



SUNGARD® PUBLIC SECTOR

ENVISION THE FUTURE HAPPENING TODAY

**Computer Aided Dispatch and
Mobile Systems**

RFI 011316CAD

**County of San Mateo – Office of
Public Safety Communications**

February 15, 2016 at 4:00 p.m. PST

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High Point, NC 27265
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SUNGARD® PUBLIC SECTOR

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February 11, 2016

Director Jaime D. Young
Office of Public Safety Communications
400 County Center
Redwood City, CA 94063

Dear Director Young:

SunGard Public Sector LLC (SunGard) is pleased to present the County of San Mateo with our fully-integrated Computer Aided Dispatch (CAD) and Mobile suite for the Office of Public Safety Communications. In addition to CAD and Mobile, we also provide proven interfaces to the Fire Records Management Systems in use at the County, FIREHOUSE and Sunpro. After reviewing your Request for Information (RFI), we believe that our ONESolution Public Safety Software suite will provide the County with the tools to achieve your project objectives.

Our public safety products are fully-integrated, off-the-shelf solutions that support day-to-day operations with real-time information in all functional areas of public safety. We develop public safety applications that not only adhere to industry standards but are flexible and innovative, so as your agency evolves we can accommodate your requirements. Our goal is simple – develop a long-term partnership with our customers by implementing and supporting a software system that meets their needs today and into the future.

We are excited about the opportunity to provide the County of San Mateo with the same type of advanced technology partnership that our current customers experience. Since 1994, we have successfully implemented more than 640 agencies in 30 states. Our success is based on forging strong relationships with our customers by understanding their goals and objectives and delivering solutions and services that meet their expectations.

We welcome the chance to further discuss a partnership with you. If you need additional information or have any questions, please contact the following:

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Sincerely,



Dean Paur
Senior Account Executive

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Non-Disclosure Statement

The terms and conditions contained in this proposal will automatically expire 180 days from the date of the proposal, unless renewed, extended or terminated earlier by written notice from SunGard Public Sector LLC. Unless, otherwise stated, taxes that may be applicable are not reflected and will need to be paid by the client.

Any modification pricing provided in this proposal is an estimate only. Detailed analysis of your specific requirements is needed prior to providing exact pricing.

If applicable, the prices for hardware and system software products and services are subject to change and are submitted for your information only. The terms and policies of the hardware vendor govern any portion of this proposal related to hardware and system software products and services.

This proposal is protected by copyright law and contains proprietary information and confidential trade secrets belonging to SunGard Public Sector LLC. This proposal is furnished and accepted on the express condition that portions of it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of SunGard Public Sector LLC. Those confidential portions include, but are not limited to, pricing and client lists. All such proprietary information is clearly marked for your convenience. Any portions of this proposal that are not marked proprietary or confidential shall be available for public disclosure.

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Section 1. Overview

SunGard Public Sector (SunGard) is pleased to submit our RFI response to the County of San Mateo (County) for the San Mateo County Office of Public Safety Communications Computer Aided Dispatch (CAD) and Mobile project. Our response includes information regarding our ONESolution Public Safety product suite which we believe will meet the County's need for a modern, commercial off-the-shelf (COTS) solution that is fully integrated and customizable.

What Sets SunGard Apart

Connections are critical to successful local governments—between citizens and information, between departments within the County, and even between employees within the same office. We have helped to create these connections for 21 years by providing solutions to local law enforcement. Our products help manage the critical task of updating technology, which can increase efficiencies and engage stakeholders. We also remain on the leading edge of such vital industry trends as Web-based computing, Service-Oriented Architecture (SOA), and availability services.

Developed to work together, from the initial design phase to final testing, and designed with a consistent user interface, we provide a fully-integrated, public safety software system that is easy to use and learn. Our products are developed with the most current Microsoft technology and operate on Windows 2012 Advanced Server with a SQL Server 2012 back-end.

An Integrated Proven Solution

SunGard's CAD and Mobile applications have been developed to work together, from the initial design phase to final testing. The user interface is consistent from one major system to another, reducing training times and increasing user confidence.

With our fully-integrated CAD and Mobile solution, the County will enjoy both cost savings and the following features and functions:

- Reliable and easy-to-use application software
- Superior integration across CAD and Mobile
- Powerful searching and reporting capabilities
- Robust map engine integrated across CAD and Mobile to enable pin mapping and crime analysis
- Capacity for agency customization of major applications

SunGard Public Sector At-A-Glance

About Us:

SunGard's solutions and services impact more than 115 million citizens in the U.S.

Today, more than 640 customers in 30 states use SunGard's integrated public safety system.

SunGard Public Sector LLC
1000 Business Center Drive
Lake Mary, FL 32746
Number of Employees: 826
Year of Incorporation: 1981

Public Safety Headquarters:

4000 OSSI Court
High Point, NC 27265

Solutions:

ONESolution CAD and Mobile for
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ONESolution™

Delivery of a Standard Product

SunGard is committed to a strict product philosophy— offering a fully-integrated, COTS software solution. To provide the highest level of stability and functionality to our clients, the underlying application software is identical from one site to the next, but is highly configurable to meet agency requirements. This product approach provides a higher level of support to all customers without a corresponding high cost.

Technology

Our ONESolution Public Safety applications were designed from the ground up for implementation in a Windows® environment using Microsoft® SQL Server software on the back-end, which does not require the use of proprietary hardware. This offers an ODBC-compliant solution that is compatible with many third-party applications including report writers. We are Microsoft Gold certified and our clients have been using the proposed Windows-based solution since 1995.

