest	R69	For each of the subject's arrests: a. Arresting agency b. Date and Time of arrest c. Location of arrest d. Arresting officer(s) e. Offense f. Remarks
RMS	Base	Arrest	R70	For each charge: a. Charge number (system generated) b. Statute Code c. Charge Type (misdemeanor, felony, etc.) d. Offense codes
RMS	Base	base	R71	The system provides for mandatory use of agency-specified "codes" in certain fields such as state statutes and charges
RMS	Base	base	R72	The system provides a list of valid codes for certain "coded" fields. The operator is able to select a code from the list, at which time the system enters the code into the field.
RMS	Base	base	R73	The system allows narrative comments on incidents, supplements, names, property, vehicles, arrests, and other appropriate fields and in all cases provides spell check capabilities.
RMS	Base	base	R74	The system allows searches on partial names and addresses.
RMS	Base	base	R75	The system provides Soundex (sound-alike) search capabilities on names.

RMS	Base	base	R76	The system allows range searches in applicable fields such as date and weight fields.
RMS	Base	base	R77	The system lists records that match the search criteria entered in a table. The operator then can select the needed record from that list.
RMS	Base	base	R78	Security measures protect the confidentiality of files within the system such as Juvenile Records.
RMS	Base	base	R79	Operators are assigned a unique login and password.
RMS	Base	base	R80	The system provides for security on the following levels: a. file / table b. function (add, modify, etc.)
RMS	Base	base	R81	A central names file is provided to record names entered into the system. The names file accommodates person, business and group names.

RMS	Base	base	R82	<p>The names file provides a single record for each name entered, to which information related to that name can be attached. Name information maintained consists of the following:</p> <ul style="list-style-type: none"> a. Name, aliases, and address B. Home and work phones C. DOB D. SSN E. Descriptive information such as sex, race, hair color, eye color, height, weight, scars, marks, and tattoos F. MO (modus operandi) information G. Next of Kin information H. Employment information
RMS	Base	base	R83	<p>Upon name entry, the system checks that the name is not already in the system before allowing a new name record to be created. This eliminates duplicate entry of the same information and helps to ensure that each person/business/group has one name record in the system.</p>
RMS	Base	base	R84	<p>The system provides for multiple alias names, with a physical description for each alias. A search on a name leads to its known alias(s) or real name.</p>
RMS	Base	base	R85	<p>The system provides a comment field for each name.</p>
RMS	Base	base	R86	<p>The system provides a method for recording past addresses associated with a name record.</p>
RMS	Base	base	R87	<p>The system provides for NCIC and/or Henry fingerprint patterns to be recorded with the name information.</p>

RMS	Base	base	R88	The system allows the operator to inquire into names in the system using combinations of search criteria, including partial name, address, social security number, date of birth, sex, race, hair color, eye color, approximate height, approximate weight and/or scars/marks/tattoos
RMS	Base	base	R89	The system provides for storage and retrieval of information on incidents/offenses. Information captured for each incident consists of the following: a. address and complainant information b. unlimited applicable offenses c. officers responding to the incident d. applicable time e. MO (modus operandi) information
RMS	Base	base	R90	The system provides for entry of narrative reports to be attached to incident report records, including the ability to enter multiple narratives for a single incident.
RMS	Base	base	R91	Complainant information is stored in the central name file.
RMS	Base	base	R92	The system allows additional information to be attached to the incident report record. Additional information consists of full name and descriptive information of witnesses and suspects, description and owner information on vehicles and property involved, and arrests.
RMS	Base	base	R93	The system generates reports of incident information, including both summary and statistical reports.

RMS	Base	base	R94	The system allows application modules to share common information such as names and vehicles.
RMS	Base	base	R95	The system provides for linking of related information, providing a trail for investigators. For example, a name may be linked to incidents, vehicles, and property under various relationships such as complainant, witness, suspect or owner. The system provides the ability to link related records and show the relationship between them.
RMS	Base	base	R96	Upon name inquiry, the system indicates to the operator, by lighting the involvement button, that this person has involvements, which can be viewed.
RMS	Base	base	R97	Upon vehicle inquiry, the system provides the operator a list of contacts and involvement for that vehicle which are currently stored in the system.
RMS	Base	base	R98	Upon incident report inquiry, the system provides the operator a list of information that has been linked to that incident.
RMS	Base	base	R99	Information relating to an incident is linked from initial call entry through incident investigation to arrest and incarceration. Thus, from the incident record the user can view property, vehicles and persons involved with the incident, as well as the resulting arrest record, if applicable.
RMS	Base	Case Management	R100	The case management file interacts with the incident file to provide details on the incident.

RMS	Base	Case Management	R101	Information on victims, suspects and other persons involved with the incident is recorded in the central names file and linked to the case file. The detective is able to generate a list of suspects and/or victims involved in a case.
RMS	Base	Case Management	R102	Information on property and vehicles involved is recorded in the property and vehicle tables and linked to the case file. The detective is able to record the loss amount and status information for applicable property and vehicles.
RMS	Base	CaseManagement	R103	The Case Management Subsystem retains a history of status changes for each case being investigated.
RMS	Base	Case Management	R104	The Case Management Subsystem can produce a list of cases past due
RMS	Base	Field Contact	R105	The system captures information to generate management reports from field interviews.
RMS	Base	Field Contact	R106	The system provides for linking of the field interview with related information such as names, vehicles and property.
RMS	Base	Field Contact	R107	The contact name, as with other names in the system, becomes part of the central name file.
RMS	Base	Names	R108	A central names file is provided to record names entered into the system. The names file accommodates person, business and group names.
RMS	Base	Names	R109	The names file provides a single record for each name entered, to which information related to that name can be attached. Name information maintained consists of (but not limited to) the following: a. Name, aliases, and address b. Home and work phones (including history for the home phone number) c. Date of birth (including history) d. Social security number (including history) e. Descriptive information such as sex, race, hair color, eye color, height, weight, scars, marks, and tattoos f. MO (modus operandi) information g. Next of Kin information (unlimited) h. Employment information (including history)

RMS	Base	Names	R110	Upon name entry, the system checks that the name is not already in the system before allowing a new name record to be created. This eliminates duplicate entry of the same information and helps to ensure that each person/business/group has one name record in the system. It also checks for duplicate SSN's at time of entry.
RMS	Base	Names	R111	The system provides for multiple alias names, with a physical description for each alias. A search on a name leads to its known alias(s) or real name.
RMS	Base	Names	R112	The system provides a comment field for each name.
RMS	Base	Names	R113	The system provides a field for recording past addresses associated with a name record.
RMS	Base	Names	R114	The system provides for NCIC and/or Henry fingerprint patterns to be recorded with the name information
RMS	Base	Names	R115	The system allows the operator to inquire into names in the system using combinations of search criteria, including, but not limited to: partial name, address, social security number, date of birth, sex, race, hair color, eye color, approximate height, approximate weight and/or scars/marks/tattoos.
RMS	Base	Property	R116	The system captures the basic property information
RMS	Base	Property	R117	The system records amount recovered for each item.

RMS	Base	Property	R118	The owner name, as with other names in the system, becomes part of the central name file.
RMS	Base	Property	R119	The system allows the operator to inquire into the property file under combinations of search criteria, including item type, serial number, brand, model, and/or owner.
RMS	Base	Property	R120	The system allows linking of property information to the owner.
RMS	Base	Property	R121	The system records why the property item is in the system (i.e., stolen, recovered, lost, found).
RMS	Base	Property	R122	The system provides the ability to make the item type a coded entry so that item types are entered in the same manner to facilitate inquiries and reports.

RMS	Base	Search Features	R123	The system provides Soundex (sound-alike) search capabilities on names.
RMS	Base	Search Features	R124	The system allows searches on partial values such as partial names
RMS	Base	Search Features	R125	The system allows range searches in applicable fields such as date and weight fields.
RMS	Base	Search Features	R126	The system lists records, which match the search criteria entered in a table. The operator then can select the needed record from that list.
RMS	Base	Security Features	R127	Security measures protect the confidentiality of files within the system such as Juvenile Records.
RMS	Base	Security Features	R128	Operators are assigned a unique login and password.
RMS	Base	Security Features	R129	The administrator is able to define security on both group levels. Then all individuals are assigned to one or more groups.

RMS	Base	Security Features	R130	The system provides for security on the following levels: file/table, application module, function (add, modify, etc.).
RMS	Base	UCR Reporting	R131	The system must print the UCR statistical reports in hard copy.
RMS	Base	Vehicles	R132	The system records the following vehicle information: a. License plate number and state. b. VIN (Vehicle Identification Number) c. Year, Make, Model d. Description (color, etc.) e. Storage location f. Status g. Date received or recovered h. Responsible agency and officer i. Owner
RMS	Base	Vehicles	R133	The system accommodates cars, trucks, motorcycles, boats, and airplanes information.
RMS	Base	Vehicles	R134	The system provides features to help the agency avoid duplicate entry of information for the same vehicle.

RMS	Base	Vehicles	R135	The owner name, as with other names in the system, becomes part of the central names file.
RMS	Base	Vehicles	R136	The system allows the operator to inquire into the vehicle file under combinations of search criteria, including license plate, VIN, make, model, year and/or owner.
RMS	Base	Vehicles	R137	The system allows linking of vehicle information to the owner and applicable incidents and accidents.
RMS	Base	Vehicles	R138	The system records why the vehicle is in the file; for example, stolen/not recovered, stolen/recovered, evidence, abandoned, impounded, involved in an accident, driven by criminal suspect, etc.
RMS	Base	Warrants	R139	The Records Subsystem provides for capture and processing of records of wanted persons.

RMS	Base	Warrants	R140	Information recorded on wanted persons consists of the following: a. Court number b. Type of warrant c. Reason wanted d. Disposition of want e. Assigned officer and agency f. Dates issued, received, served, and returned
RMS	Base	Warrants	R141	The system alerts the operator that an active want exists for a wanted person when that person's name information displays in the system.
RMS	Base	Warrants	R142	The system allows the operator to change the disposition of the want when it is served, subject to security clearance.
RMS	Base	Warrants	R143	The system allows for multiple active wants on a person.
RMS	Base	Warrants	R144	The system allows for multiple offenses per want.
RMS	Base	Warrants	R145	The wanted person's name, as with other names in the system, becomes part of the central name file.
RMS	Civil Process	base	R146	Ability to track unlimited types of Civil Papers

RMS	Civil Process	base	R147	Ability to track unlimited persons involved with each civil process including: defendant, plaintiff, co-defendant, etc.
RMS	Civil Process	base	R148	The "serve to" name becomes part of the central name file.
RMS	Civil Process	base	R149	When entering any civil paper the system must check the names database and notify the user of any outstanding wants/warrants or alerts
RMS	Civil Process	base	R150	The system must track assignment of papers either by zone or by deputy
RMS	Civil Process	base	R151	The system must have the ability to automatically "zone" the paper based on the geo-file verified address in the geo-file
RMS	Civil Process	base	R152	The system must track attempts to serve civil papers
RMS	CivilProcess	base	R153	The system must have the ability to record "return of service" information
RMS	Felon Registration	base	R154	The system must track all registered felons.
RMS	Felon Registration	base	R155	The registered person's name, as with other names in the system, becomes part of the central name file.
RMS	Felon Registration	base	R156	The system alerts the operator that an active registration exists when that person's name information displays in the system.
RMS	Mugshot	base	R157	Multiple mugshots, lineups, and full images must be available, generated by setting search parameter to match a given profile.
RMS	Mugshot	base	R158	Capable of creating quality hard copy images utilizing a color or laser printer output.
RMS	Mugshot	base	R159	Ability to reproduce a historical lineup.
RMS	Pawn	base	R160	Ability to enter pawn tickets into a database.

RMS	Pawn	base	R161	Real time checking of pawned to stolen on serial number.
RMS	Pawn	base	R162	Real time checking of stolen to pawned on serial number.
RMS	Pawn	base	R163	Pawn Reports to include Pawned by Person, Pawned by Property Type or Description.
RMS	Pawn	base	R164	Pawn Person information is stored in the central name file.
RMS	Residential Security Check	base	R165	Ability to enter house checks into a database to include the following information: a. Location of House Check b. Name and Address of Owner c. Start date of Checks d. End Date of Check date e. Address and Phone # of Contacts f. Security Information g. Vehicle Information h. Narrative

RMS	Residential Security Check	base	R166	Ability to print an "Active House Watch Report" by Zone or Beat for Briefing
RMS	Property and Evidence	base	R166	Property and Evidence is integrated with other master name records and participates in the involvement subsystem.
RMS	Property and Evidence	Inventory	R167	Bar code labels may be generated for each property item
RMS	Property and Evidence	base	R168	Provides a voucher entry screen which can be completed by the submitting officer. The voucher can be reviewed and either accepted or rejected by the Evidence department.
RMS	Accident	base	R169	Allows for printing the state mandated long form Accident report
RMS	Accident	base	R170	The Accident module is integrated with the RMS Master Name module and Master Vehicle module. Involvements between the Accident module and related records are established.
RMS	Accident	base	R171	RMS provides an Accident drawing wizard to allow a drawing of the accident scene to be created and associated with the accident record.
RMS	Accident	base	R172	Accident locations may be entered as a geo coded intersection, allowing geographic analysis.
RMS	Base	IntelliMatch	R173	RMS provides a suspect identification tool, identifying suspects who have previously been involved with similar offenses.

RMS	Base	IntelliMatch	R174	<p>Suspects can be identified by:</p> <ul style="list-style-type: none"> A. Partial last name B. Partial first name C. Race D. Sex E. Age F. Hair Color G. Eye Color
RMS	Base	IntelliMatch	R175	Matching Suspects' photo images on file can be placed into a mugshot book review
RMS	Base	IntelliMatch	R176	A Suspect's master name involvements are accessible from intellimatch without generating a separate search in the master name module
RMS	Map Display	base	R177	RMS allows user to pin map records found in a standard search from a module participating in geo verification
RMS	Map Display	base	R178	A pin's associated record can be retrieved directly from the map without performing an additional search
RMS	Map Display	base	R179	RMS Pin Mapping does not require that the data be exported to another file format
RMS	Map Display	base	R180	All pins may be removed from the map with a single operation. Pins may also be individually removed from the map.

Glossary

Term	Description
ALI	Automatic Location Identification (ALI) is data provided in digital form that indicates the location of the telephone set from which the 911 call was dialed.
ANI	Automatic Number Identification (ANI) is special signaling provided by the operating telephone company that indicates the number of the telephone from which the 911 call was dialed.
ANI-ALI	see "ALI" and "ANI"
CAD	Computer Aided Dispatch
Command	An instruction to the CAD from an operator entered by means of an entry into the Command Line or performed with a Graphical Function.
Disposition Comments	Brief comments regarding the nature of the event and what happened on the scene.
Event	The occurrence requiring service by law enforcement officers, firefighters and/or EMS personnel.
Event Message Format	The computer generated fixed format which is used to enter event message data both from the computer and by use of the keyboard.
Event Record	The event message and additional data resulting from the event maintained during the event progress and after the event closeout.
Event Type Code	The code that defines the type of event or the nature code of the event, i. e., domestic dispute, structure fire, etc.
File	A collection of similar records stored in a computer memory which can be retrieved by an operator, or which the CAD can use to process an event activity.
JMS	Jail Management System
MCT	Mobile Communications Terminal (Digital Dispatch)
MFR	Mobile Field Reporting
Operating System	The set of instructions that tell the computer how to perform various internal functions and provides the necessary intelligence to monitor and operate the CRT terminals and other system equipment.
Operator	A general term for telephone operators, dispatchers, information radio operators, and supervisory personnel working in the communications control centers.
OSSI	product line of public safety and justice software owned by SunGard Public Sector
Project Manager	A person designated by the City to manage the project and to receive official communications from the Vendor concerning the work.
Proposer	The person, partnership or corporation submitting a proposal for the performance of the work by these specifications.
RMS	Records Management System
Status Window	A display available on the communications control workstation which the current progress of events is summarized, and the availability condition of field personnel is listed.
Subcontractor	Any party having a direct contract with the Contractor to provide hardware, software or services. Subcontractors must be approved by the Owner.
System	All hardware, software, installation and adjustments required to meet the functional requirements defined in the RFP for the Computer Automation System.
Timer	An adjustable timing capability which alerts the dispatcher when a specified action does not occur before the allotted time has elapsed.
Transaction	A series of activities comprising a complete task executed by the CAD system when a specific command is entered.
Work	All labor necessary to produce the system required by the contract documents and all materials and equipment incorporated or to be incorporated in the project by the Contractor or the Subcontractor.
Workstation	An intelligent device used to enter information into the computer system and/or retrieve information from it.

EXHIBIT 4
(to the Software License Agreement Exhibit C)

Integration/Performance/Reliability

Notification: Customer is responsible for communicating to SunGard Public Sector that a deviation from the defined performance metrics below has occurred and designating the issue as an Urgent Priority 1 support issue when it delivers its Notification to SunGard Public Sector. SunGard Public Sector shall diligently work towards resolving the issue pursuant to such preliminary Priority level designated by Customer until such time that the actual Priority level is mutually determined in accordance with the below description. The imposition of liability for liquidated damages under Section 23.15 of the Contract shall commence after the second full calendar day following receipt of such Notification from City.

If the Customer and SunGard Public Sector determine that the sole cause of system issue is determined to have been caused by equipment, hardware, system software (unless such system software was configured according to SunGard Public Sector's recommendations), or the sole cause of the issue is otherwise not attributable to SunGard Public Sector Software (unless such was configured according to SunGard Public Sector's recommendations) the Customer shall reimburse SunGard Public Sector's labor cost related to the Notification at its then current hourly rate for technical support.

In addition to the City performing its own testing, and without limiting Customer's right to provide a Notification to SunGard Public Sector at any time without regard to the testing provisions below, the following quarterly testing service shall be provided by SunGard Public Sector at no additional cost.

Quarterly Testing: The following performance standards are to be measured as follows:

1. Parties will mutually agree to use a particular workstation to which SunGard Public Sector has remote access.
2. Upon mutual agreement as to the date, the parties will on a quarterly basis, remotely test the performance standards found below.
3. Each test will be performed one hundred (100) times.
4. A comprehensive report will be generated at the conclusion of the tests.
5. If the report reveals a failure to meet the standards found below, the Notification process described above shall be followed.

The following performance standards are to be measured by Microsoft SQL Server Profiler	
Activity	Maximum Response Time
CAD new event creation/initiation (9-1-1 or new event) <ul style="list-style-type: none"> • Launching a new event via 9-1-1 button or New Event button on call taker window or via command line. • Event created, Ani/Ali populates event 	1.5 Seconds - 90% of the time
Modifying a field on the CAD call taker window, individual unit status changes (ex. enroute, arrive, location change) <ul style="list-style-type: none"> • Modifying a field such as the caller's name, caller's address, nature code, district, etc. • Performing a unit status change from command line or active units form 	1 Second - 90% of the time
Sending an event from call-taker to dispatcher's open call queue <ul style="list-style-type: none"> • Call-taker presses Finish button (or uses command line) to transfer the event to a dispatcher • Dispatcher's open call queue displays the new event from the call-taker 	3 Seconds – 90% of the time
Query that utilizes indexed fields returning 500 records or less <ul style="list-style-type: none"> • Example - query the sites table for all sites with a name beginning with "MCDONALDS" • Example – query the event history table for a specific case # • Example – query the event history table for all "Domestic Disturbances" over a 2 day range 	3 Seconds - 90% of the time

<p>Saving a new record within RMS</p> <ul style="list-style-type: none"> • Enter an incident report, click the save button • Enter a field contact, click the save button 	<p>2 Seconds - 90% of the time</p>
<p>Modifying a record within RMS</p> <ul style="list-style-type: none"> • Edit an incident report, change the date/time occurred 	<p>1 Second - 90% of the time</p>
<p>Ability to <i>send</i> query to external database/system (acknowledgment or return from external database/system is not included in this response time)</p> <ul style="list-style-type: none"> • Submit a State/NCIC drivers license query from CAD 	<p>2 Seconds - 90% of the time</p>
<p>MCT Status change</p> <ul style="list-style-type: none"> • Outbound transaction from MCT to CAD to change the unit's status in CAD (Examples - Enroute, Arrive, Location Change, Clear) 	<p>15 Seconds - 90% of the time **</p> <p>**Assumes wireless connectivity is 3G or faster and performing at the rated speed</p>

GENERAL PROJECT CONDITIONS

General Project Conditions - Applies to Entire Project

- Item 1:** This Agreement is based on the assumption that a Windows 2000 or higher Domain is already in place and functional. If this is not the case, the Customer is required to provide all necessary equipment and services for such implementation.
- Item 2:** The Customer shall provide a certified TCP/IP network with all communications equipment and any other required components. The cabling of this network, installation of punch down panels, hubs, routers, etc. will be the responsibility of the Customer. Additionally, the Customer is responsible for acquiring software that is needed for monitoring and maintaining the network.
- Item 3:** SunGard Public Sector always recommends the highest performance connection for all LAN and WAN connections. Listed below are SunGard Public Sector's recommendations in order of highest throughput:
- a. 1 Gb CAT5 (LAN) or Fiber (WAN)
 - b. 100 Mb CAT5 (LAN) or Fiber (WAN)
 - c. 10 Mb CAT5 (LAN) or Fiber (WAN)
 - d. Line of Site Technology
- Item 4:** If applicable, all RMS/JMS Workstations must be connected to a 10 Mb/sec or faster TCP/IP LAN. SunGard Public Sector recommends a 100 Mb/sec Switched LAN for optimum performance.
- Item 5:** If applicable, all CAD Workstations must be connected to a dedicated 100 Mb/sec switched TCP/IP LAN.
- Item 6:** The Customer is responsible for the physical placement of all CAD and/or RMS/JMS workstations and certifying that they are operational on the Customer's network. SunGard Public Sector will load our CAD and/or RMS/JMS software on up to five (5) CAD and/or RMS/JMS workstations and train the Customer on the loading process.
- Item 7:** SunGard Public Sector's CAD Application Software interfaces with the E911 telephone switch via an RS-232 Serial Cable. The Customer must provide this cable (with accurate pin-outs) to connect their E911 ALI Controller's CAD Port to the SunGard Services Workstation's serial port. The maximum length of this cable is 50 feet. In the event that a single CAD Server is servicing multiple communication centers (one CAD Server and multiple E911 ALI sources), a SunGard Public Sector Services Workstation will be required for each PSAP for proper ALI functionality. The Customer must also provide SunGard Public Sector with accurate ALI interface data formats from their E911 Vendor.

Item 8: In acquiring SunGard Public Sector's Message Switch and Mobile Software, the Customer is responsible for all of the associated costs for wireless, WAN and LAN communication with the local provider/State/NCIC networks. This may include the following:

- i. Dedicated Line
- ii. Any encryption to meet State and FBI requirements
- iii. DSU to State
- iv. Any wireless carrier charges and setup
- v. Any installation Charges
- vi. Recurring charges or costs
- vii. Surcharges by the State

Item 9: The Customer shall implement an Uninterruptible Power Supply (UPS) system for all servers and all CAD workstations. This can be at the machine level or at the site level. SunGard Public Sector recommends the use of an enterprise level Master UPS and external generator for full power backup.

Item 10: SunGard Public Sector software is designed for use with laser jet printers for report output in order to utilize the wider margins available. Report output on non-laser printers (inkjet, dot-matrix, etc.) may be adequate, but is not guaranteed by SunGard Public Sector.

Item 11: Virtual Environment Platform

Infrastructure Overview.

The server hardware may be made up of physical servers, virtual servers (using VMware ESX or Hyper-V), or a combination of the two, provided, however, that following conditions apply.

Customer and VMware are responsible for selecting the appropriate VMware application software and solution.

VMware supports a set of certified operating systems and hardware. Customer and VMware are responsible for any interactions and/or issues that arise at the hardware or operating system layer as a result of their use of VMware.

The use of a VMware virtual machine adds software overhead, which may impact performance or scalability. Any statements made by SunGard Public Sector on expected product performance on a hardware platform cannot be interpreted to apply to a virtual machine running on the same hardware platform. Customer must allocate at least an equivalent amount of virtualized resources to the OSSI systems in order to address performance issues. The VMware organization can provide information on how to tune your environment to maximize the performance within a virtual machine. If a performance issue is reported, the VMware layer, as well as the software, will be suspect in the research. Any research required on the VMware performance will be the responsibility of the Customer.

SunGard Public Sector will use commercially reasonable efforts to investigate potential issues with OSSI software running in conjunction with VMware. Where issues are confirmed to be unrelated to the VMware software, SunGard Public Sector will support its software in a manner that is consistent with support provided when that software is running natively under the host operating system.

Required and/or optional software vendors may not support VMware software. These

vendors may require the issue to be reproduced independently from VMware software.

DESCRIPTIONS:

Part Number: CAD-SITE

Description: BASE COMPUTER AIDED DISPATCH SYSTEM -SITE LICENSE

Site License includes the following applications:

BASE COMPUTER AIDED DISPATCH SYSTEM
MAP CONVERTER SOFTWARE
ADDITIONAL CAD CONSOLE LICENSE
E911 INTERFACE MODULE
FIRST CAD MAP DISPLAY AND MAP MAINTENANCE SOFTWARE LICENSE
ADDITIONAL CAD MAP DISPLAY LICENSE
CAD 2 CAD
FIREHOUSE RMS INTERFACE
ALPHA NUMERIC PAGING MODULE
INTERFACE TO PAGEGATE
MULTI-JURISDICTIONAL DISPATCH OPTION
RIP AND RUN PRINTING/FAXING MODULE
CAD ROSTER MODULE
ZETRON MODEL 3030 TDD INTERFACE
STATION TONING MODULE
CAD CLIENT AVL LICENSE
LAN CLIENT LICENSE FOR MESSAGE SWITCH
CAD INTERFACE TO CRYWOLF
MEDICAL PROQA INTERFACE -
CAD SAFETY PAD INTERFACE

Long Description: Computer Aided Dispatch System Includes:

Single-Jurisdictional CAD for Police, Fire, and/or EMS

Call Taking and Dispatching Function

Tabular Geo-File Subsystem (without maps)

Business and Sites Subsystem

Unit Recommendation Subsystem

Premise/Alert and Hotspots Subsystems

Unlimited Call-taking/Dispatch License

The Site License also includes the following applications:

BASE COMPUTER AIDED DISPATCH SYSTEM
MAP CONVERTER SOFTWARE
ADDITIONAL CAD CONSOLE LICENSE
E911 INTERFACE MODULE
FIRST CAD MAP DISPLAY AND MAP MAINTENANCE SOFTWARE LICENSE
ADDITIONAL CAD MAP DISPLAY LICENSE
CAD 2 CAD
FIREHOUSE RMS INTERFACE
ALPHA NUMERIC PAGING MODULE
INTERFACE TO PAGEGATE
MULTI-JURISDICTIONAL DISPATCH OPTION
RIP AND RUN PRINTING/FAXING MODULE
CAD ROSTER MODULE
ZETRON MODEL 3030 TDD INTERFACE
STATION TONING MODULE
CAD CLIENT AVL LICENSE
LAN CLIENT LICENSE FOR MESSAGE SWITCH
CAD INTERFACE TO CRYWOLF
FIREHOUSE RMS INTERFACE
MEDICAL PROQA INTERFACE
SAFETY PAD INTERFACE

Part Number: CAD-E911-T1

Description: E911 INTERFACE MODULE - POP. TIER 1

Long Description: The E911 Interface allows CAD to communicate to the E911 controller's ANI/ALI serial port.

The Customer must provide an RS232/serial cable (with accurate pin-outs) from their E911 ANI/ALI controller's CAD port to the CAD server's serial port. The Customer must also provide SunGard with accurate ANI/ALI interface data formats from their E911 vendor that defines the data stream characters and their stop and start positions.

Part Number: MAP-CONVERTER

Description: MAP CONVERTER SOFTWARE

Long Description: This software converts ESRI based map data to a format useable by SunGard's product line.

Part Number: CAD-CON-T1

Description: ADDITIONAL CAD CONSOLE LICENSE - POP. TIER 1

Long Description: An additional license, in addition to the number of console licenses in the base CAD system, is required for each call taker and dispatch console/workstation to operate the CAD system.

Part Number: CAD-MAPD-T1

Description: ADDITIONAL CAD MAP DISPLAY LICENSE - POP. TIER 1

Long Description: An additional license, in addition to the number of map console licenses in the base CAD system, is required for each additional call taker and dispatch console/workstation to display maps with the CAD system. Each license represents one workstation, not concurrent user.

Part Number: CAD-MAP-T1

Description: FIRST CAD MAP DISPLAY AND MAP MAINTENANCE SOFTWARE LICENSE - POP. TIER 1

Long Description: First OSSI Map Display and Map Maintenance Software License for a CAD Workstation Includes:

- Pin Mapping of Calls for Service Data

- Map Editing and Maintenance software (training not included)

- Map Display for One Workstation

This does not include any GIS data, related attribute data, ortho photography or digitizing services. Should the Customer elect to maintain their maps with OASIS, they should use this license exclusively as a map editor and not as a CAD display license. Therefore, another CAD Map Display license would be required for the first CAD workstation.

Part Number: CAD-INT-C2C

Description: CAD 2 CAD

Long Description: The C2C (CAD to CAD) module is designed to transfer events between two independent CAD systems. This is a powerful feature for a dispatch center that is handling an event and needs to route the event to another dispatcher center for action.

In addition to call routing, other features of C2C include:

- Notification of completed transfer.

- Notification of transferred call dispatched.

- Notification of failed call transfer if the recipient's C2C system is down.

- Notification of Nature Code change by originating agency.

- Transfer of remarks between C2C events.

- Relay of ProQA summary information (if used).

- Notification of ProQA response upgrades or downgrades.

As a result of the functionality listed above, C2C creates a virtual single site dispatch center allowing for calls to be routed and notes added as if everyone was using one CAD system.

This product requires TCP/IP connectivity between the respective Customers. This connectivity is the responsibility of each participating Customer. If a non-dedicated TCP/IP connection is chosen (i.e. internet connectivity), then a VPN solution is highly recommended for security reasons. All firewall and VPN connectivity between the Customers are the responsibility of the participating Customers.

