

Limit CAD Notes in MCT by Specified Agency

SUNGARD PUBLIC SECTOR
OSSI

Provided to: Williamson County, TX

SOW ID: 2336

SCR #: 2011-6069

Date: December 27, 2011

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Executive Summary

WILLIAMSON COUNTY, TX (Customer) has requested that **SUNGARD PUBLIC SECTOR INC.** (SunGard) provide a written quote and Scope of Work (SOW) ordering SunGard to undertake the application software modification project more fully described herein (also referred to as "work" or "project" or "implementation").

The purpose of this document is to provide a written SOW for this project that defines all SunGard deliverables, criteria for acceptance, resulting annual maintenance, hardware and infrastructure requirements, implementation schedule and other implementation considerations.

Items, features or functionality not specifically included in this document shall be considered outside of the SOW. Any future change will require a written Change Order approved by both parties, shall be subject to additional charges, and will likely have an impact on the implementation schedule. Change Orders shall not delay the implementation, acceptance, or payment in full of the accepted base functionality proposed within this document.

Please refer to the Section entitled, "Parties Responsibilities" which documents each party's responsibilities, any project dependencies and other important related issues.

SunGard is providing the implementation services related to the application software only to meet the specifications contained in this SOW. All other components required for a successful implementation are the responsibility of the customer.

Parties Responsibilities

Client Responsibilities

Software / Hardware

The Customer is responsible for providing the following:

1. All equipment, system software and other components to meet the needs of this project.
2. All required hardware, cable and connectors and personnel to facilitate installation thereof.

Infrastructure

1. The customer shall assign a full-time primary System Administrator (SA) and a backup System Administrator. This primary System Administrator will be SunGard's contact for all operational issues that require SunGard support. In addition, the Customer's System Administrators shall provide first line support to their own users for all application software.

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Customer Testing

1. Customer agrees to participate in a test period requiring Customer to test functionality outlined in the SOW. In addition, Customer understands that the customer test release version may also contain other new and unrelated development items that are also in a customer test stage.

SunGard Responsibilities

1. Provide the Customer with a detailed SOW for the proposed work.
2. Deliver related application software/utilities to meet the specifications agreed upon in the detailed SOW.
3. Provide a project manager and assigned staff for the project.
4. Provide a Quality Assurance Representative to serve as the point person for technical issues associated with this SOW.

Overview

SunGard currently provides a **Limit Notes Access to MCT Agency** switch in Query Server. When enabled, the Query Server application automatically suppresses the MCT Notes field for events that are not the same agency as the MCT. This is done system wide and with no exceptions.

Customer is asking SunGard to modify this feature so that each agency has the ability to pick and choose other agencies that may access their CAD call notes by MCT.

SunGard is proposing keep the current **Limit Notes Access to MCT Agency** logic, but add to it the option to support agency level configuration. In addition, a new parameter will be added to **Agency Switch Configuration** that allows an agency to define other agencies that may access their CAD Notes by MCT.

Specifications

SunGard will provide the following to meet the needs of the customer:

1. Agency Switch Configuration

- 1.1. SunGard will add a new **Share CAD Notes With** field to **Agency Switch Configuration**.
- 1.2. The **Share CAD Notes With** field is accessible only if the **Limit Notes Access to MCT Agency** feature is enabled in Query Server.
- 1.3. If an agency decides to share CAD Notes with MCT's from other agencies, the SA shall enter the agency codes for those agencies in the **Share CAD Notes With** field.

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Do not recommend multiple units with the same unit type from the same station. ☐

AVL recommend for priority

AVL recommend cutoff distance (feet) AVL recommend cutoff time (minutes)

Suppress clearance code rule checking ☐

Share CAD Notes With:
(Enter agency codes that can access. Leave blank for this agency only. Separate multiples by comma.)