Superior Service and Support

In today's public safety marketplace, excellent service and support are at the forefront of customer needs and requirements to maintain successful long-term relationships. We deliver applications that our partner agencies require and expect in addition to employing service and support staff who build strong relationships that remain flexible to accommodate change. Our maintenance plan includes:

Help Desk Support – Includes unlimited toll-free telephone and Web-portal support during business hours in addition to emergency after hours support.

Online Support – A robust Web portal offers a self-service alternative to technical support, knowledgebase, and users' email forum.

Updates and Enhancements – Included at no additional charge under the Maintenance Agreement.

Summary

Our goal is to develop a technology partnership with each of our clients based on integrity, as well as our commitment to the finest quality and service. We are committed to customer success, and we constantly look for new ways to help public safety and local government work more efficiently. Our management and employees provide the leadership and innovation that sets industry standards, provides unparalleled customer support, and keeps pace with the latest technology standards – all while sustaining best business practices.

We Provide:

- A standard product
- An integrated, proven solution
- Comprehensive implementation and training
- Superior service and support
- An easy-to-learn and use solution
- Current, proven technology

Organizational Structure:

SunGard's Public Safety Solutions Team is comprised of qualified data technology professionals with diverse backgrounds.

Our staff has more than 1,000 combined years of public safety experience. This allows us to provide a public safety product designed by public safety professionals. Our commitment to quality, customer service, and the public safety market is the foundation of our company.

Section 2. ONESolution Overview



Our Windows-based offerings include:

- Computer Aided Dispatch (CAD)
- Law Enforcement Records Management System (RMS)
- Jail Management System (JMS)
- Mobile with Field Reporting (MCT/MFR)
- Message Switch
- Web-based data sharing applications (P2P, P2C, OpCenter, FTO)

SunGard's broad base of public safety customers provides a unique perspective for developing market leading solutions that solve problems, increase productivity, meet reporting nuances, and offer favorable ROI as new product versions are introduced over time.

In addition to our Windows-based CAD and Mobile (MCT), we also offer Law Enforcement Records Management System (RMS), Jail Management System (JMS), Field Reporting (MFR), Message Switch, and Web-based data sharing applications (P2P, P2C, OpCenter). Highlights of this solution include:

Intuitive and Versatile Software Technology

Our applications are designed for implementation in a Microsoft Windows environment using Microsoft SQL on the back-end, which does not require proprietary hardware. This design provides an ODBC-compliant solution compatible with many third-party applications, including report writers.

Because our public safety software was developed using Microsoft development tools exclusively, we offer a true user-friendly graphical user interface. We have had clients live using our Windows-based platform since 1995.

Customer-Focused Development Methodology

SunGard's development methodology is based on Agile Scrum Development (Scrum). Scrum is a versatile project management approach whereby team members work within an incremental framework, and where developmental changes are anticipated.

We realize that cookbook approaches are not adequate to react to the unpredictability of systems development. Scrum defines the overall systems development process as a loose set of activities that take advantage of known, workable tools and techniques. This process also allows teams to respond to rapidly changing requirements.

Functionality Supporting Advanced Technologies

Our developmental framework embraces advanced technologies including HTML5, SQL Server Reporting Services (SSRS), and also makes use of Service-Oriented Architecture principles.

Specifically, ONESolution CAD provides:

- A versatile map engine with the ability to employ map layers published as services by other applications (NOAA, Google, GIS)
- Auto-complete pick lists
- Date fields as calendar controls
- Search browser with column sorting and data filtering
- WYSIWYG option reporting
- Classic and ribbon style menus
- Interactive spell checking

All of SunGard's public safety applications are based on non-proprietary technologies, open standards, and industry models such as ODBC-compliant relational database technology and TCP/IP networking, ensuring that our applications work with most third-party systems.

Additionally, users can easily export application data to many formats including dbf, shp, and ASCII.

Based on the requirements of the County, we have included information on the following software applications:

- Computer Aided Dispatch (CAD)
- Mobile Computing Technology (MCT)
- OpCenter Internet-based applications (OpsCAD)

CAD Overview

A powerful public safety tool, SunGard's Computer Aided Dispatch allows communications centers to dispatch and track emergency calls for law, fire, medical, and rescue units, 24 hours a day, 7 days a week. Several distinctive features simplify operations and allow agencies to respond quickly and reliably to calls with the right resources. Integrated mapping, a graphical user interface, and hotspot notifications provide a more productive and efficient user interface.

Ease of Use

Call taking and dispatching are simplified with drag-and-drop functionality and command-line entry. An intuitive Graphical User Interface (GUI) and Windows hot-key functions provide users with flexible call-taking alternatives to increase productivity and reduce response times.

Increase Officer & Citizen Safety

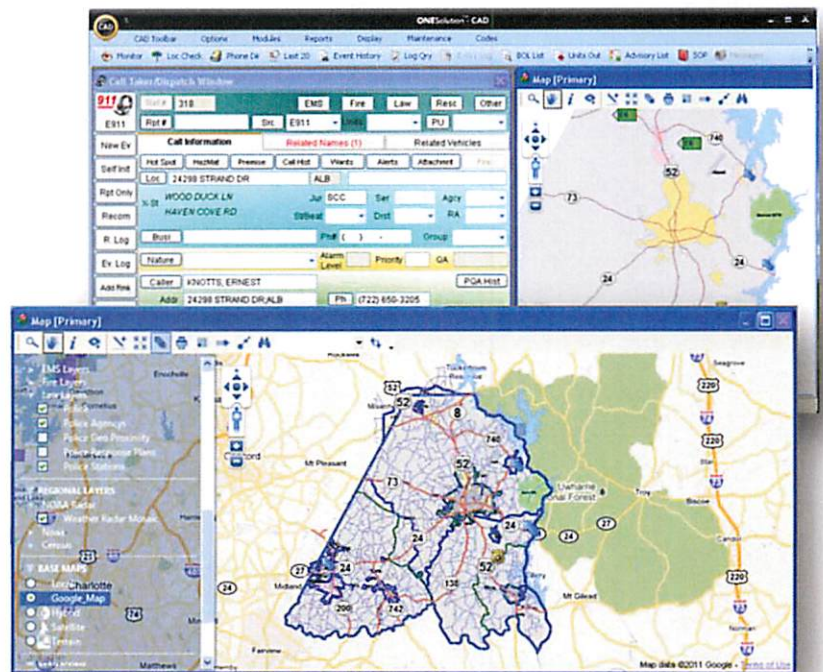
SunGard's CAD provides instantaneous information to dispatchers and officers in the field. Responding units know instantly about previous events, hazardous materials, or other dangers that may exist at a location. Several status timers alert dispatchers to monitor an officer's status – protecting officers and citizens.