Part Number: CAD-INT-FIREHOUSE

Description: FIREHOUSE RMS INTERFACE

Long Description: The Firehouse interface allows CAD to provide Firehouse software a one direction transfer of data for call incident number, units and associated times. CAD will create tables within a specified directory which Firehouse may then import into their application. Firehouse application software does not provide any data to CAD.

This interface also provides CAD users the ability to query Occupancy data from Firehouse.

Part Number: CAD-PG-T1

Description: ALPHA NUMERIC PAGING MODULE - POP. TIER 1

Long Description: The Alpha-Numeric Paging module is designed to automatically send an alphanumeric page to responding units upon dispatch. Our paging module supports the ability to send individual personalized messages to specific pagers directly from CAD. This module supports group paging. For example, a volunteer fire station will need to have a single group Pager Identifier Number (PIN) set up that will alert all firefighters for that specific station.

Part Number: CAD-INT-PG

Description: CAD INTERFACE TO PAGEGATE

Long Description: SunGard's interface to NotePage, Inc.'s PageGate software allows the CAD Paging module to interface with the PageGate third party product. PageGate allows multiple paging service providers. This does not include the license fees (PageGate & ASCII Command Line Interface) for the PageGate software.

Part Number: CAD-MJ-T1

Description: MULTI-JURISDICTIONAL DISPATCH OPTION - POP. TIER 1

Long Description: The multi-jurisdictional dispatch option allows the CAD system to dispatch for multiple jurisdictions.

Part Number: CAD-RR-T1

Description: RIP AND RUN PRINTING/FAXING MODULE - POP. TIER 1

Long Description: The Rip and Run module allows for remote call notification reports (network printing, faxing, and email) at Fire/EMS stations. When units are dispatched, the station receives a Dispatch Report that includes location, nature, x-streets, call taker notes, premise alerts, street notes, medical priority level, etc. When all units clear the call, each station dispatched will automatically receive a CAD Event Report containing the full radio and event log for the call.

For printing, the Rip and Run module requires each printer to be a network laser printer compatible with Windows 2000 or higher OS. Faxing requires a dedicated phone line, fax machine, and WinXP/WIN2003 faxing services. Emailing requires that the machine running the Rip and Run application be configured by the customer for Email support. Stations can be configured for either network printing, faxing or emailed reports.

Part Number: CAD-RS-T1

Description: CAD ROSTER MODULE - POP. TIER 1

Long Description: The CAD Roster module interfaces CAD with user defined personnel rosters. CAD then automatically monitors these rosters and units roll on and off duty without dispatcher intervention.

Part Number: CAD-TDD-T1

Description: ZETRON MODEL 3030 TDD INTERFACE - POP. TIER 1

Long Description: The Zetron Model 3030 TDD Interface allows CAD to interface with the Zetron model 3030 TDD machine. This allows the user to communicate directly with the caller from CAD.

The Customer must purchase and install the Zetron hardware equipment. The Customer is also responsible for obtaining the manufacturer recommended cables.

Part Number: MCT-AVL-CAD-T1

Description: CAD CLIENT AVL LICENSE

Long Description: SunGard's Automatic Vehicle Locator (AVL) software for the CAD workstation allows the communicator to view/track/find mobile units in the field. This product requires that the customer purchase maps.

Part Number: CAD-INT-25/26-T1

Description: STATION TONING INTERFACE - POP. TIER 1

Long Description: The Station Toning module is integrated with the agency's choice of a Zetron Model 25 or Model 26 encoder or Orbacom. When units are dispatched, CAD passes the key sequence codes to the unit that activates the paging system.

The Customer must purchase and install the Zetron or Orbacom hardware equipment.

Part Number: MCT-MIS-T1

Description: LAN CLIENT LICENSE FOR MESSAGE SWITCH

Long Description: A client license is required for each CAD, RMS or JMS workstation connected to the Customer's LAN or WAN to access SunGard Message Switch.

The Message Switch Client provides the following functions:

- Workstation-to-workstation messaging
- Mobile-to-workstation messaging (if mobile applications are licensed)
- SunGard's standard State/NCIC queries

The standard set of State/NCIC queries included are Drivers license inquiry, Wanted Person inquiry, Vehicle inquiry, Boat inquiry, Article inquiry, Gun inquiry, Criminal History inquiry, and Admin Message.

Part Number: CAD-PQA-MED-T1

Description: MEDICAL PROQA INTERFACE - POP. TIER 1

Long Description: SunGard has developed an interface to ProQA's windows version of Medical Dispatch. SunGard does not include the license fees for the ProQA software because the Customer normally acquires ProQA application software direct from Priority Dispatch. Priority Dispatch also requires that all communicators be trained and certified on their ProQA product by a certified instructor.

The Customer must acquire the training from Priority Dispatch. If the Customer already has ProQA, the Customer should verify that the ProQA release is compliant with SunGard's supported release.

ProQA software must be installed, tested and operational at all applicable workstations prior to SunGard installing the CAD interface.

Part Number: CAD-CUST-MOD

Description: CAD CUSTOM MODIFICATIONS SAFETY PAD

Long Description: The Safety Pad ePCR interface produces a one-way XML data export for the Safety Pad ePCR application. The export file contains incident and unit information related to the CAD event. Each export file represents a single CAD event and will be deposited into a specific network directory location for processing by Safety Pad. ***All costs provided by SunGard regarding new development or modifications are costs for SunGard's participation in the development. Any Third Party costs required for the completion of the project have not been included in SunGard's pricing.***

Part Number: CAD-PROJ-MGNT

Description: CAD PROJECT MANAGEMENT

Long Description: CAD project management includes professional services from SunGard OSSI for project coordination and project management. The project management fee also includes coordinating with the Customer's project manager all SunGard OSSI related deliveries such as application software, implementation services, and scheduling of SunGard OSSI's resources with the Customer.

Part Number: CAD-IMPL

Description: BASE CAD SOFTWARE IMPLEMENTATION

Long Description: The CAD Implementation includes Quality Assurance, Audits, and Go Live Assistance.

The CAD Implementation includes Quality Assurance, Audits, and Go Live Assistance.

Five (5) days of QA services to assist with the CAD implementation.

Four (4) days to review Customer's data at SunGard's office during the project. Reviews occur at 10%, 50% and 90% of completion of the Customer building their CAD support files.

Three (3) SunGard professionals (1 Trainer, 1 SIC and 1 Technical Services) to be on-site for up to two (2) days when the base CAD System goes live as determined by the project plan.

Part Number: CAD-INST

Description: BASE CAD SOFTWARE INSTALLATION

Long Description: The CAD installation includes the installation of SunGard OSSI's standard CAD application software on the Customer's server(s). This price includes the configuration of up to three (3) CAD workstations on the Customer's LAN for SunGard OSSI's application software. SunGard OSSI prefers the CAD server(s) to be shipped to SunGard OSSI's office in High Point, NC to provide these services.

Unless otherwise stated within the quote, the Customer will install and configure the operating system software (Windows 2000 or higher), install all 3rd party software (i.e. Veritas Open File Manager, PC Anywhere and FoxPro) on the respective file servers and workstations using SunGard OSSI's setup configuration. Customer is responsible for installation and configuration of the Local Area Network.

SunGard OSSI can provide an optional quote to provide the above listed services.

Part Number: CAD-RVP

Description: REQUIREMENTS VERIFICATION PLAN FOR CAD

Long Description: Five (5) days and two hours of services for planning, conducting, and following up on results of the CAD Requirements Verification Plan (RVP), designed to validate core features and functions of the application.

Part Number: CAD-PROF-SERV-GOLIVE

Description: CAD PROFESSIONAL SERVICES GO-LIVE

2 Trainers per shift/ 5 days

1 Tech - 5 days

2 Application Implementation Consultants - 5 days

Long Description: 2 Trainers per shift/ 5 days (6 Trainers total)

1 Tech - 5 days

2 Application Implementation Consultants - 5 days

Part Number: CAD-MAP-CONV

Description: MAP BASED GEOFILE GENERATION

Long Description: This service includes:

" Programming and consulting services to assist the customer in generating the initial CAD Geo-File centerline in SunGard OSSI's proprietary (OASIS) format.

" Programming and consultation services to assist the customer in generating the initial polygon and general view layers in SunGard OSSI's proprietary (OASIS) format.

" Programming and consultation services to assist the customer in generating an ortho photography layer. Ortho photographs are aerial pictures that can be displayed as a mapping layer. SunGard OSSI will assemble the ortho tiles and create a reference database file that will be used by the SunGard OSSI product line. SunGard OSSI will install the ortho's on the clients CAD

Server. Accepted ortho files formats are SID, TIFF, JPG and BMP. The customer is responsible for providing ortho source files to SunGard OSSI.

" SunGard OSSI will perform three (3) detailed reviews of the customer's centerline data at SunGard OSSI's office during project implementation. The objective of this review is to identify suspicious data elements in the customer's centerline that may be of issue when used with CAD. Examples include missing ranges, overlapping addresses, reversed ranges, etc. The customer is provided with a summary report and supplemental Excel reports that help identify the suspicious data. These audits are only a tool to be used by the customer and are not intended to be a substitute for customer data testing and verification. Audits occur at 10%, 50% and 90% of project completion. Additional requested audits are subject to additional professional charges.

Special Notes

" SunGard OSSI supports converting ESRI E00, ESRI Shape or MapInfo source data.

This service assumes the customer provides SunGard OSSI all required GIS layers and associated data elements (attribute data) and that SunGard OSSI is not required to provide any digitizing services. This is an estimate of the services needed, to determine the final conversion costs SunGard OSSI would need to first evaluate the customer's GIS data.

" All delays in the project caused by defects of data will be the sole responsibility of the Customer. SunGard OSSI shall not assume any liability for any and all errors associated with the converted GIS resources.

" The customer is responsible to correct all errors and ensuring the accuracy of all GIS provided data.

" The customer is responsible to digitize all required map layers to support the public safety GIS-based CAD and RMS subsystems.

" The customer is responsible for the validation of all map line work, attribute information and related data as well as providing resources to field verify all of the GIS data.

NOTICE OF SUNGARD OSSI'S DEPENDENCY ON CUSTOMER'S GIS DEPARTMENT:

SunGard OSSI's ability to provide conversion services relating to Geographic Information System (GIS), maps or geographic analysis, etc. is contingent on the Customer providing SunGard OSSI with the resources and data defined in SunGard OSSI's CAD Map Resource Guide that is incorporated into this agreement as an Exhibit.

The Customer shall provide SunGard OSSI with a centerline file that contains the following: Block ranges (address ranges are required)

- Street names
- Street prefixes
- Street suffixes
- Jurisdiction/City Code
- X/Y Coordinate Pairs for each street segment (referred to as ARCS by ARCINFO)

The Customer is responsible for the accuracy of the street inventory and for the accuracy of all attribute data associated with street segments. Examples of such accuracy include:

- Missing streets
- Missing street segments
- Missing intersections
- Errors in street names, street prefixes, street type, etc.

Part Number: CAD-MNT-TRN

Description: CAD MAINTENANCE TRAINING

Long Description: Training for key personnel and system administrators (4-6 people max.) responsible for system configuration (including setting codes to reflect agency business practices) and maintenance. Class duration = 4 days with one day of prep/follow up.

Part Number: CAD-USR-TRN

Description: CAD USER TRAINING - Call Takers (10 sessions,)

Long Description: Training for end-users (10 people max.) on base CAD. Topics include navigation, call-processing, dispatching, searching, and reporting. Class duration = 2 days with a day of prep/follow up.

Part Number: CAD-USR-TRN

Description: CAD USER TRAINING - Law Dispatchers (5 sessions,)

Long Description: Training for end-users (10 people max.) on base CAD. Topics include navigation, call-processing, dispatching, searching, and reporting. Class duration = 4 days with a day of prep/follow up.

Part Number: CADMCT-GOLIVE

Description: MOCK GO LIVE

Long Description: Four days with three resources (Mobile, CAD SIC and Technician) to manually go through all the processes and procedures to take the system live with the customer.

Part Number: CAD-PROF-ADD

Description: ADDITIONAL PROFESSIONAL SERVICES- CAD System Build

AD System Build 34 days for system building assistance 6 days for system modifications after audits and prior to go live including response plans

Long Description: Services provided by SunGard product or training specialists in the building of the CAD System Tables.

40 days of CAD consultation

Part Number: CAD-PROF-ADD

Description: ADDITIONAL PROFESSIONAL SERVICES- Map Layer Build

3 days for core team orientation and discovery

12 days for system building assistance

6 days for system modifications after audits and prior to go live

Long Description: Services provided by SunGard OSSI product or training specialists.

3 days for core team orientation and discovery

12 days for system building assistance

6 days for system modifications after audits and prior to go live

Part Number: CAD-PROF-ADD-IMPL

Description: ADDITIONAL IMPLEMENTATION SERVICES - post go live implementation support

Long Description: Ten (10) days of CAD technical consulting with post go live issues.

Part Number: CAD-PGL-TRN

Description: CAD FOLLOW-UP TRAINING

Long Description: Ten (10) days of training for end-users conducted on-site 60-90 days post- go live, to focus on advanced skill development, agency-specific issues, recent product enhancements (if applicable), and individual questions. Half-day class (up to 4 hours) per end-user. Minimum purchase for on-site training = 2 days. Pricing also includes trainer preparation and follow-up.

Part Number: CAD-PROF-ADD

Description: ADDITIONAL PROFESSIONAL SERVICES- CAD/RMS/JMS/Technical Workflow Process Discovery

Long Description: Services provided by SunGard OSSI- CAD/RMS/JMS/Technical Workflow Process Discovery

Detailed discovery of existing CAD, RMS, JMS, Mobile and computing infrastructure. Provide analysis and best practices to implement the OneSolution.

Ten (10) days for CAD discovery, analysis and write up

Ten (10) days for RMS discovery, analysis and write up

Ten (10) days for JMS discovery, analysis and write up

Ten (10) days for Mobile discovery, analysis and write up

Ten (10) days for Technical discovery, analysis and write up

Eight (8) days for Data Conversion discovery, analysis and write up

Part Number: CAD-PROF-ADD

Description: ADDITIONAL PROFESSIONAL SERVICES- Network Discovery

Long Description: Services provided by SunGard OSSI

Ten (10) days for the analysis of the existing network to determine performance, security and supportability of the existing Detroit Public Safety network. Based on the network requirements of the SunGard component systems, recommendations will be made for potential improvements to optimize the performance and security of the solution on the City's infrastructure.

Part Number: CAD-PROF-ADD

Description: ADDITIONAL PROFESSIONAL SERVICES- Planning/Kick Off

Long Description: Services provided by SunGard OSSI

Detailed planning of the City of Detroit implementation based on the discovery. Creation of a detailed project plan and on-site kickoff event.

Nine (9) days for CAD planning and on-site review and kickoff

Nine (9) days for RMS planning and on-site review and kickoff

Nine (9) days for JMS planning and on-site review and kickoff

Nine (9) days for Mobile planning and on-site review and kickoff

Nine (9) days for Technical planning and on-site review and kickoff

Part Number: CAD-PROF-ADD

Description: ADDITIONAL PROFESSIONAL SERVICES- Business Analysis and Change Management

Long Description: Services provided by SunGard OSSI

Services to provide business analysis on current processes and procedures and to drive the change throughout the entire organization to adapt to the new OneSolution

Two Hundred (200) days for performing business analysis, requirements gathering, providing change management, driving communication about the change and bringing best practices through the use of the SunGard OneSolution.

Part Number: CAD-PROF-ADD

Description: Technical Documentation

Long Description: Planning and writing technical documentation to meet the needs of the customer

Twenty-five (25) days for technical documentation writing and planning

Part Number: CAD-PGL-AUDIT

Description: CAD POST GO-LIVE AUDIT

Long Description: A SunGard Public Sector application specialist accesses the customer's live application remotely to review the current configuration and a sample of key data (e.g., names, addresses) entered by end-users of CAD. The application specialist will review findings with the customer by conference call to discuss opportunities for updating system settings, as well as improving quality of data entered into the system. Price quoted is an estimate; the customer will be billed for actual hours worked. Four (4) days of remote access to their system.

Part Number: RMS-BASE-SITE

Description: BASE RECORDS MANAGEMENT SYSTEM - Site License Includes

ANIMAL CONTROL MODULE
ASSET MANAGEMENT MODULE
CANINE TRACKING MODULE
RMS MAP DISPLAY AND PIN MAPPING LICENSE
NOTIFICATION MODULE
BAR CODING SERVER LICENSE
BAR CODING HAND-HELD CLIENT LICENSE
CRIME ANALYSIS PLUS.NET MODULE
CRIME ANALYSIS MODULE
DAILY ACTIVITY MODULE
DOCUMENT SCANNING AND STORAGE
FLEET MAINTENANCE MODULE
GANG TRACKING MODULE
GENERIC PERMIT MODULE
INTELLIGENCE MODULE
LINK ANALYSIS MODULE
PROFESSIONAL STANDARDS (INTERNAL AFFAIRS) MODULE
QUARTERMASTER MODULE
ACCIDENT
TRAINING MODULE
MULTI-JURISDICTIONAL RMS OPTION
ORDINANCE MODULE
PAWN SHOP/PAWN WATCH
PAWN BATCH TICKET PROCESSING MODULE
REMOTE LINEUP APPLICATION
SEX OFFENDER MODULE -
MUGSHOT DISPLAY SOFTWARE LICENSE
INTERFACE TO MICHIGAN JIS
POLICE TO POLICE INTERNET DATA SHARING
STATE OF MI - PACC-PAAM INTERFACE
FIRE ARMS APPLICATION PERMIT MODULE
MFR CLIENT- MOBLAN VERSION
ANIMAL CONTROL MODULE
BASIC ACCIDENT MODULE
ASSET MANAGEMENT MODULE
CANINE TRACKING MODULE
RMS MAP DISPLAY AND PIN MAPPING LICENSE
NOTIFICATION MODULE
BAR CODING SERVER LICENSE
BAR CODING HAND-HELD CLIENT LICENSE
CRIME ANALYSIS PLUS.NET MODULE
CRIME ANALYSIS MODULE
DAILY ACTIVITY MODULE
DOCUMENT SCANNING AND STORAGE
FLEET MAINTENANCE MODULE
GANG TRACKING MODULE
GENERIC PERMIT MODULE

INTELLIGENCE MODULE
LINK ANALYSIS MODULE
PROFESSIONAL STANDARDS (INTERNAL AFFAIRS) MODULE
QUARTERMASTER MODULE
TRAINING MODULE
MULTI-JURISDICTIONAL RMS OPTION
ORDINANCE MODULE
PAWN SHOP/PAWN WATCH
PAWN BATCH TICKET PROCESSING MODULE
REMOTE LINEUP APPLICATION
SEX OFFENDER MODULE
MUGSHOT DISPLAY SOFTWARE LICENSE
INTERFACE TO MICHIGAN JIS
POLICE TO POLICE INTERNET DATA SHARING
STATE OF MI - PACC-PAAM INTERFACE
RMS CUSTOM MODIFICATIONS Tracker Property and Evidence System
RMS CUSTOM MODIFICATIONS Omega Crime view
FIRE ARMS APPLICATION PERMIT MODULE
MFR CLIENT- MOBLAN VERSION
ACCIDENT WIZARD BASE SERVER LICENSE - WORKSTATIONS
PROPERTY AND EVIDENCE MODULE

Long Description: SunGard's Client Server Version of RMS (requires Microsoft's Windows Server 2003 or higher) includes:

Incident/Offense Module
CrimeMatch Reporting
Arrest Module
Warrants Module
UCR Property Management
Master Name Module
Master Vehicle Module
Master Location Module (Requires either tabular or GIS-based Geo-File Module be Licensed)
Case Management Module
Daily Bulletin
Employee Demographics Module
Off Duty Employment Tracking Module
Standard Traffic Citation Module
Standard Traffic Warning Module
Miscellaneous Cash Receipts Module
State Specific IBR or UCR Reporting Module
Field Contact Module

Part Number: RMS-ANIMAL-T3

Description: ANIMAL CONTROL MODULE

Long Description: The Animal Control module allows for the collection of information related to the operations of the agency's Animal Control Division including tracking of events surrounding the capture or surrendering of an animal to the Animal Shelter. Information includes the ability to store narrative information and follow up tracking entries associated with the status and/or disposition of the animal. The application will allow for tracking of dangerous animal alerts at specific locations and allow for the storage of system attachments, including images of the animal when available. This module will have separately assigned security access within RMS. Summary reporting will be available to generate shelter statistics and manage the shelter population.

Part Number: RMS-ACCIDENT-T3

Description: BASIC ACCIDENT MODULE

Long Description: The Accident module provides the ability to capture basic crash-related data elements and crash diagrams from accidents and replicate the information to the primary state specific form for printing.

Part Number: RMS-ASSET-T3

Description: ASSET MANAGEMENT MODULE

Long Description: Enables an agency to enter and track equipment assignment, inspections and maintenance records.

Part Number: RMS-CANINE-T3

Description: CANINE TRACKING MODULE

Long Description: This module is designed to collect information related to activities where a K-9 team has become involved. This module participates in the existing RMS security model, allowing the customer to assign user access rights to the K-9 module. Multiple K-9 activities may be associated with one K-9 record. The module will allow for collection of both "training" and "working" activities. "Working" activity is defined as non-training events where the K-9 team has become involved. The K-9 tracking module participates in the involvement subsystem by establishing involvements between a valid Incident report record and the K-9 record linked by a common case number. An involvement will also be created to the master location record associated with the K-9 activity.

Part Number: RMS-MAP-T3

Description: RMS MAP DISPLAY AND PIN MAPPING LICENSE

Long Description: Provides the ability to pin map locations from SunGard's PISTOL Records Management System searches and view multiple layers. Requires Mapping Geo-file generation and a license of the first map view. This requirement may be filled by mapping from CAD.

Part Number: RMS-NTF-T3

Description: NOTIFICATION MODULE

Long Description: The Notification module allows a user to create system rules that will notify a list of recipients when certain-data related activities have occurred within RMS. Such activities might include a person viewing a record, changing a specific data element on a record, or entering a new record into the system. Along with an optional audible alert, notification 'hits' will be displayed on the recipients' desktop at login and at user defined intervals during the user session. This module requires an additional day of training.

Part Number: RMS-BAR HOST-T3

Description: BAR CODING SERVER LICENSE

Long Description: Bar-Coding Host allows the client to communicate to host server and with the Property and Evidence module.

Part Number: RMS-BAR-CLIENT-T3

Description: BAR CODING HAND-HELD CLIENT LICENSE

Long Description: SunGard's Bar-coding Client Software allows for the following business functions within the Property & Evidence module: Batch processing, including transfers, dispositions, chain of custody transactions and inventory functions. License is per workstation.

Part Number: RMS-CAPLUS-T3

Description: CRIME ANALYSIS PLUS.NET MODULE

Long Description: Reach beyond elementary pin mapping with SunGard's Crime Analysis Plus.NET. Users connect incident data with digital maps to perform robust analysis designed to meet your agency's crime analysis objectives. Get meaning from all of that data with a robust analysis toolbox that includes static and animated heat maps, statistical summaries and geographic summaries of incident data. Leverage base maps from Google, ESRI REST/WMS services, Bing, Yahoo and NOAA Weather Services to extend your location data resources. Through options to deploy Crime Analysis + desktop, lite or mobile versions the agency can organize and customize information into books and pages for each law beat, district, special project task force or workflow need to consume RMS or CAD data.

Deployment of the Mobile version requires deployment to a Webserver that has IIS 5 or above, minimum 1 GHz Processor, and minimum 512 MB RAM. SunGard's Technical department can provide server specs and pricing as needed.

Part Number: RMS-CA-T3

Description: CRIME ANALYSIS MODULE

Long Description: The Crime Analysis module provides the ability to pin map events from one or more RMS application modules simultaneously and identify high crime areas within defined geographic regions. This product includes forecasting and time series tools. These features will provide agencies with powerful investigative information that can save personnel hours and assist in identifying resource deployment strategies based upon historical events.

Site license for Crime Analysis (pin mapping multiple modules, Time Analysis and ComStat).

Part Number: RMS-DAILY-DAM-T3

Description: DAILY ACTIVITY MODULE

Long Description: The Daily Activity module within the SunGard MFR and SunGard RMS software applications records all activities an officer performs during the work shift. At the end of the work shift, the daily activity record is submitted from SunGard's MFR and the data is transferred to the production SunGard RMS database.

Part Number: RMS-DOCSCAN-T3

Description: DOCUMENT SCANNING AND STORAGE

Long Description: Allows the Customer to scan documents using a SunGard approved scanner and store the image associated with the currently viewed SunGard record. The stored document will allow areas to be marked confidential and blocked from view; "sticky notes" may also be added. SunGard will provide a list of supported scanners at the request of the agency.

Part Number: RMS-FLMAINT-T3

Description: FLEET MAINTENANCE MODULE

Long Description: This module is used to record and report on scheduled and sporadic maintenance done on the agency's vehicle fleet.

Part Number: RMS-GANG-T3

Description: GANG TRACKING MODULE

Long Description: The Gang Tracking module collects names and information associated with the various gangs, including members, associates, and locations. This module also has the capability to separately record gang activity and events. The module comes with a Gang Dashboard, allowing the user to visualize gang members and related activities.

Part Number: RMS-GENPERM-T3

Description: GENERIC PERMIT MODULE

Long Description: This module provides the ability to record application and status of various permits as applied for by citizens. Module tracks payment of permits and enforces local agency policies for the issuance of permits.

Part Number: RMS-INTELLIGENCE-T3

Description: INTELLIGENCE MODULE

Long Description: The RMS Intelligence module allows tracking of a master intelligence investigation and associate multiple activities associated with the master investigation. Activity records accommodate activity types such as surveillances, drug buy/sales, etc. Each activity contains related names, vehicles, and master phone database entries. Intelligence participates in the notification subsystem, system attachments, and the involvement subsystem. Enhanced security exists, hiding involvement summary from users not authorized to access the Intelligence module components.

Part Number: RMS-LINK-T3

Description: LINK ANALYSIS MODULE

Long Description: The Link Diagramming Analysis module allows investigators and crime analysts to construct and view diagrams of RMS data. Users of this module can easily export Names, Incidents, Vehicles, etc. to a graph where the Link Analysis Engine optimizes the objects and their relationships for analysis and viewing. While this module is tightly linked with RMS functionality, this tool can also act as a stand alone case analysis or brainstorming tool, placing valuable information in a structured format for presentation to others with better organization than manual methods.

Part Number: RMS-PSD-T3

Description: PROFESSIONAL STANDARDS (INTERNAL AFFAIRS) MODULE

Long Description: The Professional Standards (Internal Affairs) module (PSD) allows the Customer to track civilian and sworn individuals involved in professional standard investigations. The module allows categorization for all types of PSD investigations and provides specific data collection tools for Use of Force, Vehicle Pursuits, and Traffic Accidents involving departmental vehicles. The module provides a high level of security, including the encryption of key data within the Customer's relational database.

Part Number: RMS-QTRMSTR-T3

Description: QUARTERMASTER MODULE

Long Description: The Quartermaster module facilitates tracking inventory maintenance for agency definable property items issued by the agency. The module has both an inventory maintenance component and an ordering user interface, allowing individual officers to request specific equipment needs. Inventory items may include disposable (or issue-once) items such as t-shirts and other clothing items or returnable, serialized property items such as weapons, bullet proof vests, etc. The module utilizes bar code technology to facilitate the order filling process, generate reports on items at or below reorder point, track historical inventory issuance per item, and track preferred vendor information for each item. SunGard's Barcoding licensed separately.

Part Number: RMS-TRAIN-T3

Description: TRAINING MODULE

Long Description: The Training module records employees' training history within the agency, including courses taken, earned certifications, including re-certification tracking, and earned titles.

Part Number: RMS-MJ-T3

Description: MULTI-JURISDICTIONAL RMS OPTION

Long Description: This allows SunGard's Records Management System to store and retrieve records for multiple jurisdictions using one server.

Part Number: RMS-ORD-T3

Description: ORDINANCE MODULE

Long Description: This module will capture information related to the issuance of local ordinances violations. Records entered into the Ordinance module are non-reportable offenses in terms of UCR and IBR data submission.

Part Number: RMS-PS-T3

Description: PAWN SHOP/PAWN WATCH

Long Description: Module to record pawned/bought property records from pawn shops in the jurisdiction. Pawn Watch allows the Customer to create user defined 'watches' against existing and future pawn tickets entered from the Pawn module. These watches generate 'hit' reports notifying the requesting investigator of a Pawn Watch match.

Part Number: RMS-PS-BATCH-T3

Description: PAWN BATCH TICKET PROCESSING MODULE

Long Description: This module provides the ability to batch process pawn shop tickets via an external file with RMS Name Candidating as an option. The Customer is responsible for converting the pawn shop records into SunGard Public Sector's standard import format.

This module will only support importing from the SunGard Public Sector standard import format. If any additional import formats are required, the customer will have to purchase custom development services for each additional format necessary. SunGard Public Sector does not support dialing the shops to obtain their files.

Part Number: RMS-RL-T3

Description: REMOTE LINEUP APPLICATION

Long Description: The Remote Lineup Application allows users to create an 8 Image Lineup within RMS and have the images and miscellaneous lineup information sent to a remote workstation/laptop to facilitate the lineup process while disconnected from the network. Information about the lineup (witness/victim shown to, date/time shown, location, others present, etc.) is collected in conjunction with the lineup procedure. The witness/victim may interactively make their suspect selection or make no selection. Results of the lineup may be transferred from the laptop back to RMS for archive purposes.

Policies from the NC Actual Innocence Commission are enforced with this application.

Part Number: RMS-SOFF-T3

Description: SEX OFFENDER MODULE

Long Description: This non-state specific module allows for the registration and agency reports of sex offenders. It allows for various classification levels and various re-registration rules.

Part Number: JMS-MS DISPLAY

Description: MUGSHOT DISPLAY SOFTWARE LICENSE

Long Description: This allows the Customer to view mugshots and create line-ups.