Default transport mode (Emergency, Non Emergency)

Prev Next Add Duplicate Delete Search View Exit

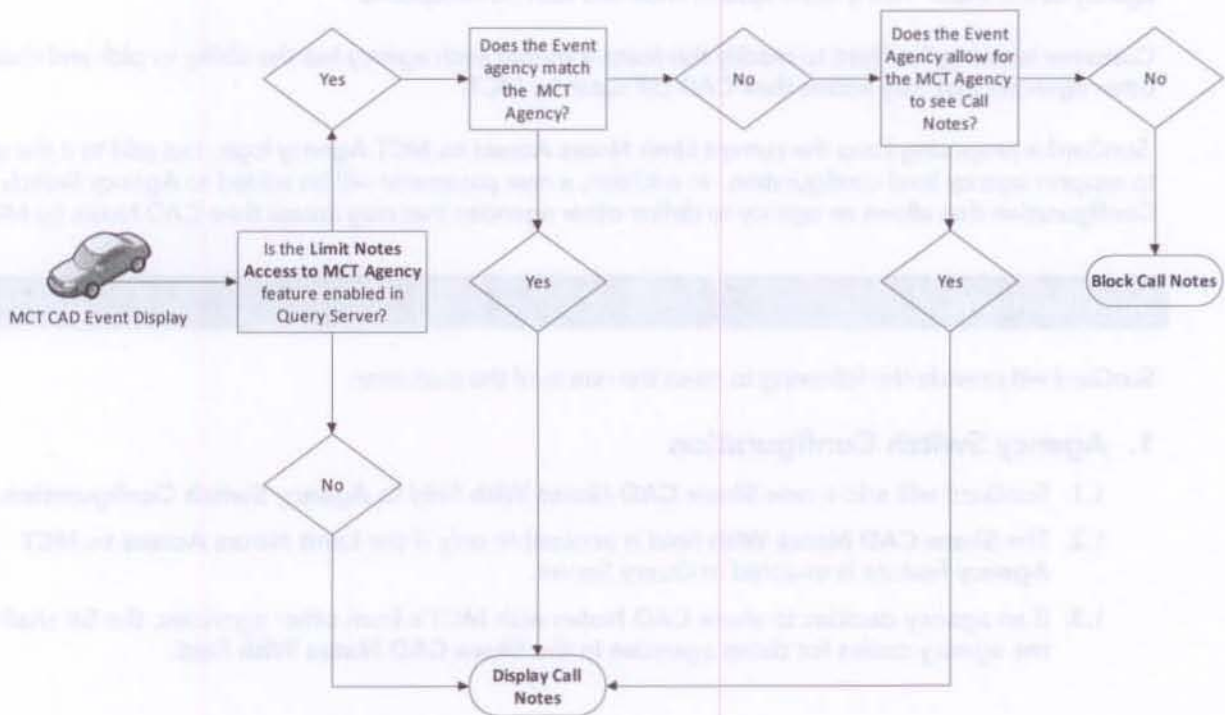
1.4. If an agency does not wish to share their CAD Notes with MCT's from other agencies, the **Share CAD Notes With** field should be left blank.

1.5. The **Share CAD Notes With** field will support the entry of multiple agency codes – each separated by a comma.

2. Query Server

2.1. SunGard will modify the current **Limit Notes Access to MCT Agency** logic in Query Server to include agency level validation as described in Section 1.

2.2. The following flow chart illustrates the proposed **Limit Notes Access to MCT Agency** logic.



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Requirements and Assumptions