Save Money. Solve Cases Faster

Multiple agencies and services can share data for greater consistency and accuracy while saving money and solving cases faster. An optional, full-featured, multi-jurisdictional system is also available for police, sheriff, fire, rescue, and EMS departments.

Increase Efficiency and Improve Response Times

Information entered once is accessible across all applications. Additionally, integrated mapping and AVL tracking provide a quick point of reference to help dispatchers locate officers closest to an event.



CAD Features

Base CAD

200+ Standard Reports	Graphical User Interface
Ad Hoc Reporting Tool	Integrated Mapping
Be-On-Lookout (BOLO) Subsystem	Premise/Alert & Hotspot Notifications
Business and Alarms	System-wide Attachments
Calls for Service	Tow Rotation System
Drag and Drop Call Taking and Dispatching	Unit Recommendation
SunGard's Records Management System and Mobile Data System Integration	

Additional CAD Modules

E-911 Interface (Phase II Compliant)	Multi-Jurisdictional CAD
Automatic Vehicle Locator (AVL) Display	Rip-and-Run Printing/Faxing
CAD Status Resource Monitor	Roster
CAD-to-CAD (C2C) Event Transfer	State/NCIC Queries
Alpha-Numeric Paging	Crime Analysis Plus

Mobile Product Suite Overview

A flexible field tool, SunGard's Mobile Product Suite connects field officers, telecommunicators, and supervisors with critical information. The suite integrates Mobile Computing Technology (MCT) and Message Switch applications into a simple, easy-to-use package and allows an agency to:

- Access SunGard's CAD and MCT via wireless-enabled mobile technology
- Provide field officers with voiceless dispatch; status updates; car-to-CAD messaging; car-to-car messaging; and queries including local, state, and national warrant checks, stolen vehicle and property information, mug shots, and records management information (MCT)
- Exchange information without using voice channels over the radio network using the Message Switch

Features and Benefits

Integrated Mapping

Provides geographic analysis and visual references using the same map engine as CAD to provide real-time graphical representation of units' locations and call information.

Responding units can query events and see the results instantaneously depicted on the map.

When coupled with Automatic Vehicle Location (AVL), dispatchers can easily locate officers closest to an event.

Voiceless Dispatch

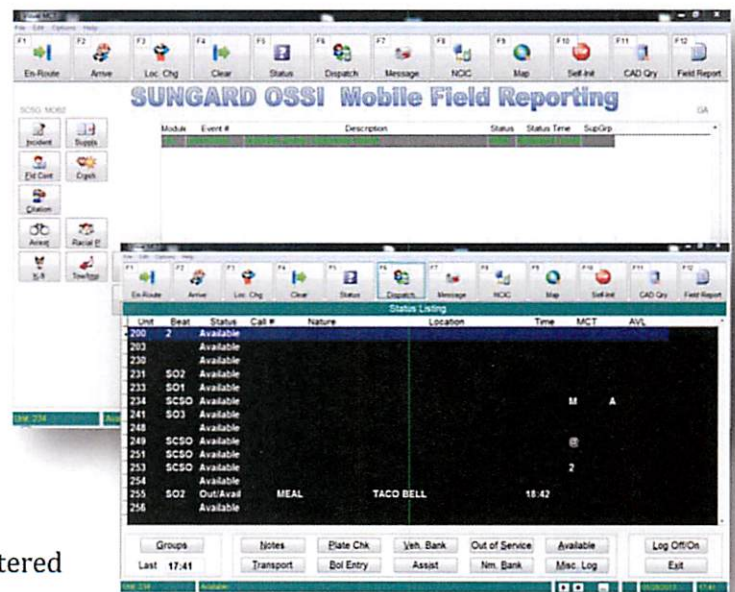
Notifies users and provides notes when a call is entered in CAD and a unit is dispatched. MCT uses intelligent parsing and speech synthesis technology to read information to respondents, allowing them to keep their eyes on the road.

Mobile Updates

Enables users to enroute, arrive and clear themselves from a call. Allowing mobile users to perform tasks, such as status updates, ability to query CAD history and monitoring other units' activity, reduces telecommunicators' workloads and improves overall efficiency.

Real-Time Updates

Protects responding units and citizens by instantly providing critical information to field personnel. Details about hazardous materials and other potential dangers are easily accessible. Additionally, users can alert dispatchers and other responding units of potentially dangerous situations and request backup.

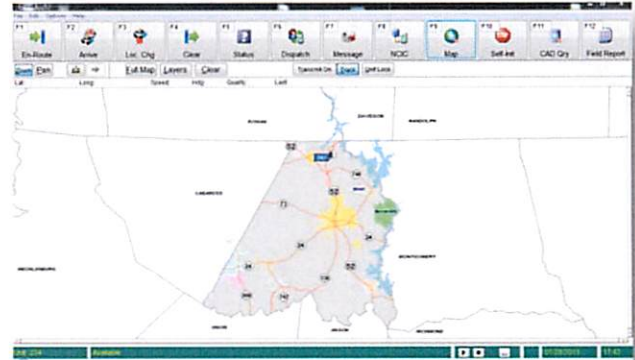


Speech Technology

With this truly hands-free and eyes-off interface, speech synthesis technology queries and translates text-format information to audible responses and spoken responses to text, so officers can keep their eyes on the road while driving.