Part Number: RMS-INT-COURT-JIS

Description: INTERFACE TO MICHIGAN JIS

Long Description: A one-way transfer of Citation data from the Records Management System, in flat ASCII file format, to a specified directory within the application directory structure. The resulting ASCII file will be accessible by the respective court and processed accordingly by the courts. After processing, the source file is moved to an archive folder by the court. ASCII source files will be created at specified time intervals and will contain both citations that have not been transferred to the court and citations that have been flagged for resubmission within SunGard's RMS product. This interface does not accept disposition or other data types from the court into RMS.

Part Number: RMS-P2P

Description: POLICE TO POLICE INTERNET DATA SHARING

Long Description: SunGard's Police to Police (P2P) application is a browser-based solution that enables public safety agencies to share information from their Records Management System while maintaining complete control over their own RMS.

Currently, this functionality includes:

- Base Name Query
- Base Incident Query
- Base Pawn Query
- Base Vehicle Query
- Base Property Query
- Mugshots with Line-ups
- Basic first-level involvements plus detail page views of many involvements

Each Site must provide the following:

- Each site must have a firewall that is approved by SunGard.

- Each site must have a constant Internet connection to a Windows 2000 Workstation or server (minimum 256kbps Bandwidth), not a dial-up to host their data.

- Each site must provide PCAnywhere access to the desktop of the server above for SunGard to support via the Internet.

Part Number: RMS-PACCPAMM-INTF

Description: STATE OF MI - PACC-PAAM INTERFACE

Long Description: Interface to the State of Michigan Pacc-Pamm court application to facilitate electronic submission of warrant requests made to the prosecution attorney. This interface utilizes an intermediate status database to facilitate the initial request and on-going status updates provided by Pacc-Pamm. Approved warrant requests will include information necessary to create a warrant record within the RMS database. Standard RMS functionality associated with warrant processing is then applicable. Interface requires assistance from Pacc-Pamm representatives to implement. All costs provided by SunGard regarding new development or modifications are costs for SunGard's participation in the development. SunGard has a standard set of fields for this interface. If an agency requests additional fields, a SOW and additional costs may be required. Any Third Party costs required for the completion of the project have not been included in SunGard's pricing.

Part Number: RMS-CUST-MOD

Description: RMS CUSTOM MODIFICATIONS Tracker Property and Evidence System

Long Description: SunGard will develop a series of SQL views to expose basic incident information and related property information entered in the OneSolution RMS Incident module that may be queried by the Tracker Evidence system. The data elements included in these views will be mutually agreed upon by SunGard and the vendor. SunGard will also create functionality that will allow an officer to view the status of property, as stored in the Tracker application, associated to a particular case number in the RMS Incident module. It is also assumed that Tracker will provide web service calls to support the property status view to be created in the SunGard OneSolution RMS Incident Module. This quote does not include any development effort or cost to complete the Tracker Evidence portion of this interface. The customer will be responsible for ensuring network security and accesses are configured properly for this interface to operate as designed.

All costs provided by SunGard regarding new development or modifications are costs for SunGard's participation in the development. Any Third Party costs required for the completion of the project have not been included in SunGard's pricing.

Part Number: RMS-INT-CRIMEVWSER

Description: CRIME VIEW SUPPORTING SERVICES

Long Description: Professional services to assist with answering Omega Group Crime View questions about the SunGard RMS & CAD data structures.

Part Number: RMS-GUN-T3

Description: FIRE ARMS APPLICATION PERMIT MODULE

Long Description: Module that tracks the application status of firearms purchase permits as applied for by citizens. This module enforces regulations such as Firearms Training, that is required for permit issuance.

Part Number: MCT-MFR-MBLN-CLIENT

Description: MFR CLIENT- MOBLAN VERSION

Long Description: Provides the ability for the officer to enter Incident Reports, Supplement Reports, Field Contacts and Supervisory Review on the agency's RMS LAN. Officers can also perform basic IBR or UCR edits on Incident Reports.

Part Number: RMS-WIZ-BASE-T3

Description: ACCIDENT WIZARD BASE SERVER LICENSE - WORKSTATIONS

Long Description: This provides the Accident Drawing Wizard Server License. This module is required to provide the ability to use the wizard on any workstation, mobile or on the LAN.

Part Number: RMS-P&E-T3

Description: PROPERTY AND EVIDENCE MODULE

Long Description: Includes software to track and keep inventory of property stored in an evidence environment. The software is bar code compliant; however, bar code software and hardware are available separately.

Part Number: RMS-PROJ-MGNT

Description: PROJECT MANAGEMENT FOR RMS

Long Description: Includes professional services from SunGard for management oversight and coordination with the Customer's project management, SunGard's internal resources and any third party vendors. Includes coordinating with the customer's project manager all SunGard related deliveries such as application software, implementation services, and scheduling of SunGard's resources with the customer.

Part Number: RMS-IMPL

Description: BASE RMS SOFTWARE IMPLEMENTATION CHARGES

Long Description: This includes Audit, Support during implementation, and Go Live Assistance.

Four (4) days to review Customer's data at SunGard's office during the project. Reviews occur at 10%, 50% and 90% of completion of the Customer building their RMS support files.

Two (2) days of QA support for assistance with implementation.

Three (3) SunGard professionals (2 Trainer and 1 SIC) to be on-site for up to two (2) days when the base CAD System goes live as determined by the project plan.

Part Number: RMS-PROF-ADD

Description: ADDITIONAL PROFESSIONAL SERVICES RMS/MFR MOCK GO LIVE

Long Description: Four days with three resources (Mobile, RMS SIC and Technician) to manually go through all the processes and procedures to take the system live with the customer.

Part Number: RMS-INST

Description: BASE RMS SOFTWARE INSTALLATION CHARGES

Long Description: Includes setting up the server with OS and appropriate databases. Also includes the installation of the base RMS and P2P application software on the server. This service also includes the configuration of up to five (5) RMS workstations for the RMS application software once on site and operational within the Customer's network. SunGard will train the system administrator on this procedure so that they are self-sufficient in this area and they can install the software on the remaining workstations. Six (6) days of installation services

Part Number: RMS-PROF-SERV-GOLIVE

Description: RMS PROFESSIONAL SERVICES GO-LIVE-

RMS PROFESSIONAL SERVICES GO-LIVE--4 people/8 days each (3 Trainers, 1 AIC)

Long Description: 4 people/8 days each (3 Trainers, 1 AIC)

Long Description: Four (4) SunGard professional to be on-site for up to eight days when the base RMS System goes live as determined by the project plan.

Part Number: RMS-MNT-TRN

Description: RMS MAINTENANCE TRAINING

Long Description: Training for system administrators and key personnel (4-6 people max.) responsible for system configuration (including setting codes reflecting agency business practices) and maintenance. Topics include selecting application settings and building code tables.

Class duration = up to 4 days on-site, plus class preparation/follow up.

SunGard recommends scheduling this training at company headquarters in High Point, NC. If Customer requests on-site training, the Customer is responsible for setting up a suitable training environment following guidelines provided by SunGard.

Part Number: RMS-TTT-TRN

Description: RMS TRAIN THE TRAINER TRAINING

Long Description: Up to Eight (8) days on-site, plus class preparation/follow up and assistance designed to prepare agency training staff for conducting RMS User Training. An additional ten (10) days of QA will be provided to monitor and assist customer trainers.

Part Number: RMS-RVP

Description: REQUIREMENTS VERIFICATION PLAN FOR RMS

Long Description: Five (5) days and two hours of services for planning, conducting, and following up on results of the RMS Requirements Verification Plan (RVP), designed to validate core features and functions of the application.

Part Number: RMS-DET-TRN

Description: RMS TRAIN THE TRAINER TRAINING FOR INVESTIGATORS

Long Description: This course is intended for trainers for law enforcement investigators and detective supervisors who will be using RMS to track and manage cases. Class focuses on case management, searching in all RMS modules, and Investigator Dashboard. Training involves 3 days of training and 3 days of teach back with a day of prep/follow up. Class = up to 6 days on-site. An additional fifteen (15) days of QA will be provided to monitor and assist customer trainers.

Class is intended for 8 participants

Part Number: RMS-OVR-TRN

Description: RECORDS MANAGEMENT SYSTEM OVERVIEW TRAINING

Long Description: A high-level overview of the Records Management System intended for administrative users, command staff, and specialty module users. Designed to raise awareness of key application features and functions for personnel who may need to perform searches or generate reports but will not be routinely entering data in core RMS modules. Class duration = up to 1 day on-site.

Part Number: RMS-PROF-ADD

Description: RMS QUARTERMASTER TRAINING

This course is intended for law enforcement Quartermasters who will be using RMS to track and manage assets. Class up to 3 days on-site.

Long Description: Services provided by SunGard's product or training specialists. Services may include, but are not limited to, add-on module training, refresher training, system analysis, or consulting.

Part Number: RMS-PROF-ADD

Description: RMS PROPERTY & EVIDENCE TRAINING

Long Description: This course is intended for law enforcement Property and Evidence personnel. Training for up to ten (10) people. Class = up to 3.5 days on-site.

Long Description: Services provided by SunGard's product or training specialists. Services may include, but are not limited to, add-on module training, refresher training, system analysis, or consulting.

Part Number: RMS-PROF-ADD

Description: RMS INTERNAL AFFAIRS TRAINING

Long Description: This course is intended for law enforcement Internal Affairs personnel. Training for up to ten (10) people. Class = up to 4 days on-site.

Long Description: Services provided by SunGard's product or training specialists. Services may include, but are not limited to, add-on module training, refresher training, system analysis, or consulting.

Part Number: RMS-PROF-ADD

Description: SYSTEM ADMINISTRATION TRAINING

Long Description: This course is intended for the technical system administrator of the SunGard OneSolution. Contents includes operations and maintenance of the OneSolution including backup, recovery, user security management and other system administrative topics. Class = up to 4 days on-site.

Part Number: RMS-PROF-ADD

Description: ADDITIONAL PROFESSIONAL SERVICES

RMS-ASSET	1/2	Day
RMS-ANIMAL	1	Day
RMS-DAILY	1/2	Day
RMS-FLMAINT	1/2	Day

RMS-GENPERM	1/2	Day
RMS-GUN	1/2	Day
RMS-INTELLIGENCE	1/2	Day
RMS-NTF	1/2	Day
RMS-ORD	1/2	Day
RMS-QTRMSTR	1	Day
RMS-RL	2	Day
RMS-RSW	1/2	Day
RMS-TRAIN	1/2	Day
RMS-CAPLUS	2	Day
RMS-BAR-CLIENT	1	Day
RMS-CA	1/2	Day
RMS-CANINE	1/2	Day
RMS-DOCSCAN	1/2	Day
RMS-GANG	1/2	Day
RMS-COURT-JIS	1/2	Day
RMS-PSD	1 1/2	Day
RMS-SOFF	1/2	Day
RMS-LINK	1	Day

Long Description: This course is intended for trainers for law enforcement investigators and detective supervisors who will be using RMS to track and manage cases. Class focuses on case management, searching in all RMS modules, and Investigator Dashboard. Training involves 3 days of training and 3 days of teach back with a day of prep/follow up. Class = up to 6 days on-site. An additional fifteen (15) days of QA will be provided to monitor and assist customer trainers.

Class is intended for 8 participants

Part Number: RMS-PROF-ADD-IMPL

Description: ADDITIONAL IMPLEMENTATION SERVICES-post go-live implementation support

Long Description: IMPLEMENTATION SERVICES-post go-live implementation support

Long Description: Fifteen (15) days of consulting assistance following go live.

Part Number: SI-RVP

Description: REQUIREMENTS VERIFICATION PLAN FOR SYSTEM INTEGRATION

Long Description: REQUIREMENTS VERIFICATION PLAN FOR SYSTEM INTEGRATION - Acceptance test plan development and delivery. This includes planning and related services.

Long Description: Acceptance test plan for the system integration processes for contracted SunGard applications. This includes planning and related services. Five (5) days and two hours of services for planning, conducting, and following up on results of the Systems Integration Requirements Verification Plan (RVP)

Part Number: RMS-PGL-TRN

Description: RMS FOLLOW-UP TRAINING- trainer and end user as needed

Long Description: Training for end-users conducted on-site 60-90 days post- go live, to focus on advanced skill development, agency-specific issues, recent product enhancements (if applicable), and individual questions. Half-day class (up to 4 hours) per end-user. Minimum purchase for on-site training = 2 days. Pricing also includes trainer preparation and follow-up.

Part Number: RMS-PROF-ADD-IMPL

Description: ADDITIONAL IMPLEMENTATION SERVICES-paac-paam implementation

Long Description: Five (5) days of technical services to implement and integrate PAAC-PAAM to RMSon

Part Number: RMS-PROF-ADD

Description: RMS system building assistance

Long Description: Services provided by SunGard's product or training specialists. Services may include, but are not limited to, add-on module training, refresher training, system analysis, or consulting.

RMS system building assistance

System modifications after audits and prior to go live

40 days of RMS consultation

Part Number: MCT-BMS-SITE

Description: BASE MOBILE SERVER SOFTWARE SITE LICENSE UP TO 700 MOBILES TO INLCULDES

MCT CLIENT - MAPS

MCT CLIENT - DIGITAL DISPATCH

MCT CLIENT - AVL

MCT INTERFACE TO FIREHOUSE

AVL SERVER HOST LICENSE

STATE/NCIC MESSAGING SOFTWARE

Long Description: Server license of SunGard's Mobile Server Software to support up to 800 Mobile Units registered on the Message Switch (not concurrent mobile users). Mobile Server processes all mobile inquiries to SunGard's CAD and RMS databases.

Part Number: MCT-MAP-T13

Description: MCT CLIENT - MAPS

Long Description: Provides the ability for officers to view maps, automatically display the location of a CAD event, and view multiple layers of the same map available in CAD. Maps also allow officers the ability to pin map mobile search results.

This module is a prerequisite for SunGard OSSI's Automatic Vehicle Locator (AVL) Module.

Part Number: MCT-CLIENT-T13

Description: MCT CLIENT - DIGITAL DISPATCH

Long Description: Workstation license for the application software for the mobile unit allows the unit to receive and transmit digital (silent) dispatching, car-to-car and car-to-console messaging, premises and call information, magstripe reading (where available), perform local, State and NCIC queries, and receive search information and mugshots from RMS.

Any additional hardware must be purchased separately.

Part Number: MCT-AVL-CLIENT-T13

Description: MCT CLIENT - AVL

Long Description: SunGard OSSI's Automatic Vehicle Locator (AVL) software for the mobile computer allows the user to have a "moving map display" in the vehicle and transmit their location back to CAD. CAD users are able to display and track vehicles equipped with SunGard OSSI's AVL.

Part Number: MCT-INT-FHS-T16

Description: MCT INTERFACE TO FIREHOUSE

Long Description: MCT supports the ability to request Occupancy data from within the FireHouse® package. The objective of this interface is to give MCT units access to specific occupancy data stored in FireHouse Software® while responding to emergencies. Units will be provided with critical real time preplan data while en route and on scene.

Part Number: MCT-AVL-HOST-T13

Description: AVL SERVER HOST LICENSE

Long Description: This is the CAD Server License of SunGard OSSI's Automatic Vehicle Locator (AVL) software.

Part Number: MCT-SWI-T13

Description: STATE/NCIC MESSAGING SOFTWARE

Long Description: The Message Switch software includes a query interface from the SunGard OSSI Application to the State computer system and to the FBI/NCIC system via the state system.

The Message Switch will allow for the following functions:

- Workstation-to-Workstation messaging
- State/NCIC query interface directly from the Data Entry window
- Automatic State/NCIC query on license plates from CAD
- Responses from the State will come back to the user in the message queue

The Message Switch must run on Windows 2000 Server or higher, not a Workstation, due to Client Access License limitations of the workstation. PC Anywhere and an external modem are required on the Message Switch server. The Message Switch supports basic State/NCIC queries. All State/NCIC data entry functions must be performed with state supplied software or technology.

Part Number: MCT-SWI-S2S-T13

Description: SWITCH TO SWITCH

Long Description: The S2S (Switch to Switch) module is designed to route Message Switch traffic, including car to car messages, OSSI RMS Name queries, and OSSI RMS Vehicle queries between two or more independent OSSI Message Switch applications. This feature allows for external agency returns of local data with a single query. With S2S in place, an agency running NCIC/State queries will also query connected agency(s)' OSSI RMS database for matching Names and Vehicles and return those results as an external response message.

This product requires TCP/IP connectivity between the respective Customers. This connectivity is the responsibility of each participating Customer. If a non-dedicated TCP/IP connection is chosen (i.e. internet connectivity), then a VPN solution is highly recommended for security reasons. All firewall and VPN connectivity between the Customers are the responsibility of the participating Customers.

Part Number: MCT-MFR-REV-SITE

Description: REVIEW MODULE FOR FIELD REPORTING UP TO 700 MOBILES TO INCLUDES;

MFR CLIENT - BASE INCIDENT/OFFENSE

MFR CLIENT - FLEET VEHICAL INSPECTION

MFR CLIENT - ARREST

DAILY ACTIVITY MODULE CLIENT

MFR CLIENT - CANINE

RMS-WIZ-CLIENT

MCT-MFR-ACC

Long Description: The Field Review Module allows officers to submit reports wirelessly (via the RF Network) for supervisor review. The supervisor may then approve the report or deny the report and return the report (via the RF Network) to the officer for correction. Once approved, the reports are wirelessly submitted to the agency's RMS.

This module supports up to 600 Mobile Units registered in the Message Switch (not concurrent mobile users).

Part Number: MCT-MFR-OFF-T13

Description: MFR CLIENT - BASE INCIDENT/OFFENSE

Long Description: The Incident/Offense Module provides the ability for officers to enter Incident Reports, Supplement Reports and Field Contacts on the mobile unit. Officers can also perform basic IBR or UCR edits on Incident Reports.

Part Number: MCT-MFR-FLMAINT-T12-13

Description: MFR CLIENT - FLEET VEHICAL INSPECTION

Long Description: - The module is used to replace the paper based fleet inspection function.

- Officers in the field can enter the condition of the equipment that has been assigned to the car on a daily basis
- The officers can point out the condition of the vehicle such as fuel, mileage, repairs need, damages on the vehicle through MFR
- The module can also be used to track the condition of additional equipment that has been assigned to the vehicle
- The vehicle inspection report can be printed in the field and also be pushed to RMS Fleet Inspection module
- RMS Fleet inspection module is a prerequisite for buying the MFR Fleet Inspection module

Part Number: MCT-MFR-ARREST-T13

Description: MFR CLIENT - ARREST

Long Description: The Arrest Module allows officers using SunGard's Mobile product to capture arrest data which is transferred to SunGard's standard Arrest Module in RMS.

The arrest report can be printed in the car. Printer hardware is not included.

Part Number: MCT-MFR-DAM-T16

Description: DAILY ACTIVITY MODULE CLIENT

Long Description: Records all activities the officer performs during the work shift. At the end of the work shift, the daily activity record is submitted from MFR and the data is transferred to the production RMS database.

****NOTE: LICENSING OF THE RMS-DAILY-DAM REQUIRED. ****

Part Number: MCT-MFR-CANINE-T16

Description: MFR CLIENT - CANINE

Long Description: This module is designed to collect information related to activities where a K-9 team has become involved. This module participates in the existing RMS security model, allowing the customer to assign user access rights to the K-9 module. Multiple K-9 activities may be associated with one K-9 record. The module will allow for collection of both "training" and "working" activities. "Working" activity is defined as non-training events where the K-9 team has become involved. The K-9 tracking module participates in the involvement subsystem by establishing involvements between a valid Incident report record and the K-9 record linked by a common case number. An involvement will also be created to the master location record associated with the K-9 activity.

Part Number: RMS-WIZ-CLIENT-T12

Description: ACCIDENT WIZARD WORKSTATION LICENSE - EACH

Long Description: This provides the Accident Drawing Wizard per workstation license. Visio 2003 standard edition or higher is required on each workstation or laptop.

Part Number: MCT-MFR-ACC-T12

Description: MFR CLIENT - ACCIDENT REPORTING

Long Description: Allows officers using SunGard's Mobile product to prepare traffic crash reports in the field. Accident diagram capability may be added by purchasing SunGard's Crash Wizard and Microsoft Visio.

Part Number: MCT-MFR-CITATION-T13

Description: MFR CLIENT - CITATION

Long Description: The Citation Module allows officers using SunGard's Mobile product to capture data from the written state citation form. In some states, this Module has the ability to reproduce the printed state form in the car. Printer hardware not included.

Part Number: MCT-FREEDOM-SER

Description: ONESolution FREEDOM Server

Long Description: FREEDOM delivers the power of SunGard Public Sector's ONESolution Public Safety Software to smartphones and tablets. FREEDOM is a mobile HTML5 application designed to be platform independent. Supported platforms include IOS, Android, and Windows.

Part Number: MCT-FREEDOM-PREM

Description: ONESolution FREEDOM Premium

Long Description: FREEDOM delivers the power of SunGard Public Sector's ONESolution Public Safety Software to smartphones and tablets. FREEDOM is a mobile HTML5 application designed to be platform independent. Supported platforms include iOS, Android, and Windows.

FREEDOM Premium extends core Mobile Dispatch functionality onto the mobile phone or tablets of authorized Agency employees. Accessible anywhere in the field with a 3G signal or better, FREEDOM Premium provides key MCT functions. FREEDOM Premium carries this functionality further including:

- " All of the FREEDOM Base functions
- " BOLO Entry
- " Advanced CAD Query Functions: View Active Advisories, Active BOLO's, Event History Search, Holding Events, My Last 12 Hours of CFS, CAD Phone Directory, Residential Security Checks, SOP's, Out of Service Units, Stolen Vehicle Hot Sheet, RMS Incident Search
- " FireHouse Interface Capable
- " NCIC Query Capable
- " Additional Future Interface Capable
- " AVL Capable

Part Number: MCT-PROJ-MGNT

Description: PROJECT MANAGEMENT SERVICES

Long Description: Includes professional services from SunGard OSSI for management oversight and coordination with the Customer's project management, SunGard OSSI's internal resources and any third party vendors. Includes coordinating with the Customer's Project Manager all SunGard OSSI related deliveries such as application software, implementation services, and scheduling of SunGard OSSI's resources with the Customer.

Part Number: MCT-CLIENT-INST

Description: INSTALLATION OF DIGITAL DISPATCHING CLIENT

Long Description:

Includes installation, configuration and testing of MCTand MFR modules.

Part Number: MCT-AVL-SERV

Description: AVL INSTALLATION AND TRAINING

Long Description: One day on-site for installation and training of AVL. Training includes instruction for system administrators (4-6 people max.) on setting up and maintaining AVL, as well as instruction for end-users (10 people max.) on using the application.

Part Number: MCT-SWI-INST

Description: INSTALLATION OF BASE MESSAGE SWITCH

Long Description: Installation and setup of SunGard OSSI's Base Message Switch application software.

The Message Switch must run on Windows 2000 Server or higher.

Part Number: MCT-SWI-IMPL

Description: IMPLEMENTATION OF BASE MESSAGE SWITCH

Long Description: Three (3) days of technical services to configure for State Access and to conduct Maintenance Training.

Part Number: MCT-BMS-INST

Description: INSTALLATION OF BASE MOBILE SERVER SOFTWARE

Long Description: Installation of the base mobile server software includes configuration, setup, and testing on Customer's server for mobile applications.

Two (2) days of technical services for server build, ensure communications are working, connect to the message switch, and configure with mobile communications.

One (1) days of QA services for application support and configuration to other applications.

Also includes Maintenance Training and the installation of the digital dispatch/Mobile Field Reporting application software on up to five (5) mobile computers.

Part Number: MCT-IMPL

Description: MOBILE IMPLEMENTATION SERVICES

Long Description: SunGard OSSI technical services for MCT system/data verification after the system administrator training and the code tables are built. This includes a SunGard OSSI representative on site the day MCT goes live.

Includes two (2) days of on-site Technical Services; two (2) days of QA testing prior to user training; and one (1) day of on-site go-live.

All implementation services are billed on a daily basis. If SunGard OSSI provides less than a day of service, it will be billed at the full daily rate.

Part Number: MCT-MNT-TRN

Description: MCT MAINTENANCE TRAINING

Long Description: Training for system administrators and key personnel (4-6 people max.) responsible for system configuration (including setting codes reflecting agency business practices) and maintenance. Topics include set-up of MCT on the server and on laptops and selection of system settings. Class duration = up to 1 day with a day of prep/follow up.

Part Number: MCT-TTT-TRN

Description: MCT TRAIN THE TRAINER TRAINING

Long Description: Three (3) days of on-site training assistance designed to prepare agency training staff for conducting MCT User Training. OSSI Training Specialist provides one (1) day of instruction on MCT followed by two (2) days of consulting, including observing and providing feedback to agency trainers. Includes one day of prep/follow up. An additional ten (10) days of QA will be provided to monitor and assist customer trainers.

Part Number: MCT-TTT-TRN

Description: MCT TRAIN THE TRAINER TRAINING (FIRE)

Long Description: Three (3) days of on-site training assistance designed to prepare agency training staff for conducting MCT User Training. OSSI Training Specialist provides one (1) day of instruction on MCT followed by two (2) days of consulting, including observing and providing feedback to agency trainers. Includes one day of prep/follow up. An additional ten (10) days of QA will be provided to monitor and assist customer trainers.

Part Number: MCT-PROF-ADD-QA

Description: ADDITIONAL QA PROFESSIONAL SERVICES

Long Description: Five (5) days of QA services to address all SunGard messaging related activities

Part Number: PROJ-MGNT

Description: PROJECT MANAGEMENT SERVICES

Long Description: Includes professional services from SunGard for management oversight and coordination with the Customer's project management, SunGard's internal resources and any third party vendors. Includes coordinating with the Customer's Project Manager all SunGard related deliveries such as application software, implementation services, and scheduling of SunGard's resources with the Customer.

Part Number: FMS-INST

Description: INSTALLATION OF FREEDOM MOBILE SERVER

Long Description: service related to installation of the SunGard mobile applications and consisting of: technical services for server build, ensure communications are working, connect to the message switch, and configure with mobile communications.

Part Number: RMS-WEB-TRN

Description: RMS WEB-BASED TRAINING

Long Description: Services provided by SunGard's Product or Training Specialists. Services may include, but are not limited to, add-on module training, refresher training, system analysis, or consulting.

This provides the customer with up to 4 hours of training using MS Live Meeting. This fee includes the services of the training specialist, as well as costs of the web-access and telephone services.

Part Number: MCT-PROF-ADD-TECH

Description: ADDITIONAL TECHNICAL PROFESSIONAL SERVICES - additional go-live

Long Description: Thirteen (13) days for a Technician to provide services during the MCT and MFR Go Live

Part Number: MFR-IMPL

Description: IMPLEMENTATION FOR MOBILE FIELD REPORTING

Long Description: Two (2) days of QA services to test MFR.

Part Number: MCT-RVP

Description: REQUIREMENTS VERIFICATION PLAN FOR MCT

Long Description: Five (5) days and 2 hours of services for planning, conducting, and following up on results of the mobile applications (MCT and MFR) Requirements Verification Plan (RVP), designed to validate core features and functions of the applications.

Part Number: MFR-INST

Description: INSTALLATION MOBILE FIELD REPORTING

Long Description: Two (2) days of QA services to install and configure MFR. Includes install and configuration of add on modules.

Part Number: MFR-MNT-TRN

Description: MOBILE FIELD REPORTING MAINTENANCE TRAINING

Long Description: Training for system administrators and key personnel (4-6 people max.) responsible for system configuration (including setting codes reflecting agency business practices) and maintenance. Topics include setting up the MFR application on the server and laptops, report submission and approval, and key interactions with RMS. Class duration = up to 2 days on-site, a day for audit, plus class preparation/follow up.

Part Number: MFR-TTT-TRN

Description: MOBILE FIELD REPORTING TRAIN THE TRAINER TRAINING (all MFR modules implemented)

Long Description: Up to Six (6) days of on-site training, plus class preparation/follow up and assistance designed to prepare agency training staff for conducting MFR User Training. An additional fifteen (15) days of QA will be provided to monitor and assist customer trainers.

Maximum number of participants = 8.

Part Number: MCT-PROF-ADD

Description: ADDITIONAL PROFESSIONAL SERVICES CRASH INTERSECTION TRAINING

Long Description: Training for end-users conducted on-site 60-90 days post- go live, to focus on advanced skill development, agency-specific issues, recent product enhancements (if applicable), and individual questions. Half-day class (up to 4 hours) per end-user. Minimum purchase for on-site training = 2 days. Pricing also includes trainer preparation and follow-up. Total of ten (10) days of training.

Part Number: MCT-PROF-ADD-QA

Description: ADDITIONAL PROFESSIONAL SERVICES - post go-live implementation support

Long Description: Ten (10) days of post go-live implementation support

Part Number: MCT-PROF-ADD

Description: Go Live Mobile support

Long Description: Services provided by SunGard product or training specialists. Services may include, but are not limited to, add-on module training, refresher training, system analysis, or consulting. Go Live support entails 3 trainers for 6 days to support MCT rollout and 3 trainers for 8 days for MFR rollout.

Part Number: MFR-PGL-TRN

Description: MOBILE FOLLOW-UP TRAINING- trainers and end users, as needed

Long Description: Training for end-users conducted on-site 60-90 days post- go live, to focus on advanced skill development, agency-specific issues, recent product enhancements (if applicable), and individual questions. Half-day class (up to 4 hours) per end-user. Minimum purchase for on-site training = 2 days. Pricing also includes trainer preparation and follow-up.

Part Number: JMS-BASE-SITE

Description: JAIL MANAGEMENT SYSTEM MODULE SITE INCLUDES

MUGSHOT DISPLAY SOFTWARE LICENSE

MUGSHOT CAPTURE STATION SOFTWARE

Long Description: Includes:

- On Line Booking (intake)
- Central Names Interface
- Automated Wants and Civil Checks
- Initial Inmate Screening - Medical and Suicide
- Risk Assessment
- Arrest Information
- Bond Information
- Property Management
- Integration with Mugshot System
- Inmate Tracking
- Court List Generation
- Scheduled Events Management (Court, Medical Appointment, etc.)
- Holds
- Facility Capacity Agency and Occupancy
- Inmate Cash Accounts
- Payment History
- Medical Cost Tracking
- Criminal History

Part Number: JMS-MS DISPLAY-10

Description: MUGSHOT DISPLAY SOFTWARE LICENSE

Long Description: This allows the Customer to view mugshots and create line-ups.