1. SunGard reserves the right to make final cosmetic and functional design changes necessary to meet the objectives outlined in this SOW and to preserve current functionality within the product.
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3. Screenshots and diagrams in this document are illustrative examples only and not intended to be a true graphical representation of final work.
4. SunGard is only providing a custom software enhancement to SunGard applications outlined in this SOW. Customer agrees to be responsible for any additional hardware or software that may be required.
5. Objectives outlined in this SOW are limited only to the SunGard Mobile product and its ability to display CAD Notes from other agencies.
6. Functionality not specifically listed in this SOW is considered to be out of scope. Additional functionality may require additional development funding.
7. Unless otherwise noted in this SOW, all features of the current **Limit Notes Access to MCT Agency** feature will remain the same.
8. For events that are automatically or manually spawned to another agency for response, the initial call notes entered in the original event, up until the time of call spawn, will transfer to as part of the other agency's CAD record. Manually entered notes entered afterwards will not link to other related calls unless specifically directed by the Communicator by choosing the **"Add remarks to all linked event"** feature on the **Add Remarks** window.
9. If the Customer is utilizing the SunGard C2C application, it is recommended that the **Automatically Add Remarks to Call Transfer Partners** feature be disabled.

Documentation

Documentation for this project will be provided

Training

End User training for this project is not applicable

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Pricing

SunGard will perform its responsibilities under this SOW for a one-time fee of \$4,560.

The above quote is exclusive of any tax or any travel & living expense which may be applicable.

Pricing herein is valid for 45 business days after Customer has received this written SOW.

Installation

SunGard is proposing to deliver the files necessary to fulfill the functionality described in this SOW as part of the 10.3.3 Customer Test Release version

Proposed delivery dates assume that this SOW is signed by an authorized representative of Customer and returned to SunGard no later than March 9, 2012. Failing to return the signed SOW by this date may result in this project being pushed to the next subsequent release version.

Contract Terms

The project detailed within this SOW shall be governed by the existing Contract and Agreement between Customer and SunGard plus the terms below which shall supersede any conflicting terms in the Contract and Agreement. As applicable for certain customers, the term "Contract and Agreement" is defined as the Software License & Services Agreement and the Licensed Program Support Agreement between the parties hereto.

1. SunGard is the sole owner of the Source Code, design specifications and associated documentation herein which relate to SunGard's Licensed Programs and which constitute the proprietary information and trade secrets of SunGard and are protected under the terms of the Contract and Agreement.
2. No warranty is provided for any product or service provided herein. If applicable, any code created hereunder will be licensed to Customer under the terms of a separate addendum to the Contract and Agreement.
3. SunGard's liability for damages to Customer for any cause whatsoever under this SOW, regardless of the form of action, is limited to the total amount of fees paid by Customer under this SOW. In no event will SunGard be liable for any consequential, incidental, or special damages even if SunGard has been advised of their possibility.
4. Unless otherwise specified herein, payment terms are 100% due upon completion. The parties intend that services hereunder will be provided remotely. Should the parties agree to deliver any of the services on-site at the Customer's location then actual travel and living expenses shall be reimbursed to SunGard Public Sector in accordance with the travel policy set out in the existing Contract and Agreement between Customer and SunGard. Applicable taxes are not included, and, if applicable, will be added to the amount in the payment of invoice(s) being sent separately

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5. If mentioned in the Pricing section above, optional maintenance is available for the software application code created herein, provided Customer has paid the annual maintenance fee. Maintenance of any software application code created hereunder is not mandatory for continuation of the license. Any maintenance services shall be provided under the terms and conditions related to maintenance and Support Services in the Contract and Agreement. The initial term of maintenance, to be paid in advance, begins upon execution of this SOW and extends for a twelve (12) month term. Subsequent terms of maintenance will be for twelve (12) month periods, commencing at the end of the prior support period.
6. Preprinted conditions and all other terms not included in this SOW or in the Contract and Agreement, stated on any purchase order or other document submitted hereafter by Customer are of no force or effect, and the terms and conditions of the Contract and Agreement and any amendments thereto, shall control unless expressly accepted in writing by SunGard to Customer.

Project Authorization

SOW: 2336
 SCR: 2011-6069
 Title: Limit CAD Notes in MCT by Specified Agency

As an authorized representative of Customer, I hereby agree to the terms of this SOW including all project specifications, party responsibilities, and pricing.

Williamson County, TX

Printed Name

Signature

Date

SunGard
 Public Sector Inc.

Thomas A. Hilton
 Printed Name

Signature

Date

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