Handheld Technology

Have the freedom of portability without compromising the need for functionality. The Handheld Mobile application provides capabilities for voiceless dispatch, status updates, car-to-CAD messaging, car-to-car messaging, and queries to access information, including local, state and national warrant checks, stolen vehicle and property information, mug shots, and records management information.



Increase Officer Safety

Mobile Computing Technology provides crucial information from SunGard's CAD, NCIC, and regional data sharing of names, previous events, hazardous materials, or other possible dangers that may exist at a location. Field officers can quickly alert dispatchers and other officers of potentially dangerous situations and request backup.

Maximize Resource Efficiency

Mobile users can perform routine tasks, including status updates, CAD history queries, and other unit activity monitoring, helping reduce telecommunicator's workloads.

Exchange Silent Information

The Message Switch application allows users to exchange information without using voice channels over the radio network, helping increase officer safety. Instant access to state/NCIC information includes vehicle license and registration, wanted and missing persons, and weapons and articles/items checks.

Mobile Product Suite Features

Base MCT

CAD Status Updates
Car-to-Car Messaging
Digital Dispatch

Name/Vehicle Banking
Queries (CAD, RMS, NCIC)
Speech Synthesis

Additional MCT Modules and Interfaces

Automatic Vehicle Locator
Handheld Mobile Application
Maps
Switch-to-Switch

Fire RMS—FIREHOUSE, Emergency
Technologies, Inc. (ETI)
Zoll Patient Care Reporting

ONESolution Freedom Overview

Freedom delivers the power of ONESolution CAD into the palm of your hand. A mobile app for public safety, SunGard's Freedom extends core CAD functionality to authorized employees' smartphones and tablets. Part of the ONESolution Public Safety software suite, Freedom is available for iOS, Android, and Chrome enabled devices.

Benefits

- CAD is updated in real-time
- Platform independent
- Compatible with unit-to-unit messaging
- Provides integrated mapping capabilities
- Users authenticated by existing CAD logins

Features

Messaging – Allows officers to send and receive secure text messages within the app.

Active and held call list – Provides officers with separate listings of all active and held calls.

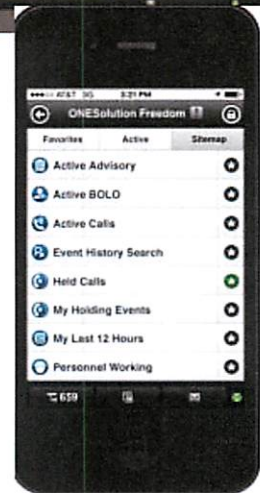
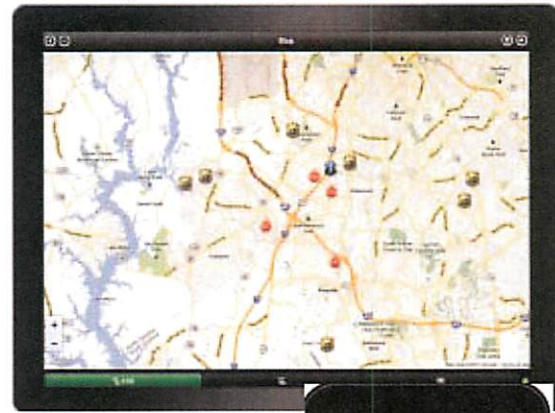
Digital dispatch – Notifies officers with audio alerts when they are dispatched or incident data is modified.

Location change – Provides officers with the ability to update their location information without having to contact dispatch.

Maps – Blends the functionality of Google Maps and custom agency-defined layers to help officers prepare for challenging locations. Additional information is provided by clicking on map icons.

Unit status – Provides supervisors with information regarding active units, including locations, assigned incidents, associated officers, assigned beats, and unit configuration.

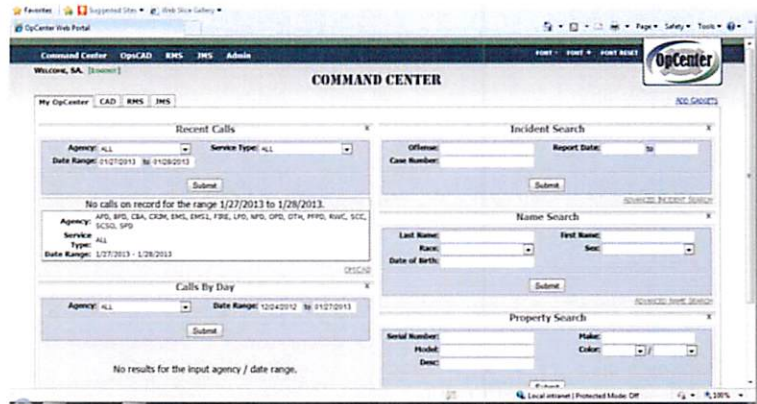
Incident details – Provides instant access to information regarding location, nature of incident, premise info, call history, alerts, hot notifications, notes, and radio log.



OpCenter - OpsCAD Overview

Get remote, view-only access to your OpsCAD. Built on Microsoft® .NET technology, this application allows users in remote locations or areas with low bandwidth, as well as those users with full LAN access, secure access to the agency's CAD application.