Part Number: JMS-MUG-1

Description: MUGSHOT CAPTURE STATION SOFTWARE

Long Description: This is the software that allows for the capturing and viewing of mugshots from one workstation. SunGard requires that this workstation is dedicated solely for mugshot capturing and no other software is loaded on the PC. SunGard's specialized capture board is required. SunGard recommends three-point lighting and 18% flat gray background that follow the FBI's new NIST standards. The Customer must additionally acquire a mugshot capture station from SunGard.

Part Number: JMS-INT-STATE-LIVESCAN

Description: STATE LIVESCAN INTERFACE ID NETWORKS

Long Description: This is SunGard's LiveScan (CardScan) interface module. This interface passes the arrest portion of the booking record from SunGard's application software to the LiveScan (CardScan) device to eliminate redundant data entry. The LiveScan device must be on the local LAN, and based on state requirements, this may require the Customer to install a second NIC in the LiveScan device. SunGard has not included the cost for that card or service for the second NIC installation. Listed below is an inventory of Customer's responsibilities:

Customer is responsible to provide network connection for the LiveScan device to the State Agency.

The Customer must verify that the LiveScan vendor has the LiveScan computer set up to receive demographics transfer. In most cases the LiveScan vendor charges for these services and for the associated interface software. These are all the responsibilities of the Customer and are not included in this Proposal/Contract.

Customer must be able to "ping" the LiveScan device on the Windows 2000, or higher, network prior to SunGard delivering the LiveScan Interface Software.

Customer must provide a toll-free number, IP address, user login name and user password to access the LiveScan network using TCP/IP.

Customer must provide all hardware, modem, PC, phone lines and any other required equipment or software to connect to the associated State Department for the LiveScan Interface.

Customer must have completed and certified the above mentioned items. Customer is responsible for all technical resources to meet these requirements.

Customer must coordinate with the State departments to support these efforts and testing these interfaces.

If multiple trips are required because the Customer or other involved party did not complete their tasks, the Customer will be required to reimburse SunGard for the additional travel and living expenses.

SunGard OSSI is only providing SunGard OSSI's software and related implementation services.

Part Number: JMS-HH-WATCH

Description: HAND HELD SPECIAL WATCH MODULE

Long Description: This module extends the usability of the JMS special watch module, allowing correction officers to record special watch observations away from a workstation. With the handheld interface, special watch records can be downloaded to the handheld device. Once special watch observations are completed, they can be uploaded into the JMS special watch module observation log as permanent record.

This requires an approved Pocket PC device. Please consult product management to determine approval of the specific Pocket PC device desired to be used.

Part Number: JMS-PROJ-MGNT

Description: PROJECT MANAGEMENT

Long Description: Includes professional services from SunGard for management oversight and coordination with the Customer's project management, SunGard's internal resources and any third party vendors. Includes coordinating with the customer's project manager all SunGard related deliveries such as application software, implementation services, and scheduling of SunGard's resources with the customer.

Part Number: JMS-IMPL

Description: BASE JMS SOFTWARE IMPLEMENTATION CHARGES

Long Description: BASE JMS SOFTWARE IMPLEMENTATION CHARGES

Long Description: Includes testing, audit, and go-live assistance.

One (1) day for data audit.

Two (2) days for QA testing.

One (1) SunGard professional to be on-site for up to two (2) days when the base JMS System goes live as determined by the project plan.

Part Number: JMS-INST

Description: BASE JMS SOFTWARE INSTALLATION CHARGES

Long Description: Includes the installation of the base JMS application software on the server. This service also includes the configuration of up to five (5) JMS workstations for the JMS application software once on site and operational within the Customer's network. SunGard will train the System Administrator on this procedure so that they are self-sufficient in this area and they can install the software on the remaining workstations. Four (4) days of a Technical Resource to provide these services.

Part Number: JMS-RVP

Description: REQUIREMENTS VERIFICATION PLAN FOR JMS

Long Description: Five (5) days and two (2) hours of services for planning, conducting, and following up on results of the JMS Requirements Verification Plan (RVP), designed to validate core features and functions of the application.

Part Number: JMS-MNT-TRN

Description: JMS MAINTENANCE TRAINING

Long Description: Training for key personnel and system administrators (4-6 people max.) responsible for system configuration (including setting codes to reflect agency business practices) and maintenance. Class duration = up to 3 days on-site, plus class preparation/follow up.

SunGard recommends scheduling this training at company headquarters in High Point, NC. If Customer requests on-site training, the customer is responsible for setting up a suitable training environment following guidelines provided by SunGard.

Part Number: JMS-TTT-TRN

Description: JMS TRAIN THE TRAINER TRAINING

Long Description: : Up to 6 days of on-site training plus class preparation/follow up and assistance designed to prepare agency training staff for conducting JMS User Training. An additional five (5) days of QA will be provided to monitor and assist customer trainers.

Maximum number of participants = 8.

Part Number: JMS-PROF-ADD-IMPL

Description: ADDITIONAL IMPLEMENTATION PROFESSIONAL SERVICES

Long Description: Three (3) days of quality review and preparation for the JMS implementation

Part Number: JMS-PROF-ADD

Description: ADDITIONAL PROFESSIONAL SERVICES - Mugshot Training

Long Description: One and a half (1.5) day of services provided by SunGard product or training specialists. Services may include, but are not limited to, add-on module training, add-on module installation, refresher training, system analysis, or consulting.

Part Number: JMS-PROF-ADD

Description: ADDITIONAL PROFESSIONAL SERVICES- JMS BUILD ASSIST

Long Description: Services provided by SunGard product or training specialists. Services may include, but are not limited to, add-on module training, add-on module installation, refresher training, system analysis, or consulting.

20 days

System building assistance

System modifications after audits and prior to go live

Part Number: JMS-PROF-SERV-GOLIVE

Description: JMS PROFESSIONAL SERVICES GO-LIVE

Long Description: One (1) SunGard professional to be on-site for up to five (5) days when the base JMS System goes live as determined by the project plan

Part Number: INT-OPSCAD

Description: OPS CAD

Long Description: OpsCAD is a browser-based application that provides remote view-only access to the Customer's SunGard OSSI Computer Aided Dispatch system. The application provides a secure method for the Customer to view open/active calls, available/active units, and search event history. If the Customer's SunGard OSSI CAD system has maps, then the active calls can be displayed graphically on a remote map.

This application must run on a dedicated server with no other applications. Must include a server that has IIS 5 or above, minimum 1 GHz Processor, and minimum 512 MB RAM. SunGard OSSI's Technical department will provide server specs and pricing as needed.

Part Number: INT-OPSRMS

Description: OPS RMS/JMS

Long Description: OpsRMS is a browser-based application that provides remote view-only access to the Customer's SunGard-provided Records Management System. The application provides a secure method for a Customer to search Names, Vehicles, Accidents, Warrants, Pawn, Incidents, Gangs and Property information.

This application must run on a dedicated server with no other applications. Must include a server that has IIS 5 or above, minimum 1 GHz Processor, and minimum 512 MB RAM. SunGard's Technical department will provide server specs and pricing as needed.

Part Number: INT-P2C

Description: POLICE 2 CITIZEN

Long Description: Utilize the Internet to host a portal for citizens to retrieve, enter, and print reports. Our P2C (Police to Citizen) application is a browser-based solution that provides a convenient solution for citizens. Citizens can search accident reports, view

the daily bulletin, view missing persons, view the agency's event calendar, enter basic incident reports, perform simple searches, download reports, and complete applications online.

Part Number: INT-PROJ-MGNT

Description: Project Management Services for Internet Applications

Long Description: Includes professional services from SunGard OSSI for management oversight and coordination with the Customer's project management, SunGard OSSI's internal resources and any third party vendors. Includes coordinating with the customer's project manager all SunGard OSSI related deliveries such as application software, implementation services, and scheduling of SunGard OSSI's resources with the customer.

Part Number: INT-OPS-INST

Description: OPCENTER INSTALLATION

Long Description: Includes one day of installation for SunGard OSSI's OpCenter application and one day of configuration.

Part Number: INT-OPS-TRN

Description: OPCENTER TRAINING

Long Description: Training for end-users (up to 20 people/session) on OpCenter a browser-based application that provides remote view-only access to the agency's SunGard CAD, RMS, and JMS system. The application provides a secure method for an agency to view open/active calls, available/active units, and search event history. If the agency is using the SunGard CAD Mapping program, active calls may be displayed graphically on a remote map. OpCenter provides authorized users in remote locations or areas with low bandwidth with query capability to the Computer Aided Dispatch and Records Management System. . Topics include viewing CAD and/or RMS data. Class duration = 1 day.

Part Number: INT-P2C-INST

Description: POLICE 2 CITIZEN INSTALLATION

Long Description: Includes the installation of SunGard's Police to Citizen (P2C) application on the P2C server. The PC2 server must be provided and identified by the customer and have IIS5 or higher installed. Four (4) days of service provided.

Part Number: CAD-DATACNV

Description: DATA CONVERSION Contingent Fees

Long Description: DATA CONVERSION Contingent Fees

* This line item is to provide the Customer with a planned contingency budget for conversion service(s) to be provided by SunGard Public Sector personnel (on a time and materials basis) that may arise in the course of the implementation, but have not been included in the Agreement. SunGard Public Sector does not represent that the budgeted amount will be sufficient to cover all data conversion services required or desired by Customer.

Part Number: RMS-CUST-MOD

Description: RMS CUSTOM MODIFICATIONS P&E

Long Description:

The Customer has requested the following changes/enhancements be made to the P&E voucher and P&E module:

- Make data field centric to the type of property being entered. Make those field mandatory at the agencies discretion. For example, if a firearm is entered, the serial number would a data field that is exposed and mandatory. If drugs are entered, the serial number field is skipped but the Lock Seal Number (a new field to be added) would be mandatory.
- Print a barcode label at the point the evidence is being dropped into the temporary storage location.
- Make the temporary lockers dynamic so that only available lockers would show for selection.
- Enhance user rights so that certain areas of the property record can be modified only by authorized users. For example, a property transport officer could not modify the property description.
- Allow the system to have users that have limited access to specific elements of property records.
- Enhance notifications to let responsible parties know if parts of their evidence have been modified.
- Ensure each item in P&E has a unique number.
- Make sure all printed items - labels and receipts - can be reproduced on demand.

We would do an on-site process flow analysis prior to writing a mutually agreeable scope of work that details the above listed enhancements.

Pay Agency and related Pay Agency Implementation Services

Part Number: HWR-SERV-VM-R

Description: Virtual Host Server (HA)

Long Description: HP DL360 Gen9 8SFF CTO Server

DL360 Gen9 E5-2650v3 FIO Kit

DL360 Gen9 E5-2650v3 Kit

(16) 8GB 1Rx4 PC4-2133P-R Kit

(2) 300GB 12G SAS 15K 2.5in SC ENT HDD

HP DL360 Gen9 SFF DVD-ROM/USB Kit

(2) 1.83m 10A C13-UL US Pwr Cord

HP Smart Array P440ar/2G FIO Controller
(2) HP CN1100R 2P Converged Network Adapter
HP 1U Security Bezel Kit
HP 1U SFF Easy Install Rail Kit
HP 32GBmicroSDMainstream Flash Media Kit
(2) HP 800W FS Plat Ht Plg Pwr Supply Kit
HP 1U CMA for Easy Install Rail Kit

HP 3yr Foundation Care 24x7 Service
(2) FC Host Bus Adapter Support
HP ProLiant DL360 Gen9 Support

Part Number: HWR-CUSTOM
Description: SAN Switch
Long Description: HP SN300B with 3yr 24x7 4hr onsite service

Part Number: HWR-CUSTOM
Description: 3PAR SAN
Long Description: HP 3PAR StoreServ 7400 2-N Storage Base
(8) HP M6710 1.2TB 6G SAS 10K 2.5in HDD
(4) HP M6710 480GB 6G SAS 2.5in MLC 5yr SSD
(6) HP M6710 600GB 6G SAS 15K 2.5in HDD
HP 3PAR 7400 Reporting Suite LTU
HP 3PAR 7400 OS Suite Base LTU
(34) HP 3PAR 7400 OS Suite Drive LTU
HP M6710 2.5in 2U SAS Drive Enclosure
(8) HP M6710 1.2TB 6G SAS 10K 2.5in HDD
(2) HP M6710 480GB 6G SAS 2.5in MLC 5yr SSD
(6) HP M6710 600GB 6G SAS 15K 2.5in HDD
HP 3PAR 7000 Service Processor
HP 3PAR StoreServ Mgmt/Core SW E-Media
HP 3PAR Reporting Suite E-Media
HP 3PAR OS Suite Current E-Media
HP 3PAR SP SW Current E-Media
HP Smart SAN for HP 3PAR 7xxx E-LTU

(4) HP Premier Flex LC/LC OM4 2f 5m Cbl

HP Installation and Startup Service
HP Startup 3PAR 7400 2-Nd Strg Base SVC
HP Startup 3PAR 7000 2U SAS Enclosre SVC

HP 3Y 4 hr 24x7 Proactive Care SVC
HP 3PAR 7400 OS Suite Base LTU Supp
HP 3PAR 7400 Reporting Suite LTU Supp
HP 3PAR 7000 Service Processor Supp
(34) HP 3PAR 7400 OS Suite Drive LTU Supp
(6) HP 3PAR7000 480GB SAS SSD Supp
(4) HP 3PAR Internal Entitlement Purpose
(12) HP 3PAR 7000 Drives under 1TB Support
(16) HP 3PAR 7000 Drives over 1TB Support
HP 3PAR 7000 Drive Enclosure Support
HP 3PAR 7400 2-node Storage Base Supp
HP Smart SAN for HP 3PAR 7xxx LTU Supp

Part Number: THP-VMWARE-ENT
Description: VMware vSphere Enterprise Edition
Long Description: VMware vSphere 5.1 Enterprise for 1CPU
- vSphere Hypervisor
- 32-Way vSMP
- vStorage APIs
- Update Manager
- Thin Provisioning
- High Availability
- vMotion
- vShield Zones
- vShield Endpoint
- Replication
- Hot Add
- Fault Tolerance

- Storage vMotion
- vAAI
- vSPC
- DRS/DPM
- Multipathing

Part Number: THP-VMWARE-ENTPLS-PD3

Description: vSphere Enterprise Plus Production Support - 3Yr

Long Description: VMware vSphere Production SnS for Enterprise - 3 years.

Part Number: THP-MS-WINSVRDCNTR

Description: Windows Server 2012 Datacenter Edition

Long Description: Microsoft Windows Server 2012 Datacenter edition license for two processors. This version entitles the customer to deploy single operating system in a physical environment or an unlimited number of VMs on up to two processors licenses.

Currently, only Windows Server 2008 is supported with the SunGard Applications. The Windows Server Datacenter 2012 license provides downgrade rights and 2008 will be the version installed for the project.

Part Number: THP-MS-SQLSTD-2COR

Description: Microsoft SQL Server 2012 Standard Edition Core License Pack

Long Description: Microsoft SQL Server 2012 Standard Edition Core license pack for 2 CPU-Cores. A minimum purchase of two core licenses is required and allows for unlimited SQL connections. Physical servers will need licenses equivalent to the number of cores on all Processors. Virtual implementations will need licenses equivalent to the number of cores allocated to the SQL VM.

Currently, only SQL 2008 is supported with the SunGard Applications. The SQL 2012 license provides downgrade rights and 2008 will be the version installed for the project.

Part Number: TCH-INSTALL-VM

Description: Implementation Services for Virtualization Software

Long Description: SunGard's VMware Implementation Services include:

- Server Hardware Configuration and initialization
- Installation and configuration of VMware Host software
- Installation and configuration of Windows Server Guest software
- Hardware Ownership Transfer

All Application Servers referenced in this Agreement shall be shipped to SunGard's offices. SunGard will install and configure all software on the Servers per the contract agreement. The server will then be shipped to the Customer's site for final implementation per the contract.

Part Number: THP-NVRFL-VXTNDR

Description: Neverfail for vXtender (per socket/CPU)

Long Description: Neverfail vXtender software for data replication between VMware host servers. Licensing is based on number of CPU sockets in the primary host server and supports Neverfail replication of up to 10 VM's per socket on the primary host.

The annual maintenance for year 1 is included in the initial license cost. Unless otherwise noted, Annual Maintenance for year 2 and forward will be billed to the customer at the end of year 1. Year 2 maintenance will be \$5,275.

Part Number: HWR-CUSTOM

Description: Neverfail Tertiary

Long Description: None

Part Number: THP-NVRFL-INST-ONST

Description: Neverfail Installation Services - Onsite

Long Description: Onsite installation of the Neverfail software on up to 5 VM pairs. Services are performed by Neverfail personnel.

Part Number: HWR-CUSTOM

Description: Neverfail quarterly health check services

Long Description: Quarterly health check of business continuity solution (per pair)

Part Number: HWR-SERV-VM-R

Description: Virtual Host Server (DR)

Long Description: HP DL360 Gen9 8SFF CTO Server

DL360 Gen9 E5-2650v3 FIO Kit

DL360 Gen9 E5-2650v3 Kit

(16) 8GB 1Rx4 PC4-2133P-R Kit

(2) 300GB 12G SAS 15K 2.5in SC ENT HDD

HP DL360 Gen9 SFF DVD-ROM/USB Kit

(2) 1.83m 10A C13-UL US Pwr Cord

HP Smart Array P440ar/2G FIO Controller

(2) HP CN1100R 2P Converged Network Adapter
HP 1U Security Bezel Kit
HP 1U SFF Easy Install Rail Kit
HP 32GBmicroSDMainstream Flash Media Kit
(2) HP 800W FS Plat Ht Plg Pwr Supply Kit
HP 1U CMA for Easy Install Rail Kit

HP 3yr Foundation Care 24x7 Service
(2) FC Host Bus Adapter Support
HP ProLiant DL360 Gen9 Support

Part Number: HWR-CUSTOM
Description: SAN Switch
Long Description: HP SN300B with 3yr 24x7 4hr onsite service

Part Number: HWR-CUSTOM
Description: 3PAR SAN
Long Description: HP 3PAR StoreServ 7400 2-N Storage Base
(8) HP M6710 1.2TB 6G SAS 10K 2.5in HDD
(4) HP M6710 480GB 6G SAS 2.5in MLC 5yr SSD
(6) HP M6710 600GB 6G SAS 15K 2.5in HDD
HP 3PAR 7400 Reporting Suite LTU
HP 3PAR 7400 OS Suite Base LTU
(34) HP 3PAR 7400 OS Suite Drive LTU
HP M6710 2.5in 2U SAS Drive Enclosure
(8) HP M6710 1.2TB 6G SAS 10K 2.5in HDD
(2) HP M6710 480GB 6G SAS 2.5in MLC 5yr SSD
(6) HP M6710 600GB 6G SAS 15K 2.5in HDD
HP 3PAR 7000 Service Processor
HP 3PAR StoreServ Mgmt/Core SW E-Media
HP 3PAR Reporting Suite E-Media
HP 3PAR OS Suite Current E-Media
HP 3PAR SP SW Current E-Media
HP Smart SAN for HP 3PAR 7xxx E-LTU

(4) HP Premier Flex LC/LC OM4 2f 5m Cbl

HP Installation and Startup Service
HP Startup 3PAR 7400 2-Nd Strg Base SVC
HP Startup 3PAR 7000 2U SAS Enclosre SVC

HP 3Y 4 hr 24x7 Proactive Care SVC
HP 3PAR 7400 OS Suite Base LTU Supp
HP 3PAR 7400 Reporting Suite LTU Supp
HP 3PAR 7000 Service Processor Supp
(34) HP 3PAR 7400 OS Suite Drive LTU Supp
(6) HP 3PAR7000 480GB SAS SSD Supp
(4) HP 3PAR Internal Entitlement Purpose
(12) HP 3PAR 7000 Drives under 1TB Support
(16) HP 3PAR 7000 Drives over 1TB Support
HP 3PAR 7000 Drive Enclosure Support
HP 3PAR 7400 2-node Storage Base Supp
HP Smart SAN for HP 3PAR 7xxx LTU Supp

Part Number: THP-VMWARE-ENT
Description: VMware vSphere Enterprise Edition
Long Description: VMware vSphere 5.1 Enterprise for 1CPU
- vSphere Hypervisor
- 32-Way vSMP
- vStorage APIs
- Update Manager
- Thin Provisioning
- High Availability
- vMotion
- vShield Zones
- vShield Endpoint
- Replication
- Hot Add
- Fault Tolerance
- Storage vMotion

- vAAI
- vSPC
- DRS/DPM
- Multipathing

 Part Number: THP-VMWARE-ENTPLS-PD3
 Description: vSphere Enterprise Plus Production Support - 3Yr
 Long Description: VMware vSphere Production SnS for Enterprise - 3 years.

 Part Number: THP-MS-WINSVRDCNTR
 Description: Windows Server 2012 Datacenter Edition
 Long Description: Microsoft Windows Server 2012 Datacenter edition license for two processors. This version entitles the customer to deploy single operating system in a physical environment or an unlimited number of VMs on up to two processors licenses.

Currently, only Windows Server 2008 is supported with the SunGard Applications. The Windows Server Datacenter 2012 license provides downgrade rights and 2008 will be the version installed for the project.

 Part Number: TCH-INSTALL-VM
 Description: Implementation Services for Virtualization Software
 Long Description: SunGard's VMware Implementation Services include:
 - Server Hardware Configuration and initialization
 - Installation and configuration of VMware Host software
 - Installation and configuration of Windows Server Guest software
 - Hardware Ownership Transfer

All Application Servers referenced in this Agreement shall be shipped to SunGard's offices. SunGard will install and configure all software on the Servers per the contract agreement. The server will then be shipped to the Customer's site for final implementation per the contract.

 Part Number: HWR-P&E-HWRKIT
 Description: P&E Bar-Coding Kit
 Long Description: Property and Evidence Barcode Scanning Solution
 - (1) Unitech PA500e Windows Mobile PDA with Barcode Scanner
 - (1) Unitech PA500e Device Cradle
 - (1) Symbol LS-2208 Handheld USB Wedge Scanner
 - (1) Sato Model CG408 Label Printer with Paper, Ribbon and USB cable
 - (1) Topaz Systems SignatureGem LCD 4X3 Signature Pad

 Part Number: TCH-INSTALL-BRCD
 Description: Implementation Services for Bar Coding Hardware
 Long Description: Installation and configuration of SunGard's Bar Coding Hardware.

 Part Number: HWR-QMSTR-HWRKIT
 Description: Quartermaster Bar-Coding Kit
 Long Description: Property and Evidence Barcode Scanning Solution
 - (1) Unitech PA500e Windows Mobile PDA with Barcode Scanner
 - (1) Unitech PA500e Device Cradle
 - (1) Symbol LS-2208 Handheld USB Wedge Scanner
 - (1) Sato Model CG408 Label Printer with Paper, Ribbon and USB cable
 - (1) Topaz Systems SignatureGem LCD 4X3 Signature Pad

 Part Number: TCH-INSTALL-BRCD
 Description: Implementation Services for Bar Coding Hardware
 Long Description: Installation and configuration of SunGard's Bar Coding Hardware.

 Part Number: HWR-MUG-PKG
 Description: Mugshot Capture Workstation Package
 Long Description: Dell OptiPlex 9020 MT Workstation
 - Windows 7 Professional English 64bit (Includes Windows 8.1 Pro license)
 - Intel® Core™ i5-4590 Processor (Quad Core, 6MB, 3.30GHz w/HD4600 Graphics)
 - 4GB RAM
 - 500GB 3.5" 7200RPM SATA Drive
 - Integrated Gigabit NIC
 - 16X DVD-ROM
 - Integrated Intel® HD Graphics 4600 (1DP & 1 VGA)
 - Dell P1913 19" Monitor
 - Dell AC511 USB Sound Bar for Dell Displays (Black)
 - Dell USB Keyboard and 2-Button Optical Mouse w/Scroll
 - Low Profile Serial Port Adapter
 - 3 Year ProSupport with 3 Year NBD Limited Onsite Service After Remote Diagnosis

Frame Grabber USB Video Capture Card
Sony EVI-D100P Digital Camera
25' RCA Coax video cable
25' Camera Control Cable

Part Number: TCH-INSTALL-MUG

Description: Implementation Services for Mugshot Workstation

Long Description: Installation and configuration of SunGard's OSSI Mugshot Workstation. The workstation will be shipped to SunGard for configuration and shipped to the customer site. SunGard will remotely assist the Customer with the site implementation unless on-site setup is specified in the contract.

Part Number: HWR-PDA-PA500

Description: Standard Handheld Application Device

Long Description: Unitech PA520

- Marvell PXA320 806MHz
- Windows Embedded Handheld 6.5
- 256MB SDRAM
- 512MB Flash ROM
- Bluetooth® 2..0 Wireless Connections
- 3.5-inch QVGA TFT LCD Touch Screen
- 6 keys + 1 navigation cursor
- 1D Laser Scanner
- AC Power Supply
- USB Cradle and Charging Cable
- 2200 mAh 3.7 V Rechargeable Li-ion Battery
- 3-Yr Comprehensive Coverage (Battery and Cradle Included)

Part Number: THP-FIREHOUSE-SOFT

Description: FIREHOUSE Fire Records Management Software

Long Description: ACS FIREHOUSE Fire Records Management Software. See attached quote for details.

Part Number: THP-FIREHOUSE-SUPP

Description: FIREHOUSE Software Annual Support

Long Description: ACS FIREHOUSE Fire Records Management Software Annual Support. See attached quote for details. Annual Support for year 1. Annual Support for year 2 and forward will be billed to the customer at the end of year 1.

Part Number: THP-FIREHOUSE-TRN

Description: FIREHOUSE Software Training and Installation Services

Long Description: ACS FIREHOUSE Fire Records Management Software Installation and Training. See attached quote for details.

Part Number: THP-CRYWOLF-SERV

Description: CryWolf Server License

Long Description: See CryWolf Statement of Work

CryWolf alarm billing software server license.

Part Number: THP-CRYWOLF-INST

Description: CryWolf Installation and Training

Long Description: See CryWolf Statement of Work

CryWolf alarm billing software installation and training services.

Part Number: THP-CRYWOLF-T&L

Description: CryWolf Travel and Living

Long Description: See CryWolf Statement of Work

CryWolf alarm billing software travel and living expenses for installation and training.

Part Number: HWR-SERV-RACKLG

Description: Standard Server Rack

Long Description: Netshelter SX 42U Rack - 600mm Wide x 1070mm Deep

- AP7540 PDU
- 18-inch Rack LCD Console with Integrated 16 Port Analog KVM Switch
- APC INTEGRATED LCD KVM USB CABLE - 6 FT 1.8M
- Installation Services for APC NetShelter Rack

Part Number: HWR-CUSTOM

Description: Patch Panel

Long Description: rack mount 96port patch panel

Part Number: HWR-CUSTOM

Description: Network Switch

Long Description: Cisco 3850 48 port with 2xC3850-NM-2-10G
3yr 24x7 4hr onsite

Part Number: HWR-CUSTOM
Description: HP Tape Library
Long Description: .Tape library
.60 TB / 150 TB
.slots: 24
.LTO Ultrium (2.5 TB / 6.25 TB) x 1
.Ultrium 6
.max drives: 2
.Extended service agreement
.parts and labor
.3 year
.on-site
.9x5
.response time: NBD

Part Number: HWR-UPS-APC5000
Description: APC Smart-UPS 5000
Long Description: Rack mounted UPS for use with rack mounted application servers. Includes 5 kVA/3.75 KW output rating, Site Wiring Fault Notification, extended range Automatic Voltage Regulation (AVR) and PowerChute® Business Edition software. Manufactured by APC.

The APC 5000VA UPS requires a NEMA L6-30R power outlet be installed by the Customer in the appropriate location.

Part Number: HWR-UPS-BATRY
Description: APC Smart-UPS Battery Pack
Long Description: APC Smart-UPS RT 192V RM battery pack for the APC 5000VA UPS.

Part Number: THP-MS-VISIO
Description: Microsoft Visio 2010 Standard Edition
Long Description: Visio 2010 Standard Edition for in-depth technical diagrams and drawings. Required as an interface to the OSSI Accident Wizard.

Part Number: THP-PAGEGATE
Description: PageGate Network Paging Software
Long Description: PageGate Software is a third party product provided by NotePage, Inc., that allows for multiple paging service providers to be used with SunGard's ONESolution CAD Paging Module. This package includes a 5,000 users license and the command Line ASCII Front End.

The Customer is responsible for the following:

- Providing a Com Port with modem and a dedicated phone line
- Paging providers must support TAPI protocol
- Obtain paging service from one or more providers
- Obtain the access numbers for sending alpha pages to the different paging providers
- Verifying TAPI protocol support from all page providers
- Build and configure all pagers inside of PageGate
- Build and configure pagers with units in CAD
- Consideration to group paging should be considered to reduce paging time

SunGard is not responsible for the warranty or maintenance of this product. The manufacturer's warranty applies.

Part Number: THP-PAGEGATE-CNCTR
Description: PageGate Connector
Long Description: Additional Connector Software for PageGate. Additional Connectors are recommended for customers that have more than 10 page recipients. One connector should be added for every 10 users on the system.

SunGard is not responsible for the warranty or maintenance of this product. The manufacturer's warranty applies.

Part Number: TCH-PROF-SERV
Description: Technical Professional Service
Long Description: Professional services for implementation and/or configuration of third party hardware and/or software in support of SunGard's application software. This may include final setup and configuration of the SunGard application software.

The servers referenced in this agreement will be shipped directly to the customer's site for the customer to setup and configure on the existing VMware infrastructure

Third party software will be installed according to the contract agreement

Detroit will present Guest VMs configured within the current Detroit VM environment and attached to the proposed SAN

Includes installation/configuration of OPS Center and P2C on all three host servers

Part Number: HWR-CUSTOM

Description: Neverfail quarterly health check services

Long Description: Quarterly health check of business continuity solution

Part Number: HWR-CUSTOM

Description: Cat 6 Cables

Long Description: Cat 6/e patch cables 3ft

Part Number: HWR-DIGI-TS4

Description: Digi PortServer TS4 with cables

Long Description: The Digi PortServer TS4 is used to convert the ANI/ALI serial connection to Ethernet. This allows the virtualization of the Services Workstation/Utility Server and maintain ANI/ALI functionality. Comes with one Digi Network Cable Kit.

Part Number: HWR-DIGI-CBLS

Description: Digi Network Cable Kit

Long Description: Digi TS Cable Adapter Evaluation Kit*

- (1) DB9 Female Crossover
- (1) DB25 Male Crossover
- (1) DB25 Female Crossover
- (1) DB25 Male Straight through
- (1) DB9 M Straight through
- (1) DB25 Male printer adapter

* 1 kit is required for each serial connection.

Part Number: HWR-CUSTOM

Description: FC Cables

Long Description: 8 cables for primary
4 cables for dr

Part Number: HWR-CUSTOM

Description: Miscellaneous Hardware

Long Description: Miscellaneous Server Infrastructure Hardware

Part Number: THP-SYM-MEDIA

Description: Symantec Backup Exec™ 2015 and Agents Media Kit

Long Description: Media Kit for Symantec Backup Exec 2012 software and its agents.

Part Number: THP-SYM-DBAGT

Description: Symantec Backup Exec™ 2015 Agent for Apps and DB with first year of support

Long Description: The Backup Agent for Applications and Databases optimizes data transfers for 32- and 64-bit remote Windows servers for faster backups. It provides real-time protection for SQL Server databases, Microsoft Exchange and other core server applications without the need to take the server off-line.

Part Number: THP-SYM-VMAGT

Description: Symantec Backup Exec™ 2015 Agent for VMware and Hyper-V with first year of support

Long Description: Provides complete protection of VMware virtual machines with Host-level backup, powered by Symantec's V-Ray technology. The agent enables one-click recovery at the virtual machine, virtual disk, application, file/folder level and even granular objects from that same single image-level backup without restoring the entire virtual machine. Protects an unlimited number of VMware guest virtual machines per host. Backup options include:

- Full virtual machine backup
- Individual VMDK and VHD files
- Applications and databases
- Individual Files and Folders
- Granular data from virtualized Applications including; Exchange, SQL, SharePoint and Active Directory*
- Verify the recoverability of VM backups
- vSphere vStorage API's Integration
- Support for disk and tape storage environments

* The required agent for Applications and Databases is not included in this proposal because it is out of scope for this project.

Number of Software Supplements Attached: 4

Invoice

Xerox Government Systems, LLC
 2900 100th St Suite 309
 Urbandale, Iowa 50322
 Phone: 888-866-9119
 Fax: 433-470-8885
 E-Mail: bradley@firehousesoftware.com



Estimate 63095

CUSTOMER NO. D01922

DETROIT MI 99 USER FIREHOUSE WEB

BILL TO:

Detroit Fire Department (MI)
 250 West Larned
 Detroit, MI 48226

SHIP TO:

Detroit Fire Department (MI)
 City Of Detroit
 250 West Larned
 Detroit, MI 48226
 Phone: (313)596-2900 Fax: (313)596-2915

REP P.O. NUMBER TERMS QUOTE DATE EXPIRATION DATE SHIP VIA

10/7/2015

11/7/2015

Part Number	Description	Qty	Each	Amount
330001	FH Web Bundled System Fire and EMS Reporting, Staff Activities and Training, Occupancy Management, Apparatus Equipment and Inventory, Hydrant Tracking	1	\$10,800.00	\$10,800.00
330002	FH Web Additional Licenses	99	\$1,615.00	\$159,885.00
342010	FH Enterprise/OSSI CAD Interface - (Requires files and/or components from CAD vendors. Additional costs may apply. Please contact your CAD vendor for more information)	1	\$2,225.00	\$2,225.00
342001	CAD Interface Enterprise additional user	99	\$560.00	\$55,440.00
390011	FH Web Staff Scheduling Module	1	\$3,195.00	\$3,195.00
330012	FH Web Staff Scheduling Module Additional User	99	\$515.00	\$50,985.00
350023	FH Analytics - 10 User	1	\$15,000.00	\$15,000.00
350014	FH Sketch Preplan Drawing Module	1	\$885.00	\$885.00
350015	FH Sketch Additional User	99	\$140.00	\$13,860.00
350016	FH Inspector for iPad FH Inspector of iPad will renew at \$150 per installed instance annually at your renewal.	25	\$750.00	\$18,750.00
360040	FH Desktop Maps	1	\$800.00	\$800.00
360046	Mobile Response Custom Configuration Desktop Maps and Mobile Response CAD Integration are required for FH Mobile Response. CAD Integration and Desktop Maps are single time expenditures. If requested,	1	\$2,500.00	\$2,500.00

Invoice

	Two-Way CAD Integration will require custom development and pricing to be determined.			
350027	FH Mobile Response w/Navigation	80	\$890.00	\$71,200.00
350036	FH Mobile Command License	12	\$4,569.00	\$54,828.00
SubTotal	Software License Cost			\$460,353.00
373005	FH Web Complete System Support	1	\$1,850.00	\$1,850.00
373001	FH Web Additional User Support	99	\$270.00	\$26,730.00
372003	FH Web CAD Monitor Support	1	\$475.00	\$475.00
373002	Web CAD Monitor Additional User Support	99	\$125.00	\$12,375.00
Continued..				

Invoice

Xerox Government Systems, LLC
 2900 100th St Suite 309
 Urbandale, Iowa 50322
 Phone: 888-866-9119
 Fax: 433-470-8885
 Web: www.firehousesoftware.com
 E-Mail: sales@fhsoftwaresales.com

CUSTOMER NO. D01922

Quotation
 63095 (Continued)

Part Number	Description	Qty	Each	Amount
373006	FH Web Module Support (Staff Scheduling)	1	\$520.00	\$520.00
373507	FH Web Staff Scheduling Additional User Support Renewal	99	\$90.00	\$8,910.00
375015	FH Analytics Support - 10 User	1	\$3,000.00	\$3,000.00
375007	FH Sketch Support	1	\$170.00	\$170.00
375008	FH Sketch Additional User Support	99	\$70.00	\$6,930.00
375019	FH Mobile Response Support	80	\$223.00	\$17,840.00
375036	FH Mobile Command Support	12	\$1,142.00	\$13,704.00
376003	FH Desktop Maps Support	1	\$180.00	\$180.00
376005	FH Platinum Support	1	\$4,800.00	\$4,800.00
SubTotal	Support & Annual Support			\$97,484.00
360030	TIDEMARK Interface	1	\$25,000.00	\$25,000.00
360031	Data Record Conversion Current Data will need to be examined to estimate conversion cost. FIREHOUSE Charges .12 cents per converted record.	1	\$0.00	\$0.00
380004	Installation and/or training on-site per day charge	42	\$1,750.00	\$73,500.00
380004	Project Management	1	\$30,000.00	\$30,000.00
			Sales Tax (%) :	\$0.00
			Quotation Total:	\$686,337.00

Quotation Acceptance:

Signature :

Print Name:

GIS SOFTWARE SUPPLEMENT

Customer is solely responsible for providing SunGard Public Sector with accurate and complete data in connection with any Component Systems and SunGard Public Sector services relating to Geographic Information Systems ("GIS"), maps or other geographic analysis.

Customer must provide SunGard Public Sector with accurate GIS resources and accurate data in an ASCII EOO format file or Shape (SHP) format file for street centerlines containing:

- Block ranges (address ranges are required)
- Street names
- Street prefixes
- Street suffixes
- Jurisdiction/City Code
- X/Y Coordinate pairs for each street segment (referred to as "ARCS" by ARCINFO)

Customer, and not SunGard Public Sector, is solely responsible for the accuracy of Customer's street inventory and all attribute data associated with street segments. Common data errors and inaccuracies include:

- Missing streets
- Missing street segments
- Missing intersections
- Errors in street names, street prefixes and street type

Without limiting Customer's obligation to provide accurate data, SunGard Public Sector will return to Customer a list of the logical errors discovered by SunGard Public Sector when Customer's street inventory and attribute data are reviewed by SunGard Public Sector's editing/data validation utility tool ("Validation Tool"). The Validation Tool checks for the following logical errors:

- Address range undershoots
- Address range overshoots
- Missing street names
- Missing street ranges

Customer, and not SunGard Public Sector, is solely responsible for correcting all errors and ensuring the accuracy of all GIS provided data. Customer is additionally responsible to digitize all required map layers to support the Public Safety GIS-based CAD and RMS subsystems.

(Police to Police) DATA ACCESS SUBSCRIPTION SUPPLEMENT

1. Additional Definitions.

"Agency" means any law enforcement organization that hosts an Agency Database on its own computer system and that makes its Agency Database available for query and retrieval access by other law enforcement agencies having a public service interest in obtaining the information contained on that Agency Database.

"Agency Database" means a compilation of data related to law enforcement, public safety or emergency activities, events or records, made available by an Agency for remote, electronic access. Each Agency maintains sole control over the nature and extent of access to its own Agency Databases.

"Data Sharing Network" means the combination of hardware, software and Agency Databases that enable Agencies to exchange data electronically through Internet protocols.

"Security System" means the combination of a User ID, an Agency Code and a password that uniquely identifies each individual using the Data Sharing Network, and that is required in order for such individual to obtain access to the Server and Agency Databases via the Server.

"Server" means the computer system maintained and operated by SunGard Public Sector, and through which Users obtain remote access to Agency Databases.

"User" means Customer, and includes for purposes of this Supplement the User's employees and agents on a "need to know" basis. Where the Exhibit 1 to which this Supplement is attached identifies a limitation on the number of "Sworn Officers," the term "User" shall mean only that quantity of sworn police officers or State/NCIC query-certified officers employed by User. For the avoidance of doubt, no license is deemed granted to any person meeting the definition of "User" other than Customer itself. The right that any other User acting for on behalf of Customer has pursuant to this Supplement is derivative of Customer's right of use.

2. Access Subscription to Data Sharing Network. In connection with Customer's license to use the RMS Component Systems as otherwise provided for in the Agreement, Customer, as the "User," is also obtaining a subscription to access and use the Data Sharing Network, subject to the following additional terms and restrictions:

- a. For the term provided for in Section 2(b) below, Customer will have the right to access the Server to participate in and use the Data Sharing Network. Customer's subscription to use the Data Sharing Network (the "Subscription") permits Customer to send queries and to receive information from Agency Databases made available by other participating Agencies. In connection with the Subscription;
 - i. User may create on-line or printed reports of information retrieved from Agency Databases, and reproduce, reformat, print, display and distribute internally such reports, consistent with User's normal internal procedures.
 - ii. Notwithstanding the foregoing, User is prohibited from copying, distributing or displaying any information obtained from the Data Sharing Network for commercial sale, redistribution, broadcast or transfer, or to otherwise use such information in breach of any duty of confidentiality or privacy; and further, User is prohibited from allowing any other person or entity from using the information in any manner that is prohibited by the terms of this Supplement.
 - iii. User shall not, nor authorize or enable anyone else to, access the Server or use the Software or Data Sharing Network except as expressly permitted in this Supplement.

- b. The Subscription will be co-terminus with the term during which Customer is a subscriber to "Improvements" for the Baseline RMS Component Systems pursuant to the Software Maintenance Agreement entered into by the parties on or about the Execution Date. For the avoidance of doubt, neither Customer nor any User having access to the Data Sharing Network pursuant to Customer's Subscription will have any right to access the Data Sharing Network if Customer is no longer a subscriber to Improvements for the Baseline RMS Component Systems pursuant to the Software Maintenance Agreement.

3. Security System. User has sole responsibility and liability for the use and security of all user IDs, Agency Codes and passwords provided by it to any individual. User will comply with all policies and procedures established by SunGard Public Sector from time to time related to the issuance, validation and use of individual passwords. User will promptly notify SunGard Public Sector of the identity of the individual assigned to a particular password, of the cancellation or expiration of a password, and of the loss or misuse of any password or other Security System element. All passwords are subject to cancellation or suspension by SunGard Public Sector at any time and without notice, if SunGard Public Sector has reason to believe that a password has been or is being utilized in any manner or for any purpose not expressly authorized under this Supplement.

4. Services. Each Agency Database and all information available through the Data Sharing Network is created by and is under the care, custody and control of, the individual Agencies that makes the same available to the Data Sharing Network. **SUNGARD PUBLIC SECTOR DISCLAIMS ALL RESPONSIBILITY OR LIABILITY WHATSOEVER FOR THE CONTENT OF ANY AGENCY DATABASE OR RETRIEVED INFORMATION, FOR ITS ACCURACY, COMPLETENESS OR TIMELINESS OR FOR ANY DELAY OR NON-AVAILABILITY OF THE DATA SHARING NETWORK OR ANY DATA THEREIN. USER ACCEPTS SOLE RESPONSIBILITY FOR THE ACCURACY, COMPLETENESS AND TIMELINESS OF SUCH CONTENT, FOR ITS AVAILABILITY AND FOR ANY USE TO WHICH IT IS PUT OR RESULTS OBTAINED THEREFROM. CUSTOMER AGREES AND UNDERSTANDS THAT SUNGARD PUBLIC SECTOR MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO ANY INFORMATION USED, ACCESSED OR PLACED ON ANY AGENCY DATABASE, AND SUNGARD PUBLIC SECTOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION THEREWITH.**

5. User Responsibilities.

- a. User is responsible for procuring, installing, and operating the individual computers used to access the Server, for providing a proper physical environment and remote access for such computers, for obtaining and installing an SunGard Public Sector-approved firewall and security system, for securing a dedicated Internet connection sufficient to meet User's data access needs and for providing such training and ongoing support services for individual users.
- b. User is solely responsible for adopting and maintaining procedures and security measures in connection with its use of the Data Sharing Network, any Agency Databases that it maintains, and in connection with any Agency Databases that it accesses. SunGard Public Sector has no responsibility and/or liability whatsoever for any: (1) security breaches or unauthorized access to the Data Sharing Network or to User's system, (2) interruption, delay, errors, or omissions of or in any Agency Database, or the results thereof, including (without limitation) examination and confirmation of data prior to use thereof, (3) provision for identification and correction of errors and omissions, (4) preparation and storage of backup data, and (5) replacement or reconstruction of lost or damaged data or media. User is advised to maintain

alternative procedures for obtaining, as needed, information otherwise available through the Data Sharing Network.

- c. User is responsible for complying with all local, state, and federal laws pertaining to the use and disclosure of any information or data obtained through the Data Sharing Network, including without limitation any confidentiality or privacy requirements.
 - d. User shall not permit any third party to access or use the Software provided by SunGard Public Sector, nor shall User decompile, disassemble or reverse engineer any of the Software or data structures utilized by the Data Sharing Network or permit any third party to do so.
 - e. User warrants and represents that it has sufficient right and authority to grant SunGard Public Sector and other users access to its Agency Databases, to cooperate with SunGard Public Sector, as necessary, in the performance of this Agreement and to authorize and permit SunGard Public Sector to perform all work required to allow the Data Sharing Network access to User's Agency Databases (if applicable according to Section 6).
- 6. Agency Database Sharing.** As part of the Subscription, Customer, as User, agrees to make its Agency Databases available to the Data Sharing Network. User shall host such Agency Databases on its server and shall cooperate if and when SunGard Public Sector, at its sole discretion, implements minor modifications reasonably required to provide Agency Database compatibility with and accessibility to the Data Sharing Network. Notwithstanding the foregoing, this Section 6 is not applicable where User has purchased a Non-RMS (view only) license and shall not be sharing any data on the P2P network (querying data from other agencies only). Notwithstanding anything to the contrary, User grants SunGard Public Sector permission to use the information contained in User's Agency Database to demonstrate solely to other law enforcement personnel the capabilities of the Data Sharing Network for purposes of increasing the number of departments utilizing the Data Sharing Network.

PAY AGENT SUPPLEMENT

1. Additional Definitions. "Pay Agency Products" means the products and services of those vendors (in each case, a "Vendor") that are identified in an Exhibit 1 (the "Pay Agency Products").
2. Pay Agent Designation. Customer designates SunGard Public Sector as Customer's pay agent for data processing related purchases and acquisitions, for the sole and exclusive purpose of allowing SunGard Public Sector, on behalf of Customer, to make payment to each Vendor for Customer's procurement of the Pay Agency Products under the terms and conditions of agreements (each a "Vendor Agreement") to be executed and made by and between Customer and Vendor. Customer covenants and agrees that it will promptly take all actions reasonably necessary to effect such designation of SunGard Public Sector as Customer's pay agent as provided for in this Section 2; and SunGard Public Sector covenants and agrees that, promptly after receipt of payment from Customer, SunGard Public Sector will make payment to each Vendor for Customer's procurement of the Pay Agency Products.
3. Pay Agency Products Procurement. SunGard Public Sector will, as soon as reasonably practicable, obtain for Customer, as Customer's pay agent, the Pay Agency Products from the Vendor, FOB Vendor's place of business, for use by Customer in each instance pursuant to the applicable Vendor Agreement. SunGard Public Sector will remit payments made to SunGard Public Sector by Customer promptly upon customary terms for the Pay Agency Products to the Vendor on behalf of Customer. **CUSTOMER IS HEREBY ADVISED THAT VENDOR, AND NOT SUNGARD PUBLIC SECTOR, ASSUMES ALL RESPONSIBILITY FOR AND LIABILITY IN CONNECTION WITH THE PAY AGENCY PRODUCTS. SUNGARD PUBLIC SECTOR IS NOT AUTHORIZED TO MAKE ANY REPRESENTATIONS OR WARRANTIES THAT ARE BINDING UPON VENDOR OR TO ENGAGE IN ANY OTHER ACTS THAT ARE BINDING UPON VENDOR, EXCEPTING SPECIFICALLY THAT SUNGARD PUBLIC SECTOR IS AUTHORIZED TO REPRESENT THE FEES FOR THE PAY AGENCY PRODUCTS AS THE SAME IS PROVIDED FOR IN EXHIBIT 1 AND TO ACCEPT PAYMENT OF SUCH AMOUNTS FROM CUSTOMER ON BEHALF OF VENDOR. IN NO EVENT WILL SUNGARD PUBLIC SECTOR BE DEEMED TO HAVE TAKEN TITLE OR ANY SIMILAR RIGHT OR INTEREST IN OR OF ANY PAY AGENCY PRODUCTS IN THE CHAIN OF DISTRIBUTION TO CUSTOMER, AND TITLE OR SUCH SIMILAR RIGHT OR INTEREST IN OR TO THE PAY AGENCY PRODUCTS WILL BE DEEMED TO VEST IN CUSTOMER ONLY AS OTHERWISE PROVIDED FOR IN THE VENDOR AGREEMENT.**
4. Term of Pay Agency. SunGard Public Sector's status as Customer's pay agent will expire promptly after SunGard Public Sector remits payment of the Pay Agency Products license fee to Vendor on behalf of Customer.
5. Disclaimer of Warranties. Customer agrees and understands that **SUNGARD PUBLIC SECTOR MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO THE PAY AGENCY SOFTWARE. ALL WARRANTIES (IF ANY) ARE PROVIDED TO CUSTOMER BY VENDOR. SUNGARD SHALL PASS THROUGH, TRANSFER, CONVEY AND ASSIGN ALL PAY AGENCY WARRANTIES TO CUSTOMER. SUNGARD PUBLIC SECTOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

6. LIMITATIONS OF LIABILITY.

(a) LIMITED LIABILITY OF SUNGARD PUBLIC SECTOR. EXCEPT FOR ITS OBLIGATION TO REMIT PAYMENT RECEIVED FROM CUSTOMER TO THE VENDOR PURSUANT TO THIS AGREEMENT, SUNGARD PUBLIC SECTOR WILL HAVE NO LIABILITY WHATSOEVER IN CONNECTION WITH THE PAY AGENCY SOFTWARE. WITH RESPECT TO PAY AGENCY PRODUCTS, IN NO EVENT WILL SUNGARD PUBLIC SECTOR BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL AND/OR OTHER DAMAGES WHATSOEVER, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT SUNGARD PUBLIC SECTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

AGENCY ACCESS SUPPLEMENT
SUNGARD PUBLIC SECTOR INC. AGREEMENT TO GRANT PERMISSION TO
ALLOW ACCESS TO SOFTWARE

Whereas, City of Detroit ("**Customer**") and **SunGard Public Sector Inc., ("SunGard Public Sector")** are entering into that certain Professional Services Contract ("Agreement") to which this Agency Access Supplement is attached and made a part of; and

Whereas, Customer desires that the following fire, emergency and police/law enforcement public safety agencies (individually, the Accessing Agency) obtain access to Software (the "Accessed Software") licensed by Customer under the Agreement, including its Exhibits and Supplements.

Wayne State University
Transit Police, City of Highland Park,
City of Hamtramck

Whereas, additional fire, emergency and police/law enforcement public safety agencies may be added to this Agency Access Supplement at a future date by written amendment between SunGard Public Sector and Customer.

Now therefore, the parties agree as follows:

1. Customer requests that SunGard Public Sector grant, and SunGard Public Sector does grant Customer permission to allow access to the Accessed Software under the terms of this Agency Access Supplement. The Accessed Software is as follows:

All Software licensed to Customer under the Agreement

2. SunGard Public Sector shall have the right to terminate this Agency Access Supplement upon breach of its terms if cure is not effected within thirty (30) days of written notice of said breach.

3. This Agency Access Supplement shall automatically terminate if the Customer Agreement is terminated. In the event that this Agency Access Supplement should be terminated, SunGard Public Sector shall be under no obligation to Customer or the Accessing Agency to permit continued access to Accessed Software after such termination of this Agency Access Supplement, but shall agree to license Accessed Software under separate license agreement with the Accessing Agency in such event, provided Accessing Agency is not in default of any of the provisions of this Agency Access Supplement nor any related Supplements, and provided Accessing Agency provides a replacement technical environment satisfactory to SunGard Public Sector.

4. Customer understands that the Accessing Agency will not be granted access to the Accessed Software unless and until the Accessing Agency executes a separate Access Agreement, the form of which is attached hereto as Attachment 1 to the Agency Access Supplement acknowledging the terms of this Agency Access Supplement and the Data Access Subscription Supplement (relating to access to the Agency Databases).

5. Accessing Agency understands and agrees that the Accessed Software constitutes proprietary information and trade secrets of SunGard Public Sector and will remain the sole property of SunGard Public Sector. The Accessing Agency shall not at any time sell, assign, transfer or otherwise make available to, or allow use by, a third party any of components of Accessed Software, and the Accessing Agency shall hold in confidence the SunGard Public Sector proprietary information for its benefit and

internal use only by its employees. The Accessing Agency further acknowledges that, in the event of a breach or threatened breach of the provisions of this paragraph, SunGard Public Sector has no adequate remedy in money damages, and, accordingly, shall be entitled, without bond, to an injunction against such breach or threatened breach.

6. Obligations/Rights of SunGard Public Sector, and Customer, and Accessing Agency regarding Accessed Software.

- a) SunGard Public Sector is not deemed to have granted Accessing Agency any license to use the Accessed Software by virtue of the Access Agreement. Any such license can only be effected by the execution by Accessing Agency and SunGard Public Sector of a definitive written software license agreement between SunGard Public Sector and Accessing Agency that, by its express terms, purports to provide such a right of license to Accessing Agency. SunGard Public Sector will have no obligations whatsoever to the Accessing Agency in connection with the Accessed Software. Accessing Agency's right to use the Accessed Software is solely derivative of Customer' license to use the Accessed Software under the terms and conditions of the Customer' Licensing and Software Agreement.
- b) Accessing Agency must comply all limitations of use of the Accessed Software, especially that of confidentiality, set forth in the Customer License and Services Agreement.
- c) **AS BETWEEN SUNGARD PUBLIC SECTOR AND ACCESSING AGENCY AND BETWEEN CUSTOMER AND ACCESSING AGENCY, THE ACCESSED SOFTWARE IS MADE AVAILABLE ON AN "AS IS" BASIS. NEITHER SUNGARD PUBLIC SECTOR NOR CUSTOMER MAKE ANY WARRANTIES WHATSOEVER TO ACCESSING AGENCY REGARDING THE ACCESSED SOFTWARE, AND EACH OF SUNGARD PUBLIC SECTOR AND CUSTOMER HEREBY DISCLAIM ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND/OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER SUNGARD PUBLIC SECTOR NOR CUSTOMER WILL HAVE ANY LIABILITY TO OR THROUGH ACCESSING AGENCY UNDER OR IN CONNECTION WITH THIS ACCESS AGREEMENT OR OTHERWISE IN CONNECTION WITH THE ACCESSED SOFTWARE, IN WHOLE OR IN PART.**

7. Customer shall be the first point of contact for the Accessing Agency for Accessed Software in the event that support services are required by the Accessing Agency. Should Customer not be able to solve the Support Service issue, Customer shall contact or coordinate contact with SunGard Public Sector for support services, or follow such other process as communicated and mutually agreed between Customer and SunGard Public Sector.

Attachment 1
TO THE AGENCY ACCESS SUPPLEMENT

ACCESSING AGENCY FORM - AGREEMENT TO GRANT PERMISSION TO ALLOW ACCESS TO SOFTWARE

by

_____ (Name of Accessing Agency)

_____ (Address of Accessing Agency)

_____ (Address of Accessing Agency)

the "Accessing Agency"

Whereas, _____ ("Customer") and SunGard Public Sector Inc., ("SunGard Public Sector") have entered into a Software License and Services Agreement ("Agreement"); and

Whereas, Accessing Agency desires that it obtain access to the Software licensed by Customer under the Agreement, including the Agency Databases; and

Whereas, Customer and SunGard Public Sector have added Accessing Agency via amendment to the Agency Access Supplement based upon Access Agency executing this Accessing Agency Form.

Now therefore, the Accessing Agency, intending to be legally bound, agrees as follows:

In order that Accessing Agency obtain such access and use, Accessing Agency is acknowledging and agreeing to the terms and conditions contained in that certain Agency Access Supplement (the "Access Agreement") and the Data Access Subscription Supplement between Customer and SunGard Public Sector, a copy of which is attached hereto. Accessing Agency hereby agrees to the terms and conditions relating to Accessing Agency contained therein.

AGREED:

ACCESSING AGENCY

Name Printed: _____

Title: _____

Dated: _____

EXHIBIT D SOFTWARE MAINTENANCE AGREEMENT

Notwithstanding any other provision herein, this Exhibit D, Software Maintenance Agreement, is a part of, and subject to, the Contract between the Contractor and the City. Contractor, referred to in this Exhibit D as SunGard Public Sector, and the City, referred to in this Exhibit D as Customer, have entered into a Software License and Services Agreement (the "License Agreement") as Exhibit C of the Contract to which this Exhibit D is also a part. Customer desires that SunGard Public Sector provide Maintenance and Enhancements for and new releases of the Baseline Software identified in Exhibit 1 on the terms and conditions contained in this Agreement, and for the Custom Modifications identified in Exhibit 1 on the terms and conditions of this Agreement. Accordingly, the parties agree as follows:

1. Incorporation By Reference. Sections 1 (Definitions), and 8 (Confidential Information) of the License Agreement are incorporated into this Agreement by this reference as fully as if written out below. If any provision incorporated by reference from the License Agreement conflicts with any provision of this Agreement, the provision of this Agreement will control.

2. Additional Definitions.

"Contract Year" means, with respect to each Baseline Component System and Custom Modification, each one (1) year period beginning on the Execution Date or the anniversary thereof, and ending one (1) year thereafter.

"Custom Modification" means a change that SunGard Public Sector has made at Customer's request to any Component System in accordance with a SunGard Public Sector-generated specification, but without any other changes whatsoever by any person or entity. Each Custom Modification for which SunGard Public Sector will provide Customer with Improvements is identified in Exhibit 1.

"Defect" has the meaning ascribed to that term in the License Agreement, and further, with regard to each Custom Modification, means a material deviation between the Custom Modification and the SunGard Public Sector-generated specification or Documentation for such Custom Modification, and for which Defect

Customer has given SunGard Public Sector enough information to enable SunGard Public Sector to replicate the deviation on a computer configuration that is both comparable to the Equipment and that is under SunGard Public Sector's control.

"Enhancements" means general release (as opposed to custom) changes to a Baseline Component System or Custom Modification which increase the functionality of the Baseline Component System or Custom Modification in question.

"Improvements" means, collectively, Maintenance, Enhancements and New Releases provided under this Agreement.

"Maintenance" means using reasonable efforts to provide Customer with Avoidance Procedures for or corrections of Defects. The hours during which Maintenance will be provided for each Component System, the targeted response times for certain defined categories of Maintenance calls for each Component System and Custom Modification, and other details and procedures (collectively, the "Maintenance Standards") relating to the provision of Maintenance for each Component System and Custom Modification are described in attached Exhibit 2.

"New Releases" means new editions of a Baseline Component System or Custom Modification, as applicable.

"Notification" means a communication to SunGard Public Sector's help desk by means of: (i) SunGard Public Sector's web helpline; (ii) the placement of a telephone call; or (iii) the sending of an

e-mail, in each case, in accordance with SunGard Public Sector's then-current policies and procedures for submitting such communications.

3. Services.

(a) Types of Services. During the term of this Agreement, SunGard Public Sector will provide Customer with Maintenance for, Enhancements of, and New Releases of each Baseline Component System and each Custom Modification identified in Exhibit 1.

(b) Limitations. All Improvements will be part of the applicable Baseline Component System/Custom Modification, and will be subject to all of the terms and conditions of the License Agreement and this Agreement. Customer must provide SunGard Public Sector with such facilities, equipment and support as are reasonably necessary for SunGard Public Sector to perform its obligations under this Agreement, including remote access to the Equipment.

4. Payment and Taxes.

(a) Maintenance Fees. For the Improvements, Customer will pay SunGard Public Sector the amount provided for in Exhibit 1 as the "Payment Amount" for the second through fifth Contract Years. For each Contract Year subsequent to the fifth Contract Year, SunGard Public Sector reserves the right to increase the Improvements fees. Fees for Improvements for a Baseline Component System/Custom Modification are due on the first day of the first month of the Contract Year for that Baseline Component System/Custom Modification.