OpsCAD provides remote, view-only access to an agency's Computer Aided Dispatch system. Authorized users can securely view open/active calls, available/active units, and search event history. Remote users can retrieve detail calls for service data such as arrival and clearance times, dispatch notes, and caller information from the CAD system. If an agency's CAD system has maps, the active calls can be displayed graphically on a remote map.



Features of OpCenter

- A low-cost solution to allow remote view-only access to an agency's OpsCAD system.
- Access over the Internet with low bandwidth.
- Easy search capabilities.
- Mapping functionality, including icon representation of active calls, zooming in and out, and changing map layers in OpsCAD.
- OpsCAD events can be filtered and secured based on service type with user-defined rights.

Additional Information

Integration

Our software is built with the dispatcher in mind. Our CAD application is developed and designed to be easy to use and maintain. We support your initiatives of increasing communication among your departments, especially between the Fire, EMS, and Law agencies you support. MCT allows Fire, EMS, and Law personnel to view CAD call data in real time, minimizing radio traffic and reducing response time. CAD and MCT share a single geofile and mapping solution for maximum integration and effectiveness in areas, such as routing and AVL unit recommendation. Officer / personnel safety information is automatically available to all CAD and MCT users including, hot spot, premise, and fire-related information. Our iOS and Android app, ONESolution Freedom, provides Fire, EMS, and Law personnel with the benefits of having mobile technology in the palms of their hands.

Our FIREHOUSE interface is the only true supported bi-directional (two-way) interface on the market. This interface will significantly lessen the time spent writing reports by automatically importing CAD call data into FIREHOUSE.

Mapping

SunGard's mapping system integrates with all of the ONESolution Public Safety applications. Because mobile units store maps locally, a loss of server connections does not affect the ability to access the maps. Our system supports the import of Esri ArcInfo/ArcView and MapInfo format to create the initial geofile.

We provide a map editor for maintaining your maps in addition to thorough training for the map update and maintenance process. The County's System Administrator uses the tool to make the mapping modifications and push the changes to the live environment, as convenient. As CAD and Mobile users log out and back into the system, the latest files are automatically downloaded. There is no impact on the CAD or Mobile systems during installation.

Reporting

ONESolution CAD provides more than 200 reports. In addition, ad hoc reporting allows users to create reports based on data from search results with the following capabilities:

- Create reports graphically or textually.
- Search all narrative fields.
- Search for multiple words/phrases with wildcard and Boolean capabilities.
 - All words would be separated by a %. For example, if the user wanted to find all occurrences of "white" and "Honda", the search parameters would be entered as %white%Honda%.
- Modify the title and sub-title for the report.
- Print the agency name on report headers.
- Include agency seals and logos on reports.
- Export search result data into standard file formats directly from ONESolution.
 - SDF file, ASCII Delimited Text File (with/ without header), Excel, and ESRI Shape files.

Business Intelligence

Crime Analysis Plus (CA Plus) allows crime analysts to perform predictive future-crime analysis, identify high crime areas, pin-map events, and eliminate hours of research and mapping. Designed to download, view, and analyze incidents from CAD, CA Plus features easy-to-use navigation, analysis tools, pattern librarian, and time slice function.

Public Connect, powered by Socrata, is a cloud-based, easy-to-deploy, and cost-effective platform that allows data consumers to explore how public safety agencies work. It's designed to help police agencies improve operational efficiency, track and measure performance, and connect with citizens in real time, using your data. Public Connect allows:

- Command officers to make informed decisions with a deeper understanding of the factors at work in their communities.
- Officers and staff at every level to gain unprecedented access to the data driving their agency, with easy-to-use tools that help them visualize trends and improve strategies.
- Citizens to be empowered by transparency, deepening their understanding of what an agency is doing—and what it can do.

Configuration

SunGard allows for system and agency-specific configuration parameters within our application software. This includes agency-specific code files, geofiles, employee/unit tables, user/group administration, and much more. CAD provides the ability to save a communicator's desktop configuration, including defined map layers/coverages. Essentially, we provide a standard application, which is fully configurable to meet the needs of any agency.

The CAD system primarily uses six windows: Call Taker/Dispatcher Entry Window, Open Event Queue, Available Unit Window, Active Unit Window, Map Display Window, and the Command Line/Window. The operator can size all windows, except the Call Taker/Dispatcher Window and the Command Line. All of the other abovementioned windows are sized and positioned by each individual dispatcher and will scroll if the number of entries exceeds the display area in the window. The limitations depend on the available screen space and the sizing determined by the dispatcher.

Interfaces

SunGard evaluates integration with new technologies that enhance our core applications or meet specific business needs of our customers. Individual decisions regarding integration opportunities are evaluated based upon current and long term value of the integration, cost to develop, and the availability of other alternatives that meet the same business need. SunGard has a long track record of integrating our products with new technologies and third-party vendors in complimentary vertical markets.

Some of our available interfaces include:

Fire Records Management Systems

FIREHOUSE Software®, Emergency Technologies, Inc. Visual Fire, SunPro, Logics, FirePoint, FIRECentral, High Plains, SunGard Fires, SunPro Fire

Fire Station Alerting

Zetron FSA, CADVoice, WestNet, FDNet, US Digital, Motorola Gold Elite, Motorola MCC7500, Motorola MOSCAD, Motorola MACH Alerting
ESO Solutions
emsCharts
LIFENET® EMS

Automated Secure Alarm Protocol Interface (ASAP)

APCO Meds

CryWolf® Alarm Billing

Emergin Paging

ImageTrend

PageGate

Pictometry® Visual Intelligence

Pro Q/A-Fire, Law, and Medical

TeleStaff™

Transcore

Zetron Model 3030 TDD

Section 3. Technical Architecture

SunGard recommends specific hardware configurations for use with the proposed public safety applications. If your agency wishes to acquire the necessary hardware from a source other than SunGard, we strongly recommend these specifications be applied when purchasing the hardware. For this reason, we require that a SunGard Solutions Architect review final hardware configurations before any purchase is made to ensure that the hardware purchased meets the needs of the application being installed.