(b) Additional Costs. Customer will also reimburse SunGard Public Sector for actual travel and living expenses that SunGard Public Sector incurs in providing Customer with Improvements under this Agreement, with reimbursement to be on an as-incurred basis. Such travel and living expenses will be governed by SunGard Public Sector's then current Travel Expense Guidelines, will be invoiced on a monthly basis in arrears and due within thirty (30) days from the date of invoice. Customer will also reimburse SunGard Public Sector for all

charges incurred in connection with accessing Equipment.

(c) Taxes. Customer is responsible for paying all taxes (except for taxes based on SunGard Public Sector's net income or capital stock) relating to this Agreement, the Improvements, any services provided or payments made under this Agreement. Applicable tax amounts (if any) are NOT included in the fees set forth in this Agreement. If Customer is exempt from the payment of any such taxes, Customer must provide SunGard Public Sector with a valid tax exemption certificate; otherwise, absent proof of Customer's direct payment of such tax amounts to the applicable taxing authority, SunGard Public Sector will invoice Customer for and Customer will pay to SunGard Public Sector all such tax amounts.

5. Term. This Agreement will remain in full force and effect throughout the initial and Second Contract Years. After the Second Contract Year, Customer shall have the option to renew this Agreement by amending the Contract one or more times for a total period of up to three additional Contract Years.

6. Disclaimer of Warranties. SunGard Public Sector warrants that the Maintenance and other services provided herein will be performed in a professional and workmanlike manner and that if the unmodified Component System, in whole or in part, is replaced or upgraded by SunGard Public Sector with replacement or upgraded general release software components to correct Defects, or as an Enhancement, SunGard Public Sector warrants that the Component System, as so upgraded, shall operate with the rest of the unmodified, general release Component System of the same release (for example, upgrades included in unmodified Release 7.1 will operate with the rest of unmodified Release 7.1 of the same Component System) without any loss of functionality of the rest of the unmodified, general release Component System of the same release. **WITH THE EXCEPTION OF THE FOREGOING SENTENCE, AND EXCEPT FOR THOSE WARRANTIES EXPRESSLY PROVIDED IN THIS CONTRACT, CUSTOMER AGREES AND UNDERSTANDS THAT EXCEPT AS MAY BE PROVIDED ELSEWHERE IN THE CONTRACT, SUNGARD PUBLIC SECTOR MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO ANY IMPROVEMENTS AND/OR ANY OTHER MATTER RELATING TO THIS AGREEMENT, AND THAT SUNGARD PUBLIC SECTOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF**

MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE. FURTHER, SUNGARD PUBLIC SECTOR EXPRESSLY DOES NOT WARRANT THAT A COMPONENT SYSTEM, ANY CUSTOM MODIFICATION OR ANY IMPROVEMENTS WILL BE USABLE BY CUSTOMER IF THE COMPONENT SYSTEM OR CUSTOM MODIFICATION HAS BEEN MODIFIED BY ANYONE OTHER THAN SUNGARD PUBLIC SECTOR, OR WILL BE ERROR FREE, WILL OPERATE WITHOUT INTERRUPTION OR WILL BE COMPATIBLE WITH ANY HARDWARE OR SOFTWARE OTHER THAN THE EQUIPMENT.

7. Term and Termination.

(a) Right of Termination. SunGard Public Sector has the right to terminate this Agreement if Customer breaches a material provision of this Agreement. SunGard Public Sector has the right to terminate this Agreement at any time while an event or condition giving rise to the right of termination exists. To terminate this Agreement, SunGard Public Sector must give Customer notice that describes the event or condition of termination, and how such event or condition materially violates this Contract, in reasonable detail. From the date of its receipt of that notice, Customer will have ninety (90) days to cure the breach in accordance with this Agreement. If the event or condition giving rise to the right of termination is not cured within that period, this Agreement will automatically be deemed terminated at the end of that period. Notwithstanding, the foregoing ninety (90) day cure period shall be reduced to thirty (30) days in the event the material breach is related to Customer's use of the Software contrary to the provisions of Section 3, License.

(b) Effect of Termination. Notwithstanding, termination of Improvement Services under this Agreement does not terminate Customer's license to any Contractor Software granted under this Agreement.

(c) Survival of Obligations. All obligations relating to non-use and non-disclosure of Confidential Information and indemnity will survive termination of this Agreement.

(d) Termination Without Prejudice to Other Rights and Remedies. Termination of this Agreement will be without prejudice to the terminating party's other rights and remedies pursuant to this Agreement.

(e) Notwithstanding, in any instance, upon any complete or partial termination of the Agreement, then, for up to twenty-four (24) months following such termination (the "Transition Period"), at Customer's option and request, SunGard Public Sector will provide Customer with the following Transition Services: (a) Improvement services (at the applicable rates under the applicable terms of Exhibit D, the Software Maintenance Agreement); (b) if Customer will be transitioning to a new system or software solution, such Services as are reasonably designed to assist Customer in effectuating an orderly transition to such new system or software solution including, without limitation, providing assistance in transferring data files to an industry-standard format requested by Customer; and (c) even if Customer's license to use any Software has been terminated as otherwise provided for in this Agreement, the right to continue to use the applicable Software for the purposes set forth in this Agreement and subject to the restrictions and limitations otherwise set forth in this Agreement. All Services provided by Contractor during the Transition Period shall be provided at the then-applicable Service rates. All applicable terms, conditions and limitations of this Agreement (including limitations of liability, disclaimers of warranties, license and usage restrictions, etc.) shall apply to any and all Improvement services, Services and Software rights granted during any authorized Transition Period.

(f) Upon the effective date of termination of ongoing Improvement services or at any time when the City has failed to pay Improvement Fees ("Support Termination Date"): (i) Contractor shall discontinue providing all on-going Improvement services, including Contractor's obligations under Exhibit D; (ii) any Contractor warranties under this Agreement shall cease to apply for the period after the Support Termination Date; and (iii) Contractor shall have no liability with respect to the City's use of the Software after the Support Termination Date.

(g) Notwithstanding, termination of Improvement services under this Contract does not terminate Customer's license to any Contractor software granted under this Contract.

8. LIMITATIONS OF LIABILITY.

a) LIMITED LIABILITY OF SUNGARD PUBLIC SECTOR. SUNGARD PUBLIC SECTOR'S LIABILITY, INCLUDING COVER AS SET FORTH IN SUBSECTION (a) OF SECTION 23.15 OF THIS CONTRACT, IN CONNECTION WITH THE SOFTWARE, ANY SERVICES, THIS LICENSE OR ANY OTHER MATTER RELATING TO THIS AGREEMENT WILL NOT EXCEED ONE AND ONE HALF TIMES THE CONTRACT PRICE. THE INSURANCE LIMITS IDENTIFIED IN SECTION 10 OF THE CONTRACT AND INDEMNITY PROVISIONS OF THE CONTRACT AS WELL AS LIABILITY RESULTING FROM THE INTENTIONAL OR OTHER BAD FAITH ACTS OF SUNGARD PUBLIC SECTOR ARE EXCLUDED FROM THIS LIMITATION OF LIABILITY.

(b) EXCLUSION OF DAMAGES. EXCEPT WITH RESPECT TO COVER DAMAGES AS SET FORTH IN SUBSECTION (a) OF SECTION 23.15 OF THIS CONTRACT, , REGARDLESS WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE OR OTHERWISE, IN NO EVENT WILL SUNGARD PUBLIC SECTOR BE

LIABLE TO CUSTOMER FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT SUNGARD PUBLIC SECTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, EXCEPT AS OTHERWISE STATED IN THE CONTRACT. THE INSURANCE LIMITS IDENTIFIED IN SECTION 10 OF CONTRACT AND INDEMNITY PROVISIONS OF THE CONTRACT AS WELL AS DAMAGES RESULTING FROM THE INTENTIONAL OR OTHER BAD FAITH ACTS OF SUNGARD PUBLIC SECTOR ARE EXCLUDED FROM THIS EXCLUSION OF DAMAGES.

(c) BASIS OF THE BARGAIN. CUSTOMER ACKNOWLEDGES THAT SUNGARD PUBLIC SECTOR HAS SET ITS FEES AND ENTERED INTO THIS AGREEMENT IN RELIANCE UPON THE LIMITATIONS OF LIABILITY AND THE DISCLAIMERS OF WARRANTIES AND DAMAGES SET FORTH IN THIS AGREEMENT, AND THAT THE SAME FORM AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES.

EXHIBIT 1
(to the Software Maintenance Agreement Exhibit D)

Customer: **City of Detroit**

CONTRACT YEAR: Execution Date (or anniversary thereof) through one year thereafter

Improvements for the initial Contract Year are provided at no charge. The "Initial Payment Amount" in the table below represents the Improvements fee for the second through fifth Contract Years. Prices shown for Contract Years 3-5 are payable only if Customer elects to extend the term of the Agreement for the third through fifth Contract Years as provided for in Section 5, Term by an Amendment to the Contract.

Qty	Part #	Component System	Initial Annual Improvement Fees (Contract Years 2-5)	Annual Support Type
		<i>Computer-Aided Dispatch</i>		
1	CAD-SITE	BASE COMPUTER AIDED DISPATCH SYSTEM -SITE LICENSE	\$ 71,721.00	7x24
1	CAD-E911-T1	E911 INTERFACE MODULE - POP. TIER 1	810.00	7x24
1	MAP-CONVERTER	MAP CONVERTER SOFTWARE	630.00	7x24
1	CAD-CON-T1	ADDITIONAL CAD CONSOLE LICENSE - POP. TIER 1	468.00	7x24
1	CAD-MAPD-T1	ADDITIONAL CAD MAP DISPLAY LICENSE - POP. TIER 1	180.00	7x24
1	CAD-MAP-T1	FIRST CAD MAP DISPLAY AND MAP MAINTENANCE SOFTWARE LICENSE - POP. TIER 1	630.00	7x24
1	CAD-INT-C2C	CAD 2 CAD	1,260.00	7x24
1	CAD-INT-FIREHOUSE	FIREHOUSE RMS INTERFACE	990.00	7x24
1	CAD-PG-T1	ALPHA NUMERIC PAGING MODULE - POP. TIER 1	810.00	7x24
1	CAD-INT-PG	CAD INTERFACE TO PAGEGATE	180.00	7x24
1	CAD-MJ-T1	MULTI-JURISDICTIONAL DISPATCH OPTION - POP. TIER 1	540.00	7x24
1	CAD-RR-T1	RIP AND RUN PRINTING/FAXING MODULE - POP. TIER 1	810.00	7x24
1	CAD-RS-T1	CAD ROSTER MODULE - POP. TIER 1	810.00	7x24
1	CAD-TDD-T1	ZETRON MODEL 3030 TDD INTERFACE - POP. TIER 1	630.00	7x24
1	MCT-AVL-CAD-T1	CAD CLIENT AVL LICENSE	270.00	7x24
1	CAD-INT-25/26-T1	STATION TONING INTERFACE - POP. TIER 1	810.00	7x24
1	MCT-MIS-T1	LAN CLIENT LICENSE FOR MESSAGE SWITCH	36.00	7x24
1	CAD-PQA-MED-T1	MEDICAL PROQA INTERFACE - POP. TIER 1	990.00	7x24
		<i>(Continued on next page)</i>		

<i>(Continued from prior page)</i>				
		Records Management		
1	RMS-BASE-T13	BASE RECORDS MANAGEMENT SYSTEM - Site License	18,560.00	7x24
1	RMS-ANIMAL-T3	ANIMAL CONTROL MODULE	720.00	7x24
1	RMS-ACCIDENT-T3	BASIC ACCIDENT MODULE	432.00	7x24
1	RMS-ASSET-T3	ASSET MANAGEMENT MODULE	240.00	7x24
1	RMS-CANINE-T3	CANINE TRACKING MODULE	528.00	7x24
1	RMS-MAP-T3	RMS MAP DISPLAY AND PIN MAPPING LICENSE	368.00	7x24
1	RMS-NTF-T3	NOTIFICATION MODULE	672.00	7x24
1	RMS-BAR HOST-T3	BAR CODING SERVER LICENSE	432.00	7x24
1	RMS-BAR-CLIENT-T3	BAR CODING HAND-HELD CLIENT LICENSE	189.00	7x24
1	RMS-CAPLUS-T3	CRIME ANALYSIS PLUS.NET MODULE	1,776.00	7x24
1	RMS-CA-T3	CRIME ANALYSIS MODULE	1,200.00	7x24
1	RMS-DAILY-DAM-T3	DAILY ACTIVITY MODULE	240.00	7x24
1	RMS-DOCSCAN-T3	DOCUMENT SCANNING AND STORAGE	976.00	7x24
1	RMS-FLMAINT-T3	FLEET MAINTENANCE MODULE	240.00	7x24
1	RMS-GANG-T3	GANG TRACKING MODULE	720.00	7x24
1	RMS-GENPERM-T3	GENERIC PERMIT MODULE	432.00	7x24
1	RMS-INTELLIGENCE-T3	INTELLIGENCE MODULE	720.00	7x24
1	RMS-LINK-T3	LINK ANALYSIS MODULE	1,776.00	7x24
1	RMS-PSD-T3	PROFESSIONAL STANDARDS (INTERNAL AFFAIRS) MODULE	1,680.00	7x24
1	RMS-QTRMSTR-T3	QUARTERMASTER MODULE	784.00	7x24
1	RMS-TRAIN-T3	TRAINING MODULE	544.00	7x24
1	RMS-MJ-T3	MULTI-JURISDICTIONAL RMS OPTION	528.00	7x24
1	RMS-ORD-T3	ORDINANCE MODULE	304.00	7x24
1	RMS-PS-T3	PAWN SHOP/PAWN WATCH	480.00	7x24
1	RMS-PS-BATCH-T3	PAWN BATCH TICKET PROCESSING MODULE	528.00	7x24
1	RMS-RL-T3	REMOTE LINEUP APPLICATION	544.00	7x24
1	RMS-SOFF-T3	SEX OFFENDER MODULE	1,456.00	7x24
1	JMS-MS DISPLAY-100	MUGSHOT DISPLAY SOFTWARE LICENSE	3,600.00	7x24
1	RMS-INT-COURT-JIS	INTERFACE TO MICHIGAN JIS	1,200.00	7x24
1	RMS-P2P	POLICE TO POLICE INTERNET DATA SHARING	Included	7x24
1	RMS-PACCPAMM-INTF	STATE OF MI - PACC-PAAM INTERFACE	800.00	7x24
1	RMS-GUN-T3	FIRE ARMS APPLICATION PERMIT MODULE	2,400.00	7x24
40	MCT-MFR-MBLN-CLIENT-T13	MFR CLIENT- MOBLAN VERSION	2,560.00	7x24
1	RMS-WIZ-BASE-T3	ACCIDENT WIZARD BASE SERVER LICENSE - WORKSTATIONS	480.00	7x24
1	RMS-P&E-T3	PROPERTY AND EVIDENCE MODULE	784.00	7x24
		<i>(Continued on next page)</i>		

<i>(Continued from prior page)</i>				
Mobile Computing				
1	MCT-BMS-T14	BASE MOBILE SERVER SOFTWARE SITE LICENSE UP TO 700 MOBILES	9,152.00	7x24
250	MCT-MAP	MCT CLIENT - MAPS	4,000.00	7x24
250	MCT-CLIENT	MCT CLIENT - DIGITAL DISPATCH	24,000.00	7x24
250	MCT-AVL-CLIENT	MCT CLIENT - AVL	4,000.00	7x24
1	MCT-INT-FHS-T16	MCT INTERFACE TO FIREHOUSE	1,200.00	7x24
1	MCT-AVL-HOST	AVL SERVER HOST LICENSE	6,300.00	7x24
1	MCT-SWI	STATE/NCIC MESSAGING SOFTWARE	3,600.00	7x24
1	MCT-SWI-S2S	SWITCH TO SWITCH	1,260.00	7x24
Field Reporting				
1	MCT-MFR-REV-T13	REVIEW MODULE FOR FIELD REPORTING UP TO 700 MOBILES	6,500.00	7x24
250	MCT-MFR-OFF-T13	MFR CLIENT - BASE INCIDENT/OFFENSE	28,000.00	7x24
250	MCT-MFR-FLMAINT-T12-13	MFR CLIENT - FLEET VEHICAL INSPECTION	6,000.00	7x24
250	MCT-MFR-ARREST-T13	MFR CLIENT - ARREST	12,000.00	7x24
250	MCT-MFR-DAM-T16	DAILY ACTIVITY MODULE CLIENT	8,000.00	7x24
5	MCT-MFR-CANINE-T16	MFR CLIENT - CANINE	160.00	7x24
250	RMS-WIZ-CLIENT-T12	ACCIDENT WIZARD WORKSTATION LICENSE - EACH	8,000.00	7x24
250	MCT-MFR-ACC-T12	MFR CLIENT - ACCIDENT REPORTING	16,000.00	7x24
250	MCT-MFR-CITATION-T13	MFR CLIENT - CITATION	16,000.00	7x24
One Solution Freedom				
1	MCT-FREEDOM-SER	ONESolution FREEDOM Server	560.00	7x24
1	MCT-FREEDOM-PREM	ONESolution FREEDOM Premium	23,440.00	7x24
Jail Management				
1	JMS-BASE-10	JAIL MANAGEMENT SYSTEM MODULE SITE	2,960.00	7x24
1	JMS-MS DISPLAY-10	MUGSHOT DISPLAY SOFTWARE LICENSE	608.00	7x24
1	JMS-MUG-1	MUGSHOT CAPTURE STATION SOFTWARE	672.00	7x24
1	JMS-INT-STATE-LIVESCAN	STATE LIVESCAN INTERFACE ID NETWORKS	1,360.00	7x24
1	JMS-HH-WATCH	HAND HELD SPECIAL WATCH MODULE	960.00	7x24
Web Based Applications				
1	INT-OPSCAD	OPS CAD	3,200.00	7x24
1	INT-OPSRMS	OPS RMS/JMS	3,200.00	7x24
1	INT-P2C	POLICE 2 CITIZEN	1,920.00	7x24
Custom Modifications				
1	RMS-CUST-MOD	RMS CUSTOM MODIFICATIONS P&E	5,760.00	7x24
1	CAD-CUST-MOD	CAD CUSTOM MODIFICATIONS SAFETY PAD	1,710.00	7x24
1	RMS-CUST-MOD	RMS CUSTOM MODIFICATIONS Tracker Property and Evidence System	1,696.00	7x24
TOTAL:			\$ 333,686.00	

Improvements fees are due thirty (30) days prior to the commencement of the Contract Year for which such fees are being remitted. Improvement fees for Contract Years 2-5 (subject to a written Amendment to the Agreement executed by both parties hereto with respect to Contract Years 3-5) are specified above. Thereafter, subject to a written Amendment to the Agreement executed by both parties hereto with respect to extending the term beyond Contract Year 5, annual Improvement Fee increases shall be limited to the percentage of increase in the CPI-U published on each anniversary of the Commencement Date, over the CPI-U as published twelve (12) months prior to such anniversary date. "CPI-U" as used herein means the Consumer Price Index - All Urban Consumers.

APPLICABLE TAXES ARE NOT INCLUDED IN THIS EXHIBIT 1, AND, IF APPLICABLE, WILL BE ADDED TO THE AMOUNT IN THE PAYMENT INVOICE(S) BEING SENT SEPARATELY TO THE CUSTOMER. CUSTOMER IS TAX EXEMPT AND SHALL PROVIDE SUNGARD PUBLIC SECTOR WITH A TAX EXEMPT CERTIFICATE.

Improvements Surcharge Imposed In Certain Instances: At the commencement of any Contract Year where Customer is operating on a version of a Baseline Component System that is more than two (2)

general release versions behind the then-current release for any Component System, SunGard Public Sector will assess a ten percent (10%) surcharge over and above the Improvements fee for that Contract Year, with such surcharge to be imposed on a prorated basis for the portion of the Contract Year that Customer remains on a general release version that is more than two (2) releases behind the then-current release of the Component Systems in question. Once Customer is using a release that is no more than two (2) general release versions behind the then-current release, the Improvements surcharge will be removed on a prospective basis, as of the date that Customer is using the release that is no more than two (2) general release versions behind the then-current release.

EXHIBIT 2
to the Software Maintenance Agreement Exhibit D)
Maintenance Standards

I. **Hours During Which SunGard Public Sector's Telephone Support Will be Available to Customer in Connection with the Provision of Maintenance:** As indicated in the "Support Type" column in Exhibit 1. "7x24" means Seven (7) days per week, 24 hours per day. ("5x9") means Monday through Friday, 8:00 A.M. to 5:00 P.M. Customer's Local Time within the continental United States, excluding holidays.

Urgent Priority 1 CAD Response Times. With respect to SunGard Public Sector's Maintenance obligations for Urgent Priority 1 for CAD issues, SunGard Public Sector will provide to Customer (i) a response/acknowledgment of a Notification from Customer, delivered to SunGard Public Sector's support representative, relating to a CAD Component System/Custom Modification identified in Exhibit 1 of Exhibit D of this Contract, (ii) a correction or workaround resolution of the problem, (iii) an escalation/communication strategy, and (iv) if a permanent solution has not been previously provided, then a permanent solution to the problem, in accordance with the following schedule.

As used herein, a "workaround" is defined as a temporary fix that restores, as applicable, (a) operability and workflow (i.e., Customer is able to use the CAD Component System/Custom Modification for its intended purpose in its day-to-day business operations), (b) all critical or non-critical functionality attendant to the CAD Component System/Custom Modification and/or (c) all critical or non-critical processes attendant to the CAD Component System/Custom Modification affected by such Defect until the permanent solution is delivered to Customer. Customer is responsible for designating the issue as Urgent Priority 1 CAD support issue consistent with the following schedule when it delivers its Notification to SunGard Public Sector. SunGard Public Sector shall diligently work towards resolving the issue pursuant to such preliminary Priority level designated by Customer until such time that the actual Priority level is mutually determined in accordance with the below description.

Business Hours are 8 am to 5 pm, Monday through Friday, excluding Holidays.

Priority	Response/ Acknowledgment	Correction/ Workaround	Escalation/ Communication Strategy	Permanent Solution
Urgent 1 CAD Application Specific	<u>Business Hours:</u> Thirty Minutes. <u>Non-Business Hours:</u> 60 minutes	Although resolution times vary depending on the exact issue and customer environment, SunGard will use commercially reasonable efforts and work continuously to resolve the issue within 12 hours after Notification. SunGard Public Sector shall, within 24 hours,	See Below	Will be included in the next service pack or Enhancement that SunGard Public Sector releases to its customers.

	<p>be on-site if requested by Customer, at no additional charge to correct such Defect until a correction or workaround of such Defect is delivered to Customer, as confirmed by Customer.</p> <p>If the Customer and SunGard determine that it is necessary for SunGard personnel to travel to Customer's site to reproduce system error or trouble shoot root cause of system issue, and it is determined to have been caused by equipment, hardware, system software , or is otherwise not attributable to SunGard Software the Client shall reimburse SunGard's travel expense for that onsite visit, in addition any labor related to the on-site visit at its then current hourly rate for technical support.</p> <p>A correction or workaround will be made available and delivered to Customer within 24 hours after identification of the Defect of the SunGard Public Sector CAD</p>	
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		Component System or Custom Modification causing the Urgent condition.		
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If SunGard Public Sector fails to timely acknowledge or perform pursuant to the above service level schedule, then such failure will be deemed a material breach by SunGard Public Sector of this Contract, and Customer shall be entitled to terminate this Contract and/or pursue any of its remedies for such breach in accordance with the terms of this Contract.

II. **Targeted Response Times.** With respect to SunGard Public Sector's Maintenance obligations, SunGard Public Sector will use diligent, commercially reasonable efforts to respond to Notifications from Customer relating to the Baseline Component Systems/Custom Modifications identified in Exhibit 1 of this Agreement in accordance with the following guidelines with the time period to be measured beginning with the first applicable SunGard Public Sector "Telephone Support" hour occurring after SunGard Public Sector's receipt of the Notification:

Priority	Description	Response Goal*	Resolution Goal*
Urgent 1	A support issue shall be considered Urgent when it produces a Total System Failure; meaning SunGard Public Sector's Component Systems are not performing a process that has caused a complete work stoppage.	SunGard Public Sector has a stated goal to respond within 60 minutes of the issue being reported and have a resolution plan within 24 hours.	Although resolution times vary depending on the exact issue and customer environment, SunGard Public Sector has a stated goal to resolve an urgent issue within 24 hours OR provide a resolution plan with urgent issues within 24 hours of the issue being reported. A resolution plan details the steps necessary to understand and possibly resolve the issue.
Critical 2	A support issue shall be considered Critical when a critical failure in operations occurs; meaning SunGard Public Sector's Component Systems are not performing a critical process and prevents the continuation of basic operations. Critical problems do not have a workaround. This classification does not apply to intermittent problems.	SunGard Public Sector has a stated goal to respond within two hours of the issue being reported.	
Non-Critical 3	A support issue shall be considered Non-Critical when a non critical failure in operations occurs; meaning SunGard Public Sector's Component Systems are not performing non-critical processes, but the system is still usable for its intended purpose or there is a workaround.	SunGard Public Sector has a stated goal to respond within four hours of the issue being reported.	
Minor 4	A support issue will be considered Minor when the issue causes minor disruptions in the way tasks are performed, but does not affect workflow or operations. This may include cosmetic issues, general questions, and how to use certain features of the system.	SunGard Public Sector has a stated goal to respond within 24 hours of the issue being reported.	

* Measured from the moment a Case number is created. As used herein a "Case number" is created when a) SunGard Public Sector's support representative has been directly contacted by Customer either by phone, email, in person, or through SunGard Public Sector's online support portal, and b) when SunGard Public Sector's support representative assigns a case number and conveys that case number to the Customer.

With respect to SunGard Public Sector's Maintenance obligations, SunGard Public Sector will respond to a Notification in accordance with the following guidelines:

For after-hours support, the paging company receiving the call will page the SunGard Public Sector's support representative ("SR") on duty. If the call is not returned to the paging company within ten minutes, the next level SR is paged. If the call is not returned to the paging company after thirty minutes, the Customer Support Manager and Technical Services Manager will be called at their home and cell phone numbers. Customer is then contacted by the SR to gather information. If an Urgent or Critical issue is not quickly resolved by the SR, the next level SR is contacted to resolve the issue or to escalate to the on-call Development and/or Quality Assurance group technical resource to determine the required resolution.

If SunGard Public Sector has not resolved an Urgent or Critical issue within twenty-four (24) hours of reporting to SunGard Public Sector, the Customer Support Manager and Technical Services Manager will schedule a call with Customer to outline the status of the problem correction efforts.

If SunGard Public Sector has not resolved an Urgent or Critical issue within forty-eight (48) hours of reporting to SunGard Public Sector, the Director of Customer Support will schedule a call with the Customer to provide a detailed status update and outline next steps for problem correction.

If SunGard Public Sector has not resolved an Urgent or Critical issue within seventy-two (72) hours of reporting to SunGard Public Sector, the Vice President of Support Services shall immediately provide a report to Customer outlining the steps needed for resolution and documenting the efforts SunGard Public Sector has implemented to resolve the problem. In addition, SunGard Public Sector, at its own expense, will provide a technical resource on-site until the problem is resolved (at the Customer's request). In the event the problem has not been resolved within ninety-six (96) hours, the President of SunGard Public Sector shall immediately provide a report to Customer explaining the status of the problem.

CITY ACKNOWLEDGMENT

STATE OF _____)
)SS.
COUNTY OF _____)

The foregoing contract was acknowledged before me the 15 day of October,
2015, by Beth Whitlock
(name of person who signed the contract)
the CIO
(title of person who signed the contract as it appears on the contract)
of Dept of Innovation + Technology
(complete name of the City department)
on behalf of the City.

Erica Y Crawford

Notary Public, County of Wayne

State of Michigan

My commission expires: 2/12/2022

ERICKA Y CRAWFORD
Notary Public, State of Michigan
County of Wayne
My Commission Expires 02-12-2022
Acting in the County of Wayne

CORPORATE ACKNOWLEDGMENT

STATE OF Florida)
)SS.
COUNTY OF Seminole

The foregoing contract was acknowledged before me the 13 day of October,
2015, by Michael Borman
(name of person who signed the contract)
the President and CEO
(title of person who signed the contract as it appears on the contract)
of SUNGAED Public Sector
(complete name of the corporation)

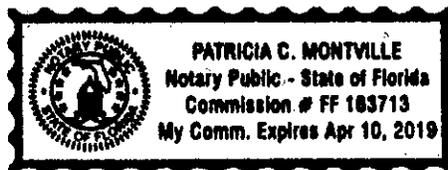
on behalf of the Corporation.

Patricia C. Montville

Notary Public, County of Seminole.

State of Florida

My commission expires: April 10, 2019.



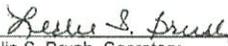
CERTIFICATE OF SECRETARY

THE UNDERSIGNED, Leslie S. Brush, Secretary of SUNGARD PUBLIC SECTOR INC., a corporation organized and existing under the laws to the State of Florida (the "Corporation"), does hereby certify that the officers listed below are duly elected officers of the Corporation, that they hold the titles set forth opposite their respective names, and that by virtue of such offices they are authorized to enter into and execute instruments and documents in the name of, and on behalf of, the Corporation:

<u>NAME</u>	<u>OFFICE</u>
Charles E. Almy	Chief Information Officer
Christian Coleman	Chief Financial Officer, Local Government, Vice President & Treasurer
Jillian Macau	Vice President, Public Administration, Mid-Market
Kevin O. Lafeber	Vice President, Public Safety & Justice
Lisa M. Neumann	Controller
Michael J. Borman	President, Local Government & Chief Executive Officer, Local Government
Nathan H. Hershkowitz	Vice President
Tommy W. Amburgey	Vice President, Public Administration

IN WITNESS WHEREOF, the undersigned has caused this Certificate of Secretary to be duly executed and the corporate seal to be hereunto affixed this 9th day of July, 2015.





Leslie S. Brush, Secretary

PLEASE NOTE THAT THE PERSON WHO SIGNS THE CONTRACT ON BEHALF OF YOUR CORPORATION MUST BE ONE OF THE INDIVIDUALS LISTED ABOVE AS A PERSON AUTHORIZED TO EXECUTE CONTRACTS IN THE NAME OF AND ON BEHALF OF THE CORPORATION.



CITY OF DETROIT
 FINANCE DEPARTMENT
 PURCHASING DIVISION
 1008 COLEMAN A. YOUNG
 MUNICIPAL CENTER
 DETROIT, MICHIGAN 48226
 PHONE 313-224-4600
 FAX 313-224-4374

IF THIS PURCHASE ORDER
 DOES NOT AGREE WITH THE
 BID YOU SUBMITTED,
 PLEASE CONTACT THE
 PURCHASING DIVISION.

Purchase Order

PURCHASE ORDER NO. 2915504 REVISION 0 PAGE 1

THE ABOVE NUMBER MUST APPEAR ON ALL INVOICES AND SHIPMENTS.

SHIP TO
 see release for actual agency
 Detroit, MI 48226
 United States

BILL TO
 Coleman A Young Municipal Ce
 2 Woodward Avenue
 Ste 642
 Detroit, MI 48226
 United States

SUPPLIER

SUNGARD PUBLIC SECTOR INC
 1000 BUSINESS CENTER DRIVE
 LAKE MARY, FL 32746

SUPPLIER NO. 1106435	DATE OF ORDER/BUYER 15-OCT-15 M Sullivan	REVISED DATE/BUYER
PAYMENT TERMS Net 30	SHIP VIA Lowest Cost Carrier	F.O.B. Delivered
FREIGHT TERMS Account of seller	REQUESTOR/DELIVER TO	CONFIRM TO / TELEPHONE L SMITH (800) 727-8088

LINE	ITEM NUMBER / DESCRIPTION	DELIVERY DATE	QUANTITY	UNIT	UNIT PRICE	EXTENSION	TAX
	This Contract Purchase Order was created in accordance with Requisition No. 304475 FURNISH: COMPUTER AIDED DISPATCH AND RECORD MANAGEMENT SYSTEM SOFTWARE/HARDWARE/IMPLEMENTATION SERVICES, 10/27/15-10/26/17, RFP #49909, 100% CITY FUNDS TERMINATION OF CONTRACT: The City reserves the absolute right to terminate this contract in whole or in part for the convenience of the City at its sole discretion on thirty (30) days written notice to the vendor. The Individual responsible for accepting performance under this Contract is Scott Hayes, who may be reached at, 313-405-8837. The contact person from whom payment should be requested is Monique Ellis, who may be reached at 313-224-9715. INVOICING: All invoices submitted against the contract must include part or item numbers and part or item description, list price, and applicable discount. Items not properly invoiced will not be paid. It is the vendor's responsibility to ensure delivery of invoice(s) to the proper City Dept/Div/Personnel. Invoices must meet the following conditions for payment: a) Price on invoice must correspond to the pricing listed on purchase order and/or contract. b) Contractor must submit price lists in accordance with bid requirements.						

Total 5,067,011.22

CONTRACTS AND PURCHASES BETWEEN THE VENDOR AND THE CITY OF DETROIT ARE SUBJECT TO FEDERAL, STATE AND LOCAL LAWS INCLUDING, BUT NOT LIMITED TO, EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION. THE CITY MAY TERMINATE THE CONTRACT FOR CAUSE OR CONVENIENCE. NO CHANGES EFFECTIVE UNLESS AGREED TO IN WRITING BY CONTRACT AMENDMENT. ONLY SUCH GOODS WILL BE PAID FOR AS COMPLY EXACTLY WITH WRITTEN DESCRIPTION. WHEN SHIPPED VIA COMMON CARRIER, MAIL SHIPPING NOTICE DIRECTLY TO RECEIVING POINT. CASH TERMS DATE FROM RECEIPT AND ACCEPTANCE OF GOODS AND CORRECT INVOICE. PATENTS-CONTRACTORS SHALL PROTECT AND INDEMNIFY AGAINST EXPENSE OF ANY NATURE, SHALL BEAR COST OF ANY SUITS WHICH MAY ARISE, AND SHALL PAY ALL DAMAGES WHICH MAY BE AWARDED AGAINST THE CITY FOR THE USE UNDER THIS SPECIFICATION OF ANY PATENTED DEVICE, PROCESS, APPARATUS, MATERIAL OR INVENTION. THE CITY RESERVES THE RIGHT TO AUDIT EMPLOYEE PAYROLL RECORDS TO VERIFY LABOR CHARGES UPON 72 HOURS NOTICE.

PURCHASING DIRECTOR'S SIGNATURE
 NOT VALID WITHOUT AUTHORIZED SIGNATURE



CITY OF DETROIT
 FINANCE DEPARTMENT
 PURCHASING DIVISION
 1008 COLEMAN A. YOUNG
 MUNICIPAL CENTER
 DETROIT, MICHIGAN 48226
 PHONE 313-224-4600
 FAX 313-224-4374

**IF THIS PURCHASE ORDER
 DOES NOT AGREE WITH THE
 BID YOU SUBMITTED,
 PLEASE CONTACT THE
 PURCHASING DIVISION.**

Purchase Order

PURCHASE ORDER NO. 2915504 REVISION 0 PAGE 2

THE ABOVE NUMBER MUST APPEAR ON ALL INVOICES AND SHIPMENTS.
 SHIP TO
 see release for actual agenc
 Detroit, MI 48226
 United States

BILL TO
 Coleman A Young Municipal Ce
 2 Woodward Avenue
 Ste 642
 Detroit, MI 48226
 United States

SUPPLIER

SUNGARD PUBLIC SECTOR INC
 1000 BUSINESS CENTER DRIVE
 LAKE MARY, FL 32746

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FREIGHT TERMS Account of seller	REQUESTOR/DELIVER TO	CONFIRM TO / TELEPHONE L SMITH (800) 727-8088

LINE	ITEM NUMBER / DESCRIPTION	DELIVERY DATE	QUANTITY	UNIT	UNIT PRICE	EXTENSION	TAX
	c)Original invoice must be submitted to the appropriate City of Detroit Account's Payable Section. d)Copy of invoice must be submitted to the department personnel identified on the purchase order as being responsible for processing payment. If a department contact person is not listed on the purchase order the vendor shall request in writing, from the Purchasing Division the name and phone number of the contact person responsible for processing payment.						
	Purchase Agreement Effective From: 27-OCT-15 To: 26-OCT-17					Amount Agreed: 6,067,011.22	

CONTRACTS AND PURCHASES BETWEEN THE VENDOR AND THE CITY OF DETROIT ARE SUBJECT TO FEDERAL, STATE AND LOCAL LAWS INCLUDING, BUT NOT LIMITED TO, EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION. THE CITY MAY TERMINATE THE CONTRACT FOR CAUSE OR CONVENIENCE. NO CHANGES EFFECTIVE UNLESS AGREED TO IN WRITING BY CONTRACT AMENDMENT. ONLY SUCH GOODS WILL BE PAID FOR AS COMPLY EXACTLY WITH WRITTEN DESCRIPTION. WHEN SHIPPED VIA COMMON CARRIER, MAIL SHIPPING NOTICE DIRECTLY TO RECEIVING POINT. CASH TERMS DATE FROM RECEIPT AND ACCEPTANCE OF GOODS AND CORRECT INVOICE. PATENTS-CONTRACTORS SHALL PROTECT AND INDEMNIFY AGAINST EXPENSE OF ANY NATURE, SHALL BEAR COST OF ANY SUITS WHICH MAY ARISE, AND SHALL PAY ALL DAMAGES WHICH MAY BE AWARDED AGAINST THE CITY FOR THE USE UNDER THIS SPECIFICATION OF ANY PATENTED DEVICE, PROCESS, APPARATUS, MATERIAL OR INVENTION. THE CITY RESERVES THE RIGHT TO AUDIT EMPLOYEE PAYROLL RECORDS TO VERIFY LABOR CHARGES UPON 72 HOURS NOTICE.

Total 6,067,011.22

Bayne Jacobs

PURCHASING DIRECTOR'S SIGNATURE
 NOT VALID WITHOUT AUTHORIZED SIGNATURE

Item 7

Information Technology Services

2915504 100% City Funding – To provide Computer Aided Dispatch and Records Management System (Software, Hardware, and Implementation Services) – Contractor: SunGard Public Sector Inc., Location: 4000 OSSI Court, High Point, NC 27265 - Contract Amount: **\$6,067,011.22** - Contract Term: 10/27/15 – 10/26/17.

Costs Budgeted to Quality of Life Fund for the following:

Cost Center: Fire Technology Infrastructure

1002-242060-353100-628500-13983-000000-00000 **\$1,396,138.00**

Encumbered Funds: \$0.00. Funds available indicated to be \$1,396,138.00 as of October 15, 2015

Cost Center: Police Integrated IT System

1002-374100-353100-628500-13982-000000-00000 **\$289,392.45**

1002-374100-000000-628500-13982-000000-00000 **\$4,381,480.77**

Encumbered Funds: \$0.00. Funds available indicated to be \$4,670,873.22 as of October 15, 2015

\$6,067,011.22 TOTAL

This was competitively bid through a Request for Proposal (RFP). Six (6) Bids were received.

The bid was awarded to SunGard Public Sector. SunGard received the highest score based on the evaluation criteria. They were also the lowest price.

SUMMARY OF COSTS

Component Systems	\$1,604,105.00
Services (including Custom Modifications)	\$2,321,725.00
Pay Agency Products	\$1,555,995.22
Travel and Living (not to exceed)	\$250,000.00
Shipping Pay Agency Products (not to exceed)	\$1,500.00
Total	\$5,733,325.22

Initial Annual Improvement Fees (Contract Year 2) \$333,686.00

Total with Year 2 Fee: \$6,067,011.22

Item 7--continued

Information Technology Services

Executive Summary

SunGard Public Sector is the best solution for the Detroit Police Departments data collection and case management needs. As an integrated solution data elements are entered once then reused by all components. An example would be a dispatch call with the suspect identified by name. That name would be sent to the mobile computer unit in the vehicle, and then to the record management system. Once the suspect was arrested, the name would be sent to the booking module and to the livescan – biometric identification - system.

DPD will share data with existing SunGard Public Sector users, including the Wayne County Sheriff's Department, and 11 other departments in Wayne County. Data will be shared with the state of Michigan through CORE technologies TDEX system.

Furthermore, the Fire Department Commissioners, EMS, and DPD communications concur with decision to go with SunGard Public Sector and will be on the same platform.

Statement of need

DPD needs a complete replacement of all core law enforcement software. This includes computer aided dispatch ("CAD") and record management system ("RMS").

DPD currently has a CAD system that is outdated and does not provide normal functionality such as automatic vehicle location; this means dispatchers cannot see where vehicles are located in real time. The current CAD also does not connect to the RMS. This means that data that is entered by 911 call takers and dispatchers must be reentered into the RMS.

DPD currently has a RMS system that is no longer supported by the vendor. The system lacks data validation, and does not push data to other systems within the department such as live scan (electronic finger printing). Once again, this means that data must be reentered.

Additionally, DPD does not have a number of applications that are required to operate as a modern police department. Examples include an integrated booking system for classifying and tracking detainees, mobile solutions that send CAD data to the officers in the car and then push the officer's data to the RMS.

DPD has other systems that do not have data relations to CAD or RMS. These include live scan, property, and evidence.

Notably, efforts were made to have the current CAD and RMS exchange data. The efforts failed due to the inherent difficulties in coordinating multiple vendors and department resources.

Item 7--continued

Information Technology Services

Due to the failure of the software to communicate, management is unable to use data to make reasoned decisions as to officer assignments, crime analysis, or coordinating patrols.

Solution Overview.

DPD needs an integrated software suite where all applications exchange and reuse data.

CAD is the foundation of successful incident initiation and data collection. CAD must be a mature product and able to handle the call volume of DPD, approximately 1.5 million calls a year.

RMS must receive data from CAD, including geospatial data, and send data to other applications within the suite of products. RMS must have data validation and reuse existing person and place information to ensure that officers know who they are dealing with when they are dealing with them.

Ancillary systems are a crucial part of the solution. DPD needs systems that relate to CAD and RMS. Until property and evidence relate to RMS, officers cannot make informed decisions regarding property retention or disposition. Another example is a booking system that allows for classification of detainees, and sends RMS data to livescans ensuring that detainees are accurately identified, and that the Michigan State Police ("MSP") receive complete, timely, and accurate data.

Finally, the solution must allow for bidirectional data exchange with prosecutors and courts. Police departments often fail to consider the data needs of these entities despite the benefits to all parties. An example of these benefits is that data exchanges would allow DPD to send case initiation data to the prosecuting attorney, and in return receive data elements that would enable DPD to track warrant request status and case disposition from court data. SunGard Public Sector has implemented data sharing with prosecutors using the same software as the Wayne County Prosecuting Attorney in other counties in Michigan, and has exchanged data with the same software vendor used by Wayne County Third Judicial Circuit.

SunGard Public Sector

SunGard Public Sector is a North Carolina company. There are 12 agencies in Wayne County using SunGard Public Sector CAD and RMS, including the Wayne County Sheriff's Department. SunGard Public Sector is also used by many agencies across the state of Michigan.

All SunGard Public Sector applications are fully integrated ensuring one time data entry.

SunGard Public Sector CAD is a mature product and is able to handle DPD call volume.

Item 7--continued

Information Technology Services

SunGard Public Sector Mobile is fully integrated with CAD and RMS with bilateral data exchanges.

SunGard Public Sector RMS receives data from CAD and mobile and is sends data to ancillary modules. SunGard Public Sector is Michigan Incident Based Crime Reporting ("MICR") compliant.

SunGard Public Sector has a booking module that sends data to livescan devices ensuring that MSP receives complete, timely, and accurate data.

SunGard Public Sector has all ancillary modules that DPD requires. All ancillary modules have referential data connections to RMS and CAD is applicable.

SunGard Public Sector has successfully exchanged data bidirectionally with the Wayne County Prosecuting Attorney.

Conclusion

SunGard Public Sector provides a complete solution for DPD, Fire Department and EMS. DPD would have a single vendor to work with to implement the total solution and would control how the applications are configured and what data is captured. The importance of having an integrated product cannot be over emphasized due to the difficulties of establishing data exchanges between disparate products.

SunGard Public Sector is also the most economical solution.

Overview

2915504 100% City Funding – To provide Computer Aided Dispatch and Records Management System (Software, Hardware, and Implementation Services) – Contractor: SunGard Public Sector Inc., Location: 4000 OSSI Court, High Point, NC 27265 - Contract Amount: **\$6,067,011.22** - Contract Term: 10/27/15 – 10/26/17.

- Costs Budgeted to Quality of Life Fund:

Cost Center	Account String	Amount	Encumbered Funds	Funds Available (as of 10/15)
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Police Integrated IT System	1002-374100-353100-628500-13982-000000-00000	\$ 289,392.45	\$ -	\$ 4,670,873.22
	1002-374100-000000-628500-13982-000000-00000	\$ 4,381,480.77	\$ -	
TOTAL		\$ 6,067,011.22	\$ -	\$ 6,067,011.22

- This was competitively bid through a Request for Proposal (RFP). Six (6) Bids were received.
- The bid was awarded to SunGard Public Sector. SunGard received the highest score based on the evaluation criteria. They were also the lowest price.

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SUB-TOTAL	\$5,733,325.22
Initial Annual Improvement Fees (Contract Year 2)	\$333,686.00
TOTAL (w/ Year 2 fees)	\$6,067,011.22

Executive Summary

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- DPD currently has a CAD system that is outdated and does not provide normal functionality such as automatic vehicle location; this means dispatchers cannot see where vehicles are located in real time. The current CAD also does not connect to the RMS. This means that data that is entered by 911 call takers and dispatchers must be reentered into the RMS.
- DPD currently has a RMS system that is no longer supported by the vendor. The system lacks data validation, and does not push data to other systems within the department such as live scan (electronic finger printing). Once again, this means that data must be reentered.
- Additionally, DPD does not have a number of applications that are required to operate as a modern police department. Examples include an integrated booking system for classifying and tracking detainees, mobile solutions that send CAD data to the officers in the car and then push the officer's data to the RMS.
- DPD has other systems that do not have data relations to CAD or RMS. These include live scan, property, and evidence.
- Notably, efforts were made to have the current CAD and RMS exchange data. The efforts failed due to the inherent difficulties in coordinating multiple vendors and department resources.
- Due to the failure of the software to communicate, management is unable to use data to make reasoned decisions as to officer assignments, crime analysis, or coordinating patrols.

Process Structure

Team Structure

Designed to:

- Provide Executive level guidance and oversight
- Maximize input and involvement from users and stakeholders
- Cross functional involvement across Police, Fire, and EMS
- Process support, guidance and oversight from non-voting participants

Objective is to choose the best solution and ensure buy-in from all users and stakeholders

- Help insure a successful implementation
- Establish on-going positive vendor relationship

Each Team Member’s function included:

- Input to and review of RFP
- Input to and review of User Requirements
- Research and due diligence
- Proposal evaluation and communications to voting representative

Roles and Responsibilities

**Public Safety IT Solution
Team Roles and Responsibilities**

<u>Team Name</u>	<u>Roles and Responsibilities</u>
Executive Steering Team	1) Provide oversight, guidance to overall process 2) Final approval of vendor selection
Proposal Evaluation Team	1) Final review of RFP for advertisement 2) Evaluation and scoring of proposals 3) Solicite input from Sub-Committee teams and key stakeholders 4) Optional attendance at Reference Check discussions 5) Attend vendor demonstrations 6) Decision on final vendor recommendation
Price Review Committee	1) Assemble comparative analysis of pricing proposals and provide to Evaluation Team for input to evaluation and scoring process
Reference Check Committee	1) Assemble responses from proposal references and provide to Evaluation Team for input to evaluation and scoring process
Stakeholder Sub-Committee Teams	1) Review "User Requirement" lists and provide input for RFP 2) Provide input for RFP drafting process 3) Review proposals and provide feedback and input to Evaluation Team voting member 4) Optional attendance at Reference Check discussions 5) Optional attendance at vendor demos

Project Charter

- Established and reviewed with team members

Public Safety Integrated IT Solution Project Charter December 10, 2014

Objective:

Implement a fully integrated, seamless Public Safety information technology system for the City of Detroit Public Safety (Police, Fire and EMS). The new public safety IT solution will incorporate the following capabilities: Computer –Aided Dispatch (CAD), Records Management System (RMS), Jail Management System (JMS), Mobile Data System (MDS), provide efficient data sharing, among others. The integrated solution will also encompass a consolidated dispatching operation.

Overview and Background Information:

The City of Detroit's Police Department ("DPD") and Fire Department ("DFD") information technology ("IT") system infrastructure is obsolete, unstable, fragmented, and largely unsupported. The City urgently needs to upgrade and replace existing public safety IT infrastructure with a fully integrated public safety IT solution.

In the past, each agency has evaluated their own respective IT solution separately without a coordinated effort. As a result, the current systems are not integrated which results in performance issues and inefficiencies.

The City's goals for a fully integrated public safety IT solution include the following capabilities: (i) efficient computer aided dispatch ("CAD") and records management ("RMS") functionality; (ii) improved effectiveness throughout public safety departments, and (iii) data sharing. A fully integrated public safety IT solution is critical to successfully restructuring and improving public safety operations within the City of Detroit.

Timeline: Target March/April 2015 decision (detail timeline Gantt chart attached)

Other Issues for Consideration:

1. Future vision of a "Communications Authority" that would encompass other City services such as DDOT and GSD, under a consolidated dispatching operation
2. Expandability/compatibility with other entities such as Detroit Public Schools, Wayne State University, and Wayne County to enable an integrated regional solution
3. The solution must be Michigan Incident Crime Reporting (MICR) certified and next generations 911 capable
4. Transparency disclosure of past and present economic interests in Public Safety IT vendors (letter attached).

Team Structure: An overall team structure will be utilized to involve all key stakeholders in the design of the system and evaluation of proposals while providing executive level advisement and oversight (see attached Team Structure)

All team members will be required to execute a Conflict of Interest Disclosure Statement (attached).

Conflict of Interest Disclosure

- Team members were required to execute a Conflict of Interest Disclosure Statement to ensure unbiased participation

Conflicts of Interest Disclosure Statement

The City of Detroit's Finance Department Purchasing Division (referred to below as "the City") requires that each individual who is involved in the evaluation, decision, and recommendation of proposals submitted for an integrated Public Safety Information Technology solution to disclose and existing or potential conflicts of interest between his or her personal or family financial involvements and any of the vendor's that submit a proposal.

To summarize the requirements, each evaluation and sub-committee team member must disclose to the Executive Steering Committee any potential financial interests in any of the proposal respondent companies. Since the specific proposing companies are not yet known, the undersigned individual agrees to make any potential conflicts of interest known to the Executive Steering Committee once the potential conflict is realized. If there is a question of potential conflict, the undersigned is to make the issue known to the Executive Steering Committee who will then make a determination if a conflict exists. (Examples of non-financial conflicts include job offer from vendor, family member employed by vendor, etc.)

The Steering Committee will review any disclosures and make a judgment as to whether a problematic conflict exists.

Team Member Name: _____

Title and Department: _____

Please Check One:

Do you (including your spouse and dependents) have any financial interests in any In companies that may submit a proposal for the Integrated Public Safety IT solution?

NO

YES

If you answered YES, please describe the company and conflict: _____

Do you agree to notify the Executive Steering Committee of any known or potential conflict of interest with any of the proposing companies once the potential conflict is realized?

NO

YES

Sign and date here:

Signed

Date

Results

1. Request for Proposal was developed and approved with everyone's input
2. User Requirements for CAD, Police Records Management (RMS) and Fire RMS systems were developed, reviewed and approved with everyone's input
3. RFP was advertised on January 23, 2015
4. Six (6) proposals were received on February 23, 2015
 - a. CLEMIS
 - b. New World Systems
 - c. TriTech
 - d. Intergraph
 - e. SunGard
 - f. Motorola

Solution Overview

- DPD needs an integrated software suite where all applications exchange and reuse data.
- CAD is the foundation of successful incident initiation and data collection. CAD must be a mature product and able to handle the call volume of DPD, approximately 1.5 million calls a year.
- RMS must receive data from CAD, including geospatial data, and send data to other applications within the suite of products. RMS must have data validation and reuse existing person and place information to ensure that officers know who they are dealing with when they are dealing with them.
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SunGard Public Sector

- SunGard Public Sector is a North Carolina company. There are 12 agencies in Wayne County using SunGard Public Sector CAD and RMS, including the Wayne County Sheriff’s Department. SunGard Public Sector is also used by many agencies across the state of Michigan.
- All SunGard Public Sector applications are fully integrated ensuring one time data entry.
- SunGard Public Sector CAD is a mature product and is able to handle DPD call volume.
- SunGard Public Sector Mobile is fully integrated with CAD and RMS with bilateral data exchanges.
- SunGard Public Sector RMS receives data from CAD and mobile and is sends data to ancillary modules. SunGard Public Sector is Michigan Incident Based Crime Reporting (“MICR”) compliant.
- SunGard Public Sector has a booking module that sends data to livescan devices ensuring that MSP receives complete, timely, and accurate data.
- SunGard Public Sector has all ancillary modules that DPD requires. All ancillary modules have referential data connections to RMS and CAD is applicable.
- SunGard Public Sector has successfully exchanged data bi-directionally with the Wayne County Prosecuting Attorney.

Conclusion

- SunGard Public Sector provides a complete solution for DPD, Fire Department and EMS. DPD would have a single vendor to work with to implement the total solution and would control how the applications are configured and what data is captured. The importance of having an integrated product cannot be over emphasized due to the difficulties of establishing data exchanges between disparate products.
- SunGard Public Sector is also the most economical solution.

Public Safety IT Solution - Phase Two Scoring Summary

Demo Ranking and BAFO

Please do not duplicate scores for vendors.

Ranking		SunGard 1	Intergraph 2	TriTech 3
Vendors				
CAD:	Weight:			
User Interface	5	5	2.5	1
Functionality	5	5	2.5	1
Police RMS:				
User Interface	5	5	2.2	1
Functionality	5	5	2.5	1
Fire RMS:		Firehouse	Zoll	
User Interface	5	5	2.5	
Functionality	5	5	2.5	
Additional Modules:				
User Interface	5	5	2.5	1
Functionality	5	5	2.5	1
Scores:		40	20	6
Continuity - overall usability		25	12.5	1
Training Types				
Online Resources	5	5	2.5	1
Train the Trainer - initial	5	5	2.5	1
Train the Trainer 90 day follow up	5	5	2.5	1
Modification Willingness - Test Scenario	10	10	5	1
Data Transfer	10	10	5	1
Scores:	60	60	30	6
Grand Scores	100	100	49	12
Pricing				
License		1.85 MM	3.4	2.1
Install		1.11 MM	1.9	1.3
Subtotal		2.96 MM	5.3 MM	3.4 MM
Warranty		Inc	1 MM	Inc
Yr 2 Support		350 K	1.1 MM	600 K
Grand Total		3.25 Mil	7.4 Mil	4.0 Mil

Notes on City call volume

Nick

Under 400K obligated service for CAD - Non obligated calls brought us up to 700K
SunGard largest client Cumberland/Fayetteville; 2014 718K Dispatched calls; 2015 more than 1MM

Per Chrystal

Many calls are referred out to other agencies.
Does SunGard

Rating meeting attendees:

Jamar Rickett

Voting Members:

Chrystal Watkins

Scott Hayes ***Recused

Mike Saraino

Jack Fennessy

Nick Giacinto

Kevin Harris

Lorraine White

Kyla Wyatt

Donald Bryant

Public Safety IT Solution - Proposal Scoring Summary

RANK											
Vendor:											
Price (Overall Bid Price) (40 pts)											
Executive Summary (5 pts)											
Vendor Background and Qualifications (10 pts)											
Performance History (10 pts)											
Customer References (15 Pts)											
Response to Functional Requirements (15 pts) (Four voting members on this requirement)											
Respondent's Financial and Operational Stability (5 pts)											
Supplier Score											
Software Requirements and Descriptions (10 pts)											
Implementation and Support (15 pts)											
Pricing Proposal (10 pts)											
License Agreement (5 pts)											
Supplier Score											
Supplier Total Score (61.00 pts)											
Evaluation Scoring											
Executive Summary											
Vendor background and Quas											
Performance History											
Customer References											
Response to Functional Requirements											
Financial and Operational Stability											
Software Requirements											
Implementation and Support											
Pricing Proposal											
License Agreement											
	5	1	3	4	2						
	8	2	6	10	4						
	8	2	6	10	4						
	12	3	15	9	6						
	15	3	12	9	6						
	5	3	1	4	2						
	53	14	43	46	24						
	10	2	6	8	4						
	15	3	12	9	6						
	6	8	10	2	4						
	2	5	4	1	3						
	33	18	32	20	17						
	5.0	10.0	10.0	15.0	15.0	5.0	10.0	15.0	10.0	8.0	5.0
	4.0	8.0	8.0	12.0	12.0	4.0	8.0	12.0	8.0	4.0	4.0
	3.0	6.0	6.0	9.0	9.0	3.0	6.0	9.0	6.0	3.0	3.0
	2.0	4.0	4.0	6.0	6.0	2.0	4.0	6.0	4.0	2.0	2.0
	1.0	2.0	2.0	3.0	3.0	1.0	2.0	3.0	2.0	1.0	1.0

Voting Committee Members

Lt. Kara Wyatt
Sgt. Jamar Rickett
Mark Jackson
Cmdr. Nicholas Giacinto

Scott Hayes
Jack Fennessey
Lorraine White

OCT 06 2015



REQUEST FOR INCOME TAX CLEARANCE

REQUESTING DEPARTMENT/DIVISION: Accounting

E-MAIL ADDRESS: Sales_tax@sungardps.com

CONTACT NAME: Stephanie B. PHONE: (407) 304-3090 FAX: (407) 304-1045

Type of Clearance: New Renewal (Please submit 30 days prior to submitting bid or expiration date)

To:
A. City of Detroit
Income Tax Division
Coleman A. Young Municipal Center
2 Woodward Avenue, Ste. 1220
Detroit, MI 48226

Phone: (313) 224-3328 or 224-3329
Fax: (313) 224-4588

For:
Individual or
Company Name SunGard Public Sector Inc
Address 1000 Business Center Dr

City Lake Mary
State FL Zip Code 32746
Telephone (407) 304-3235 Fax # (407) 304-1045
E-mail Address sales_tax@sungardps.com

B. Name of Chief Financial Officer/Authorized Contact Person
(Include address if different from above)

Chris Coleman

Employer Identification or Social Security Number
59-2133858

Telephone # (407) 304-3147
Fax # (407) 304-1045

Spouse Social Security Number

Nature of Contract _____

BID CONTRACT AMOUNT (if known):
Labor: \$ _____ Material: \$ _____

Contract # (if known) _____

C. ALL QUESTIONS MUST BE ANSWERED TO EXPEDITE APPROVAL PROCESS. ANY QUESTION NOT ANSWERED MAY RESULT IN A DENIAL OF INCOME TAX CLEARANCE.

Check One: Individual Corporation Partnership Estate & Trust

INDIVIDUALS ANSWER QUESTIONS 1,2,3,4.

- 1. Have you filed joint returns with spouse during the last seven (7) years? (If yes, include spouse SSN above) Yes No
- 2. Are you a student, and/or claimed as a dependent on someone else's tax return? Yes No
- 3. Were you employed in the City of Detroit during the last seven (7) years? Yes No
- 4. Were you a resident of Detroit during the last seven (7) years? Yes No

CORPORATIONS AND PARTNERSHIPS ANSWER QUESTIONS 5,6,7.

- 5. Is the company a new business in Detroit? If yes, attach Employer Registration (Form DSS-4). Yes No
- 6. Will the company have employees working in Detroit? Yes No **MAYBE**
- 7. Will the company use sub-contractors or independent contractors in Detroit? Yes No **MAYBE**

D. FOR INCOME TAX USE ONLY

Has the contractor complied with the provisions of the City Income Tax Ordinance?