Uptime

A properly implemented and maintained virtual environment provides for continuous operations. Optionally, if the agency wishes to pursue a guarantee of 99.999% availability, SunGard can propose Stratus-branded hardware which includes a written guarantee of 99.999% uptime.

Virtual Server Configuration Guidelines

SunGard supports the ONESolution Public Safety applications in virtual environments using either VMware vSphere or Microsoft Hyper-V. There are two deployment options that SunGard recommends:

1. Distributed servers using centralized storage
2. Isolated servers using local storage

The first option requires a high performance SAN solution configured with SAS or fiber channel hard drives and allows for expandability and redundancy. The second option requires a large amount of internal SAS hard drives but is a good option for smaller, cost-conscious customers.

The number of host servers required to implement the ONESolution Public Safety applications depends on the amount of resources available in the host server. Other factors, such as availability and disaster recovery requirements should be taken into account when determining the final configuration.

High Availability and Redundancy

SunGard fully supports using the virtual environment to create High Availability and Disaster Recovery environments using industry standard guidelines for Microsoft SQL databases.

Backup and Disaster Recovery

SunGard recommends an enterprise level backup package for backing up the ONESolution Public Safety data. SunGard uses a backup to disk, then backup to tape strategy. This is a proven solution that can back up the SQL database and application structure on the application servers with no down time. With regard to frequency of the backup, we recommend following standard backup and archiving schedules that align with your data retention and rotation schedules.

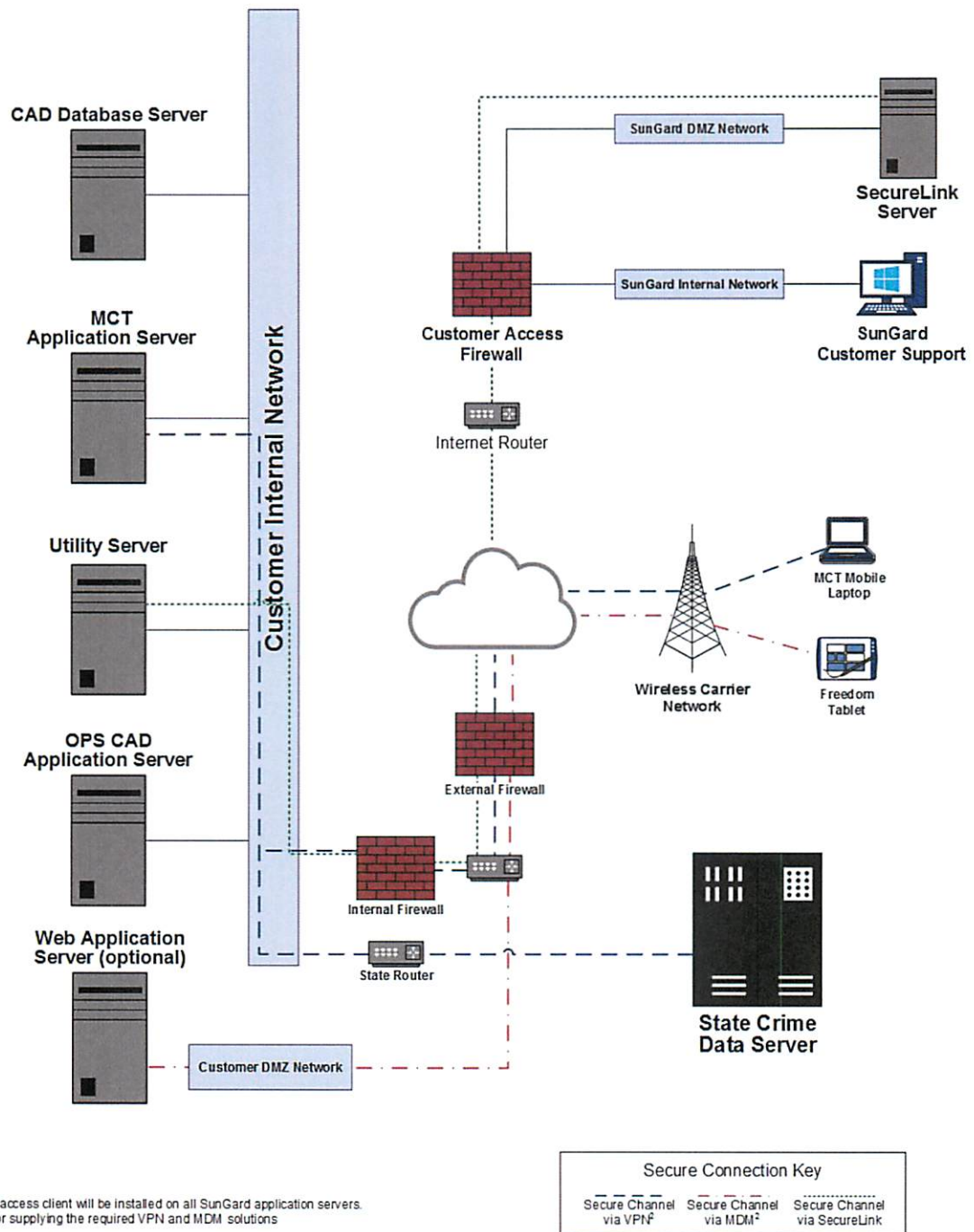
System Performance

System performance is dependent on a number of factors including without limitation, the number of concurrent users, the hardware configuration, the amount of available hardware memory (both real and virtual), the applications used on the hardware other than SunGard's software, processor

power (MIPS rating), transaction mix, data volume, network hardware and software, and network load and bandwidth capacity. Because many of these factors are outside the control of SunGard, we limit our standards of performance based on the table below. 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)	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)	1 Second - 90% of the time
Query that uses indexed fields returning 500 records or less	3 Seconds - 90% of the time
Ability to <i>send</i> query to external database/system (acknowledgment or return from external database/system is not included in this response time)	2 Seconds - 90% of the time

Recommended Server Deployment and Network Configuration



Section 4. Legacy Data Approach

SunGard has a full-time dedicated staff of data conversion developers who have performed over 125 data conversions from software products by more than 40 different vendors, including Northrup Grumman's CAD system. Our senior data conversion staff members have an average of five years' experience performing data conversions full time for SunGard's public safety product lines. We have successfully converted data from a wide range of formats including SQL Server, Oracle, DB2, flat files, Microsoft Access, DBF, DataFlex and others. Our staff has completed a significant number of data conversion projects using conversion specifications tailored to specific customer requirements.

SunGard offers a variety of data conversion options, including conversion solutions tailored to specific customer needs. Below, we have provided information regarding our basic CAD conversion. We will be happy to further discuss your requirements and develop a customized data conversion package for your agency.

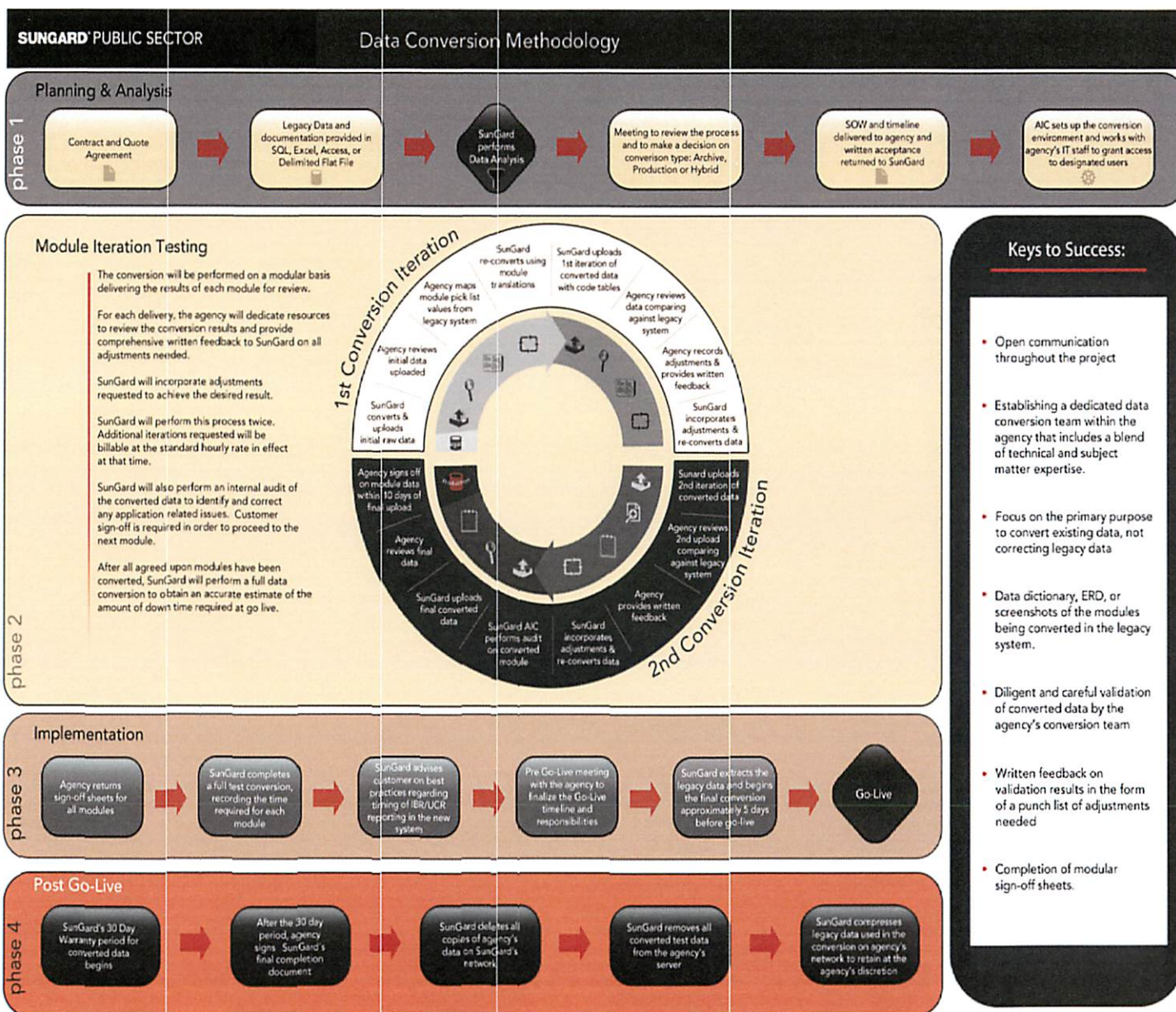
CAD – SunGard's Basic Conversion Solution

A standard data conversion includes the following:

- Discovery
- Set up, Analysis, Statement of Work (SOW)
- Event History
- Sites
- Auditing
- Implementation

Notes and Assumptions:

- The proposed data conversion is for one legacy CAD system.
- Additional fees will apply to conversion projects with more than one legacy system or other factors that increase complexity of the project.
- The County will be responsible for providing SunGard with source data in one of four data formats: SQL Database, Access database, Excel spreadsheet, or delimited text file.
- Additional Professional Services are required for setting up the environment, onsite consultation, and Project Management Services.