Yes No Signature LUCRETIA JENNINGS Date OCT 08 2015 Expires OCT 08 2016

Yes No Signature _____ Date _____ Expires _____

Yes No Signature _____ Date _____ Expires _____

VISIT OUR WEBSITE FOR INFORMATION AND TAX FORMS AT: www.detroitmi.gov

NOTE: An approved Income Tax Certificate may be used in multiple city wide departments that require a bid. Please e-mail your completed request form (preferably in pdf format) to: IncomeTaxClearance@detroitmi.gov

CITY OF DETROIT

ACCOUNTS RECEIVABLE CLEARANCE APPLICATION
2 WOODWARD AVENUE, SUITE 105, COLEMAN A YOUNG MUNICIPAL CENTER
REVENUE COLLECTIONS UNIT (313) 224-4087 / FAX: 224-4238 / RevenueCollections@DetroitMi.gov

SECTION A: BUSINESS LICENSE BUDGET CITY COUNCIL DDOT DPW FINANCE FIRE HEALTH
 HUMAN RIGHTS LAW MAYOR OMBUDSMAN PLANNING & DEVELOPMENT POLICE PURCHASING
 RECREATION WATER & SEWAGE OTHER _____

ADDRESS OF DEPARTMENT CAYMC, Suite 1008

DATE SENT _____ CONTACT PERSON Michael Sullivan

PHONE NUMBER 313-224-0959 FAX NUMBER _____ EMAIL Sullivanm@detroitmi.gov

CONTRACT AMOUNT \$ _____

SECTION B: CORPORATION LICENSE TYPE BUSINESS
CORPORATION NAME SUNGARD PUBLIC SECTOR INC
ADDRESS 1000 BUSINESS CENTER DR CITY/STATE/ZIP LAKE MARY, FL 32746 OWN LEASE
CITY PERSONAL PROPERTY NUMBER _____ FID / EIN NUMBER 59-2133858
OTHER CITY-OWNED PROPERTY PARCELS _____
CONTACT PERSON BRIAN PAGELS PHONE NUMBER 800-727-8088 EMAIL ADDRESS brian.pagels@sungardps.com

SECTION C: PARTNERSHIP LICENSE TYPE _____
BUSINESS NAME _____
BUSINESS ADDRESS _____ CITY/STATE/ZIP _____ OWN LEASE
CITY PERSONAL PROPERTY NUMBER _____ FID / EIN NUMBER _____
A. PARTNER'S NAME _____ PHONE NUMBER _____
HOME ADDRESS _____ CITY/STATE/ZIP _____ OWN LEASE
DRIVER'S LICENSE # _____ OTHER CITY-OWNED PROPERTY PARCELS _____
B. PARTNER'S NAME _____ PHONE NUMBER _____
HOME ADDRESS _____ CITY/STATE/ZIP _____ OWN LEASE
DRIVER'S LICENSE # _____ OTHER CITY-OWNED PROPERTY PARCELS _____

CONTACT PERSON _____ PHONE NUMBER _____ EMAIL ADDRESS _____

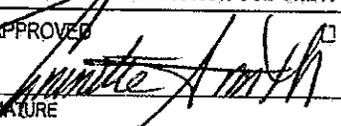
SECTION D: SOLE PROPRIETORSHIP LICENSE TYPE _____
BUSINESS NAME _____
BUSINESS ADDRESS _____ CITY/STATE/ZIP _____ OWN LEASE
CITY PERSONAL PROPERTY NUMBER _____ FID / EIN NUMBER _____
OWNER'S NAME _____ DRIVER'S LICENSE # _____ PHONE NUMBER _____
HOME ADDRESS _____ CITY/STATE/ZIP _____ OWN LEASE
OTHER CITY-OWNED PROPERTY PARCELS _____
EMAIL ADDRESS _____

SECTION E: PERSONAL SERVICES
NAME _____ ADDRESS _____ OWN LEASE
CITY/STATE/ZIP _____
PHONE NUMBER _____ DRIVER LICENSE # _____
OTHER PROPERTY ADDRESSES OWNED IN WITHIN DETROIT _____
SOCIAL SECURITY NUMBER _____ EMAIL ADDRESS _____

FOR TREASURY COLLECTION USE ONLY:

APPROVED DENIED

SIGNATURE



DATE

OCT 08 2015

DENIED WITH ATTACHMENTS

CLEARANCE VALID UNTIL

JAN 15 2016

REVENUE COLLECTIONS
APPROVED
CONTRACT CLEARANCES

REVISED 7-12-2012
COVENANT OF EQUAL OPPORTUNITY
(Application for Clearance – Terms Enforced After Contract is Awarded)

I, being a duly authorized representative of Sungard Public Sector (hereinafter "Contractor"), am hereby authorized to enter into a Covenant of Equal Opportunity, (hereinafter "Covenant") with the City of Detroit, ("hereinafter" City); obligating the Contractor and all sub-contractors, not to discriminate against any employee or applicant for employment, training, education, or apprenticeship connected directly or indirectly with the performance of the contract, with respect to his/her hire, promotion, job assignment, tenure, terms, conditions or privileges of employment because of race, color, religious beliefs, public benefit status, national origin, age, marital status, disability, sex, sexual orientation, or gender identity or expression; except as otherwise exempted under City Code, Ordinance No. 27-2-12.

Contractor will ensure that the City of Detroit Human Rights Department shall receive notification of all potential sub-contractors and a copy of their Covenant prior to the commencement of work on any City of Detroit contract. Contractor further agrees that the City of Detroit reserves the right to require additional information prior to, during, and at any time after the Covenant is fully executed.

Furthermore, Contractor agrees that this Covenant is valid for the life of the contract and/or for a specified period of time as indicated below and that a breach of this Covenant shall be deemed a material breach of contract and be subject to damages pursuant to City Code, Ordinance No. 27-3-2, Section (e).

RFQ / PO No.: (if applicable) _____

Duration of Covenant _____ to _____

Printed Name of Contractor/Organization Sungard Public Sector
(Type or Print Legibly)

Contractor Address Lake Mary, Florida, 32746
(City) (State) (Zip)

Contractor Phone/E-mail 407-304-3090 / Lisa.Neumann@sungardps.com
(Phone) (E-mail)

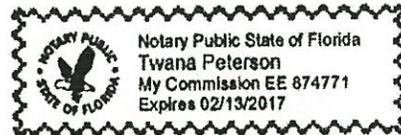
Printed Name & Title of Authorized Representative Lisa Neumann / Controller

Signature of Authorized Representative: [Signature]

Date: 10/5/2015

*** This document **MUST** be notarized ***

Signature of Notary: Twana Peterson
Printed Name of Seal of Notary: Twana Peterson
My Commission Expires: 02/13/2017



FOR CONTRACTING DEPARTMENT USE ONLY

Date Rec'd: _____ Received by: _____ Title: _____

Please fax a COPY of the notarized Covenant and Award Letter to the Human Rights Department (313) 224-3434



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
10/09/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. Philadelphia PA Office One Liberty Place 1650 Market Street Suite 1000 Philadelphia PA 19103 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105		
	E-MAIL ADDRESS:		
INSURED SunGard Capital Corp. Its Companies & Subsidiaries 680 East Swedesford Road Wayne PA 19087 USA	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: The Charter Oak Fire Insurance Company		25615
	INSURER B: Travelers Property Cas Co of America		25674
	INSURER C: The Travelers Indemnity Co.		25658
	INSURER D:		
	INSURER E:		
INSURER F:			

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER: 570059784027** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY			6600D923415	05/01/2015	05/01/2016	EACH OCCURRENCE	\$1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
	<input checked="" type="checkbox"/> Contractual Liability						MED EXP (Any one person)	\$10,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC							PERSONAL & ADV INJURY
	OTHER:						GENERAL AGGREGATE	\$2,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
							Total Aggregate per policy	\$10,000,000
B	AUTOMOBILE LIABILITY			TJ-CAP-8045X05A-TIL-15	05/01/2015	05/01/2016	COMBINED SINGLE LIMIT (Ea accident)	\$2,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person)	
	<input checked="" type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS						BODILY INJURY (Per accident)	
	<input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	
							Comp/Coll Deductible	\$2,500
	UMBRELLA LIAB						EACH OCCURRENCE	
	EXCESS LIAB						AGGREGATE	
	DED							
	RETENTION							
C B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	TRKUB8045X04815 (AZ, MA, WI)	05/01/2015	05/01/2016	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
							E.L. EACH ACCIDENT	\$1,000,000
				TC2JUB8045X01215 (AOS)	05/01/2015	05/01/2016	E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	\$1,000,000

Certificate No : 570059784027

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 City of Detroit is included as Additional Insured in accordance with the policy provisions of the General Liability policy.

CERTIFICATE HOLDER	CANCELLATION
City of Detroit Police Headquarters 1301 Third Ave., Suite 767-South Detroit MI 48226 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 

Hiring Policy Compliance Affidavit

I, Lisa Neumann, being duly sworn, state that I am the Controller
_____ of SunGard Public Sector
Title Name of Bidder Corporation or Other Business Entity

and that I have reviewed the hiring policies of this employer. I affirm that these policies are in compliance with the requirements of Article V, Division 6 of the Detroit City Code of 1984, being Sections 18-5-81 through 18-5-86 thereof. I further affirm that this employer will not inquire or consider the criminal convictions of applicants for employment needed to fulfill the terms of any City contract that may result from the competitive procedure in connection with which this affidavit is submitted, until such times as the employer interviews the applicant or determines that the applicant is qualified.

In support of this affidavit, I attach a copy of the application form that will be used to hire employees needed to fulfill the terms of any City contract that may result from the competitive procedure in connection with which this affidavit is submitted.

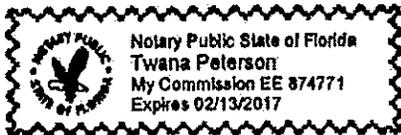
SIGNED,

Lisa Neumann

Title: Controller Date: 10/5/15

STATE OF Florida)
COUNTY OF Seminole) SS

The foregoing Affidavit was acknowledged before me the 5th day of Oct., 2015,
by Twana Peterson.



Notary Public, County of Seminole

State of Florida

My commission expires: 2/13/2017

SUNGARD®

Employment Application For SunGard Data Systems Inc. and its Subsidiaries

a. This Application is for (check one):

SunGard Data Systems Inc., Corporate Office

SunGard Subsidiary Name _____

Address _____

SunGard Data Systems, Inc. and its subsidiaries are equal opportunity employers. All Qualified persons will receive consideration without regard to race, color, religion, sex, national origin, age, disability, veteran status, marital status, sexual orientation, citizenship status or any other consideration made unlawful by applicable federal, state, or local laws. SunGard prohibits discrimination and/or harassment of applicants or employees based on any legally protected characteristics.

General	Name—Last, First, Middle _____		
	Current Mailing Address—Street Number _____		City, State _____
	Zip Code _____		
	Home Address—If Different From Above _____		
	Phone Number—Home _____	Work Or School _____	
Email Address _____			
Do you have a legal right to work in the U.S. as provided under the Immigration Reform and Control Act of 1986? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Position Desired	Position Applying For: _____		

	When Will You Be Available For Employment? _____		

	Would You Relocate? <input type="checkbox"/> Yes <input type="checkbox"/> No	Will You Travel? <input type="checkbox"/> Yes <input type="checkbox"/> No	% Travel Acceptable _____ %
	Indicate Geographical Locations For Which You Want To Be Considered _____		
How Did You Become Interested In SunGard?			
<input type="checkbox"/> Self Initiated	<input type="checkbox"/> Advertisement*	<input type="checkbox"/> Employment Referral*	
<input type="checkbox"/> Agency*	<input type="checkbox"/> Agency*	<input type="checkbox"/> Agency*	
*If You Wish, Mention Specific Source _____			
Do You Have Any Relatives Employed By SunGard or Its Subsidiaries? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please State Name and Relationship. _____			
Have You Ever Been Employed By SunGard or Its Subsidiaries? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Give Date Employed _____ and Position _____			
Have You Previously Applied For Employment With SunGard or Its Subsidiaries? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Give Date _____ and Position _____			

Type Of School	Name & Address	Major Degrees Received	Standing in Class (Quartile)	Grade Point Avg.	List Your Course Or Academic Major
High					
College University Or Other					
Graduate					

If you graduated within the last 5 years, please list two faculty members who are well acquainted with your general abilities.

Education	Name	School	Telephone	Department	Address

Scholastic Honors, Honorary Societies, Fellowships And Scholarships:

Special Projects Completed (Research, Publications, Talks, Etc.):

Additional Courses Or Training Programs:

Titles of Thesis Or Publications:

Indicate Additional Skills Or Qualifications That You Possess (i.e. PC Familiarity, Software Proficiency, Accounting/Finance/Legal/Human Resources/ Sales Experience, Etc.). If you served in the military, and gained practical or technical experience that you feel would be relevant to the position you are applying for, please describe that experience here.

Skills

I authorize the references listed to give SunGard, or any third party representing SunGard, any and all information concerning my previous employment and any pertinent information they may possess. I release from liability or responsibility all persons, companies or corporations supplying any information to SunGard or its subsidiaries.

References:

	Name	Address	Telephone #	Relationship
1.				
2.				
3.				

In the Spaces Below, State Your Past Employment Showing Your Most Recent Employer First

		From		To		Number Of Years	Brief Description Of Your Duties And Responsibilities	
		Month	Year	Month	Year			
Employment Record	1	Employer						
	Number and Street							
	City and State							
	Telephone	Area Code						
	Type Of Business							
	Your Position							
	Supervisor						May We Contact? <input type="checkbox"/> Yes <input type="checkbox"/> No	
	Base Salary Annually						Reason For Leaving	
	Starting			Final				
		2	From		To		Number Of Years	Brief Description Of Your Duties And Responsibilities
		Month	Year	Month	Year			
	Employer							
	Number and Street							
	City and State							
	Telephone	Area Code						
	Type Of Business							
	Your Position							
	Supervisor						May We Contact? <input type="checkbox"/> Yes <input type="checkbox"/> No	
	Base Salary Annually						Reason For Leaving	
	Starting			Final				
	3	From		To		Number Of Years	Brief Description Of Your Duties And Responsibilities	
		Month	Year	Month	Year			
	Employer							
	Number and Street							
	City and State							
	Telephone	Area Code						
	Type Of Business							
	Your Position							
	Supervisor						May We Contact? <input type="checkbox"/> Yes <input type="checkbox"/> No	
	Base Salary Annually						Reason For Leaving	
	Starting			Final				

It is the policy of SunGard Data Systems, Inc. and its subsidiaries to provide a drug-free work place. If employed by SunGard, I agree that I will comply with all aspects of SunGard's Substance Abuse Policy and Program for the duration of my employment. I understand that compliance with SunGard's Substance Abuse Policy is a condition of my employment and I am aware that violations of that policy will subject me to disciplinary action. I acknowledge that I may review SunGard's Substance Abuse Policy and Program upon request.

I agree to submit to legally permissible drug testing upon an offer of employment from SunGard Data Systems, Inc. and/or its subsidiaries and prior to starting work. I agree that any offer of employment is contingent upon my receiving a negative test result.

I understand that should I accept an offer of employment, SunGard Data Systems, Inc. and its subsidiaries, to the extent legally permissible, shall have the right to require that I submit to additional drug testing as a continuing condition of employment as the Company deems necessary in accordance with its Substance Abuse Policy to comply with customer or other business requirements.

I understand that SunGard Data Systems, Inc. and its subsidiaries have a smoke-free workplace program and acknowledge that smoking is not permitted in Company offices. If employed by SunGard, I agree to comply with all aspects of the program for the duration of my employment. I am aware that violations of the policy will subject me to disciplinary action.

I understand that SunGard Data Systems, Inc. or its subsidiaries may share the information contained in this application with other SunGard employees for employment and administrative purposes and hereby consent to such transfer.

I hereby authorize SunGard Data Systems, Inc. and/or its subsidiaries to conduct any necessary investigation regarding my background as it relates to the position I am seeking and to the extent permitted by federal, state, and local law.

I agree to complete the requisite authorization forms for the background investigation. I hereby release all parties from any liability in connection with the provision and use of such information.

Note to Rhode Island Applicants: The Company is subject to Chapters 29-38 of Title 28 of the General Laws of Rhode Island, and is therefore covered by the state's workers' compensation law.

Massachusetts' Applicants: I understand that it is unlawful in Massachusetts to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal penalties and civil liability.

Maryland Applicants: I UNDERSTAND THAT UNDER MARYLAND LAW, AN EMPLOYER MAY NOT REQUIRE OR DEMAND, AS A CONDITION OF EMPLOYMENT, PROSPECTIVE EMPLOYMENT OR CONTINUED EMPLOYMENT, THAT ANY INDIVIDUAL SUBMIT TO OR TAKE A LIE DETECTOR OR SIMILAR TEST. AN EMPLOYER WHO VIOLATES THIS LAW IS GUILTY OF A MISDEMEANOR AND SUBJECT TO A FINE NOT EXCEEDING \$100.

I understand and agree that this Employment Agreement is not an offer or contract of employment. If I become employed by SunGard Data Systems Inc. or any of its subsidiaries, I understand that my employment will be "at-will" and that either I or SunGard can terminate it at any time with or without cause or notice.

I certify that all of the information furnished on this application and during the application process is true, complete and correct to the best of my knowledge. I understand that any falsification, misrepresentation or omission of facts called for may result in refusal to hire or, if hired, may result in my dismissal at any time regardless of when the false answer or omissions were discovered.

Signature		Date
For Office Use Only		
Received By	Location	Date

SUNGARD®

CITY OF DETROIT
SLAVERY ERA RECORDS AND INSURANCE DISCLOSURE AFFIDAVIT

1. Name of Contractor: SunGard Public Sector
2. Address of Contractor: 1000 Business Center Drive
Lake Mary, FL 32746

3. Name of Predecessor Entities (if any): _____

4. Prior Affidavit submission? No ___ Yes, on: _____
(Date of prior submission)
If "No", complete Items 5 and 6.

If "Yes", list date of prior submission above, go to Item 6 and execute this Affidavit.

5. Contractor was established in 1981 (year) and did not exist during the slavery era in the United States, is not a successor in interest to any entity that existed during such time, and therefore has no relevant records to search, or any pertinent information to disclose.

___ Contractor has searched their records and those of any predecessor entity, and has found no records that they or any predecessor(s) made any investments in, or derived profits from the slave industry or from slave holder insurance policies.

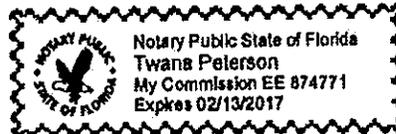
___ Contractor has found records that they or their predecessor(s) made investments in, or derived profits from, the slave industry or slave holder insurance policies. The nature of the investment, profits, or insurance policies, including the names of any slaves or slave holders, is disclosed in the attached document(s).

6. I declare that the representations made in this Affidavit are accurate to the best of my knowledge and are based upon a diligent search of records in the Contractor's possession or knowledge. All documentation attached to this Affidavit reflects full disclosure of all records that are required to be disclosed to the City of Detroit. I also acknowledge that any failure to conduct a diligent search, or to make a full and complete disclosure, shall render this contract voidable by the City of Detroit.

Lisa Neumann (Printed Name) Controller (Title)
[Signature] (Signature) 10/5/2015 (Date)

Subscribed and sworn to before me
this 5th day of October, 2015

Twana Peterson
Notary Public, Seminole County, Michigan
My Commission expires: 2/13/2017



(EXHIBIT C - continued)

STATEMENT OF POLITICAL CONTRIBUTIONS AND EXPENDITURES

Except as set forth above, I certify that no contributions or expenditures were made to elective city officials within the previous four (4) years by the contractor, its affiliates, subsidiaries, principals, officers, owners, directors, agents, assigns, and, if any of the foregoing are individuals, their spouses.

I understand that the information provided in this disclosure will be relied upon by the City of Detroit in evaluating the proposed bid, solicitation, contract, or lease. I swear [or affirm] that the information provided is accurate. If I am signing on behalf of an entity, I swear [or affirm] that I have the authority to provide this disclosure on behalf of the entity.

Sign name: Lisa Neumann

Print name: Lisa Neumann, Controller, SunGard Public Sector Inc.

Sworn and subscribed to before me
on October 5, 2015 [by Lisa Neumann, the
Controller of the above named contractor/vendor, an authorized
representative or agent of the contractor/vendor]

Sign: Karen Cassandra Kars
Print: Karen Cassandra Kars
Notary Public, Seminole County, Michigan, ~~Florida~~
Acting in Seminole County
My Commission Expires: April 22, 2017



KAREN CASSANDRA KARS
MY COMMISSION # FF 010895
EXPIRES: April 22, 2017
Bonded Thru Budget Notary Services

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RETURN TO SEARCH

SUNGARD PUBLIC SECTOR INC. 1000 BUSINESS CENTER DR
 DUNS: 101219662 CAGE Code: 416K1 LAKE MARY, FL, 32746-5585,
 Status: Active UNITED STATES

Expiration Date: 01/06/2016
 Purpose of Registration: All Awards

Entity Overview

Entity Information

Name: SUNGARD PUBLIC SECTOR INC.
Business Type: Business or Organization
POC Name: Linda Hickman
Registration Status: Active
Activation Date: 01/06/2015
Expiration Date: 01/06/2016

Exclusions

Active Exclusion Records? No





DETROIT
CITY CLERK
2014 SEP 25 P 7:03

**EMERGENCY MANAGER
CITY OF DETROIT**

ORDER No. 39

ORDER TO CREATE THE DEPARTMENT OF INNOVATION AND TECHNOLOGY

BY THE AUTHORITY VESTED IN THE EMERGENCY MANAGER
FOR THE CITY OF DETROIT
PURSUANT TO MICHIGAN'S PUBLIC ACT 436 OF 2012,
KEVYN D. ORR, THE EMERGENCY MANAGER,
ISSUES THE FOLLOWING ORDER:

Whereas, on March 28, 2013, Michigan Public Act 436 of 2012 ("PA 436") became effective and Kevyn D. Orr became the Emergency Manager (the "EM") for the City of Detroit (the "City") with all the powers and duties provided under PA 436; and

Pursuant to Section 9(2) of PA 436, the EM "shall act for and in the place and stead of" the Detroit Mayor (the "Mayor") and the Detroit City Council (the "City Council"); and

Section 9(2) of PA 436 also grants the EM "broad powers in receivership to rectify the financial emergency and assure the fiscal accountability of the [City] and the [City's] capacity to provide or cause to be provided necessary governmental services essential to the public health, safety and welfare;" and

Section 9(2) of PA 436 prohibits, during the pendency of receivership, the Mayor and City Council from exercising "any of the powers of those offices except as may be specifically authorized by the [EM] or as otherwise provided by [PA 436] and are subject to any conditions required by the [EM];" and

Pursuant to Section 10(1) of PA 436, the EM may "issue to the appropriate local elected and appointed officials and employees, agents, and contractors of the local government the orders the emergency manager considers necessary to accomplish the purposes of this act;" and

Pursuant to Section 12(1)(b) of PA 436, "notwithstanding any charter provision to the contrary," the EM may "[a]mend, revise, approve, or disapprove the budget of the local government and limit the total amount appropriated or expended;" and

Section 12(1)(g) of PA 436 authorizes the EM, "notwithstanding any charter provision to the contrary," to "[m]ake, approve, or disapprove any appropriation, contract, expenditure, loan, the creation of any new position, or the filling of any vacancy in a position by any appointing authority;" and

Section 12(1)(i) of PA 436 authorizes the EM, "notwithstanding any charter provision to the contrary," and "[n]otwithstanding any minimum staffing level requirement established by charter or contract, [to] establish and implement staffing levels for the local government;" and

Section 12(1)(n) of PA 436 authorizes the EM, "notwithstanding any charter provision to the contrary," to "consolidate or eliminate departments of the local government or transfer functions from one department to another and appoint, supervise, and, at his or her discretion, remove administrators, including heads of departments other than elected officials;" and

Section 12(1)(ff) of PA 436 authorizes the EM, "notwithstanding any charter provision to the contrary," to "[r]emove, replace, appoint, or confirm the appointments to any office, board, commission, authority, or other entity which is within or is a components unit of the local government;" and

The EM, in consultation with the Mayor, has determined that it is necessary and appropriate to establish a centralized information technology management organization within the Information Technology Services Department, under the direction of the Chief Information Officer ("CIO"). Further, the EM believes that this addition is necessary to safeguard and assure information technology internal controls to help facilitate financial accountability, management and compliance of the City.

It is hereby ordered that:

1. All actions taken by the CIO under this order shall be taken under the supervision of, and with the approval of, the Mayor, or with respect to matters relating to the Bankruptcy Case or the Plan of Adjustment, under the supervision of, and with the approval of, the EM while he is in office.
2. The CIO is directed to establish a Department of Innovation and Technology (the "Department of DOIT"). The CIO shall be the director of the Department of DOIT. The Department of Information Technology Services shall become a division of the Department of DOIT. The Director and Deputy Director of the Department of Information Technology Services (the Director and Deputy Director of Data Processing under Section 230 of the Executive Organization Plan of the City) shall serve as the director and deputy director of the division of Information and Technology Services at the pleasure of the CIO.
3. The CIO shall have direct and indirect oversight of all information technology functions of the City including, but not limited to, the development, maintenance, and use of computer systems, software, and networks for the processing and distribution of data, including any

technology used for communications such as any mobile devices, accessories thereof; website design and deployment; hosting services; technology consulting services; and/or future innovations and advancements.

4. The CIO is directed to establish a centralized information technology organizational structure in the Department of DOIT. The Department of DOIT shall provide centralized management oversight, control and direction to all information technology related components of other City departments, divisions and agencies. The CIO shall have the power, with the consent of the Mayor, to appoint up to eight employees within the Department of DOIT who report to the CIO for purposes of carrying out the functions of the Department of DOIT and serve at the pleasure of the Mayor.
5. The CIO shall create organizational components within the Department of DOIT that support its mission. The CIO, as necessary, shall have the authority to create additional subordinate organizational components within the Department of DOIT and to select appropriate staff. The CIO shall have the ability to modify the responsibilities of the Division of Information Technology Services, its organization structure, and its name as part of this restructuring.
6. All information technology related positions in each of the City's departments, divisions and agencies shall report to the CIO. Each department, division and agency shall include in its annual budgets the full funding of all information technology related positions performing information technology functions.
7. The Budget Director shall take the steps necessary to carry out the purposes of this Order, including transferring related appropriations to Department of DOIT with the written approval of the Chief Financial Officer.
8. No department, division or agency may acquire or otherwise deploy any information technology without the express approval of the CIO. It is understood that department directors have a major role deciding whether the system application meets the programmatic requirements of a department, division or agency.
9. Notwithstanding any rule, regulation, policy, agreement, ordinance or practice to the contrary, all information technology projects and corresponding solicitations, request for invitations, request for proposals and any other type of procurement for information technology, shall be reviewed and approved by the CIO, in coordination with the Chief Financial Officer ("CFO"), prior to release for bids.
10. Notwithstanding any rule, regulation, policy, agreement, ordinance or practice to the contrary, the CIO, in coordination with the CFO, and with approval from the Mayor, has the authority to identify, negotiate, award, sign contracts, and procure new finance and human resource information technology management systems for the City, as well as, new public safety information technology solutions related to Enterprise Resource Planning, Computer Aided Dispatch and Human Resources Information Systems.

11. The CIO is directed to dedicate appropriate staff and resources to the City Council and its staff to ensure adequate information technology support. Such information technology staff shall be under the direction of City Council
12. Notwithstanding any City or human resources rule, regulation, policy, agreement, ordinance, or practice to the contrary, including but not limited to the City's Civil Service Rules, the CIO shall have the authority, with the approval of the CFO and in consultation with the Director of Human Resource Department:
 - a. Determine the placement of all information technology related positions, including the selection and removal of incumbents, within the Department of DOIT and other City departments, division and agencies;
 - b. Create or modify job titles, roles, responsibilities and positions in support of the City's information technology functions, within the Department of DOIT and other City departments, divisions and agencies; and
 - c. Make recruitment, hiring, retention, promotion, demotion, reassignment and any other related personnel decisions affecting the City's information technology functions within the Department of DOIT and other City departments, divisions and agencies.

In all events, the CIO shall comply with the terms of applicable collective bargaining agreements and provide required notices to impacted employees and labor unions, if applicable.

13. Notwithstanding any City or human resource rule regulation, policy, agreement, ordinance or practice to the contrary, including, but not limited to, the City's Civil Service Rules, in consultation with the Human Resources Department, the CIO shall, create a new classification and compensation system for the positions under the authority of the CIO. The CIO shall have the authority to create compensation and salary schedules and to change said schedules based on future needs and compensation surveys to ensure competitive salaries for City information technology positions. In all events, the CIO shall comply with the terms of the applicable collective bargaining agreements and provide required notices to impacted employees and labor unions, if applicable.
14. The Human Resources Director shall file any employment position or new classification that is created on or after the date of this Order with the City Clerk and the Council on the 15th day of each month (or if such date is not a business day, the next succeeding business day), commencing on November 17, 2014. Such report shall include the compensation range of that employment position. Any new position that is created and filled shall be within available appropriations.
15. Nothing in this Order shall be interpreted as contrary to applicable law.
16. If any component of this Order is declared illegal, unenforceable, or ineffective by a court of competent jurisdiction, such component shall be deemed severable so that all other components contained in this Order shall remain valid and effective.

17. This Order shall be distributed to the Mayor, members of the City Council and all City Department Directors and Group Executives.
18. For transparency, the Executive Branch departments of the City described herein shall prepare a monthly report describing actions taken pursuant to this order on 15th day of each month (or if such date is not a business day, the next succeeding business day), commencing November 17, 2014. This report shall be filed with the City Clerk and City Council and posted on the City's website.

Dated: September ~~25~~²⁴, 2014

By:


Kevyn D. Orr
Emergency Manager
City of Detroit

cc: State of Michigan Department of Treasury
Mayor Michael Duggan
Members of Detroit City Council
City Department Directors and Group Executives