Section 5. Support and Warranty Information

Standard Software Support:

- Mon–Fri, 8:00 a.m. through 5:00 p.m. local continental time (excluding holidays)
- Toll-free support line
- Emergency support available 7 days a week, 24 hours a day
- After-hours support personnel are available within minutes of a call

Warranty Guarantee

SunGard's goal is to ensure the ongoing success of your investment. All SunGard applications are warranted for 12 months after delivery of the license programs. Following installation, we offer a number of services to ensure your ongoing satisfaction and success. Many of these services are included as part of your SunGard maintenance agreement including software updates and releases, unlimited support calls and cases, and support documentation. We are proud of our applications and their capabilities, and we make every effort to ensure satisfaction with our products and services.

Support Process

SunGard successfully serves many clients throughout the U.S. and Canada. One of the factors for the choice of our product at numerous institutions is the excellent support program available.

Your System Administrator will generally make all support calls to Product Support. This System Administrator acts as the primary contact between the County and SunGard's Public Safety Solutions team, trains new employees, and performs routine software maintenance and troubleshooting tasks. This is generally not a full-time position and is normally assigned to a person presently employed by the agency.

The Product Support Specialist discusses your question/problem with you and documents the call. If possible, the Product Support Specialist answers your question or solves your problem during the initial call. Otherwise, a case is opened in CRM, and the Product Support Specialist works with our resources to find an answer.

Application issues are handled by product support staff following an escalation process to involve programmers and/or other departments as needed. Our Technical Department will become involved if the issue is determined to be hardware, operating system, and/or network related.

Our Product Support Specialist may need to access your system via the internet to analyze and fix a problem. For secure, remote access, we use SecureLink from Enexity that includes a secure tunnel and a suite of support tools. Once the SecureLink connection is established, our support staff will address issues on your system to retrieve files, deliver updates, and monitor the application when an issue is reported. We will always contact your agency prior to accessing the system, and any changes to database information are made only after proper written request is provided from your agency.

After finding a solution, the Product Support Specialist will call to give you an answer and have you test the solution. Your question/problem is not removed from our open case status until you are satisfied with the solution. The sole responsibility of our support staff is answering support calls, solving software problems, and generally ensuring that our clients remain satisfied.

Escalation Options and Procedures

If a problem arises and you require the assistance of an application group's Customer Support Leader, you can call the SunGard toll-free customer support line. Support Leaders are available for each application area. If you still believe that additional attention is required with a support issue, you can contact the Director of Product Support, Customer Support Manager, or the Vice President of Support as your need requires.

SunGard uses a code system to help distinguish the level of urgency for each issue. Our number one priority is to continually support you in your use of SunGard's software and services. Our support personnel follow corporate guidelines based on the urgency of the issue.

Customer Connect Portal

SunGard application users are given free access to our Customer Connect Portal which contains a wealth of information on all public safety products and services. The Customer Connect Portal provides information on recent enhancements, advisories, user tips, and knowledgebase documents. The portal can be keyword searched and sorted by product type; and documentation can be downloaded and printed for ease of use.

Users can also access the Customer Connect Portal to determine the status of any open support case they may have entered. The Customer Connect Portal is automatically updated when a case is resolved, and the case synopsis is available for review.

Software Enhancements

We understand the importance of continuing to enhance our products, and we provide this in the form of software releases. SunGard's public safety applications are continually being improved with new features based on market changes and our customers' requests.

SunGard's Users Group Association (SUGA) and SunGard have worked together to develop the IDEAS Module for our customers to enter and submit product enhancement ideas. Access to the IDEAS Module is provided through the Customer Connect portal. Depending on your level of access to the site, you can submit, comment on, or evaluate ideas for submission to product management. This is a powerful tool for you to provide feedback that can improve our product offerings. We encourage our customers to submit product enhancements.

Should a customer desire that a product enhancement be considered outside the IDEAS process, the customer may request that we develop a written SOW. If associated funding for the requirement is necessary, we will provide a written quote for the development and an anticipated timeline for availability.

National Users' Group

SUGA was formed in 1988 and is an active organization of SunGard software users. Its purpose is to advance the effective and efficient use of SunGard software applications. SUGA promotes free and open communication among members, acts as a forum for suggestions relating to revisions and enhancements of SunGard application software and development of new products, and promotes coordination and cost sharing among members.

Membership

SUGA is a nonprofit organization, separate from SunGard. It operates under its own board of directors elected by the membership which currently consists of more than 680 organizations. Membership dues are currently \$195 per organization annually. First-time customers are eligible for a free membership for the first year.

Benefits of Membership

- Ability to submit and rate ideas for enhancements to SunGard products.
- Reduced conference fees for the Annual SUGA Education Conference for all individuals in a member organization.
- Your organization will have a vote in electing the SUGA Board of Directors.
- Access to SUGA Members Only information on the SUGA website.
- Ability of any individual in a member organization to participate in the Discussion Groups (email-based topic areas for sharing information).
- Networking opportunities with thousands of SunGard software users.

Annual Conference

The international SUGA conference consists primarily of lecture and interactive group sessions that target a specific product. The focus is on product enhancements, roadmaps, future direction, and training. Hands-on lab training also makes up a significant portion of the conference agenda. The goal is for customers to learn more about the applications and enhancements that benefit the majority of users.

In 2015, 650 users attended the conference in Atlanta, GA where SunGard staff, users, and third-party partners presented more than 450 sessions. The 2016 international users' group conference is scheduled for Las Vegas, NV.

Regional Training Events

In addition to the international users' group, there are several regional training events during the year. These groups promote networking and information exchange among SunGard users. They focus on end-user training and state and regional needs that drive product changes through the international group.