REQUEST FOR INFORMATION
RESPONSE TO THE
COUNTY OF SAN MATEO
OFFICE OF
PUBLIC SAFETY COMMUNICATIONS

RFI 011316CAD

Sun Ridge Systems, Inc.
www.SunRidgeSystems.com
February 15, 2016

February 15, 2016

Office of Public Safety Communications
Attn: Director Jaime D. Young
400 County Center – PSC100
Redwood City, CA 94063

Dear Ms. Young:

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

Equally important is the long history of the proposed products and their prospects for long term viability and continued development. Ideally, the system procured by your agency should not be a one shot purchase to be replaced a few years down the line when it becomes obsolete in either hardware or software. Instead, it should be the beginning of a vendor relationship that will support your expanding needs and future requirements. RIMS meets these requirements with its 30+ year history of customer support and 34 years of continuous evolution to a product family that is superior today and will remain so in the future.

We look forward to working with you. If you should have any questions or require clarification please feel free to contact Carol Jackson. She can be reached at (800) 474-2565 or CarolJ@sunridgesystems.com.

Sincerely,

Anthony B. Richards

Anthony B. Richards
President

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1) Company Overview

Sun Ridge Systems, Inc. is a software provider of CAD, RMS and ancillary systems. It is our only business. Our integrated software suite, known as "RIMS", offers a low risk solution already proven successful many times. Not incidentally, it also happens to be an excellent technical solution at a reasonable price.

RIMS development began in February 1982. Our RIMS CAD and RMS product was first installed in Rocklin, CA in 1985. Sun Ridge Systems has never been acquired by nor merged with another company nor has Sun Ridge Systems ever purchased another company to acquire their products. All proposed software products are owned by and have been developed by Sun Ridge Systems.

It should be noted that Sun Ridge Systems has a strong presence in San Mateo County. Every law enforcement agency in the County, including the County Hospital and the District Attorney's Investigative Office, will be using RIMS by mid-2016.

2) Functionality of Each Major System

2.1 Core System and Modules

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

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

2.2 RIMS CAD Overview

Computer-aided dispatch is the core component. RIMS possesses a host of notable features best illustrated during a live demonstration. However, notable highlights are:

- Full functionality for law, fire and EMS dispatching.
- A complete set of on-line help screens is provided. Explanations of functions and commands are always only one keystroke away and the help screens are specific to the function currently underway.
- Data validation is enforced for all applicable data items. Entry of an invalid value causes a window of valid entries to be automatically displayed from which you can select the correct value with the mouse.
- Any action can be interrupted (via function key or mouse) to perform common dispatch functions such as unit status changes. RIMS then automatically returns to where you left off.
- You are never more than one keystroke (or one mouse click) away from completely exiting the current function and returning to the main screen.
- Have multiple calls for service forms on the screen at once.
- Display multiple active incident forms on the screen at once.
- Configure your incident and units list windows however you like.
- You can move the cursor to any entry field in a form with one click of the mouse or with a Ctl-key combination.
- Common actions have extra large mouse targets to make them easy to select.
- Overlaying windows of varying colors enhances readability.
- Use your own statuses, dispositions, etc. You can even pick your own screen colors.

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

- Automatically display incoming E9-1-1 information
- Verify incident locations with geographic data file
- Enter, display and update incidents
- Unlimited comment entry for each incident
- Cancel incidents
- Dual entry forms (call for service/officer initiated)
- Dispatch units and update status
- Display incident status summary
- Display unit status summary
- Recommend units by incident type, location and priority
- Reopen a closed incident
- Log all actions
- Duplicate incident check
- Tow truck recommendation and rotation
- Supports separate call takers and dispatchers
- Exchange one unit for another
- Reassign a unit from one incident to another
- Free a unit from an assignment
- Change primary unit
- Create a case from an incident
- Retrieve location history
- Verify address without creating incident
- Dynamically map incident locations
- Log all transactions
- Maintain on-line chronologies of all transactions
- Support an on-line ready reference file
- Change beats
- Display unit information
- Retrieve unit log information
- Display fire run card with incident
- Display incident history listing with incident
- Use run cards for fire unit recommendation
- Automatically do all reference checks
- Display officer safety flags
- Integrated electronic mail
- Clear all assigned units at one time
- Display beat assignment
- Integrate with mobile computer system
- Integrate with fire station printers
- Easy maintenance of all data files

2.3 Mobile Computer Software Overview

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

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

- Run State/NCIC queries
- Receive incident dispatches
- Change unit status
- Email dispatchers and all other RIMS users
- Obtain case numbers electronically
- Look up past incidents
- Obtain summary lists of currently active incidents
- Obtain summary lists of current unit statuses
- Enter and submit officer reports
- Review details of a case
- Check vehicle information
- Check person information
- Obtain a unit activity log
- Check for incident history of local addresses

2.4 Mapping Software Overview

In the world of computer-aided dispatch nothing is more visual than an integrated, detailed street map and that is exactly what the RIMS Mapping System provides:

- Maps incidents and units
- Automatically maps E911 calls
- Can be zoomed, panned, and manipulated from RIMS CAD
- Supports E911 Phase I/II
- Provides pin mapping
- Supports automatic Vehicle Locator (AVL) using our Mobile RIMS product
- Creates “videos” of vehicle movement

With RIMS Mapping you have a status map display that depicts your situation at all times. All active incidents are noted on the map with their type and address. Assigned units are shown color-coded based on their status at their incident locations. Units and incidents automatically blink on and off the map as the situation changes.

With the RIMS E911 link, you immediately see the location of 911 calls on the map, zoomed to the neighborhood level. This happens seconds after the dispatcher answers the phone without any action on their part. This is what we mean by the RIMS total integration approach – CAD, records management, mapping, E9-1-1.... All working together as one system.

It has become increasingly important for communications centers to be able to pinpoint the location of 911 calls from cell phones. The nationwide project to make this possible is called E911 Phase II and RIMS mapping fully supports this new technology. When a 911 call from a cell phone is received, RIMS automatically zooms in the map and pinpoints the location with a circle drawn around it. The radius of the circle represents the uncertainty in the location as reported by the wireless carrier.

There are two options available for the data source of RIMS Maps, ESRI-based on Google. You can use one or the other exclusively or mix the map sources depending on the workstation or mobile unit. This is true for both our RIMS In-Station Mapping and well as RIMS Mobile Mapping products.

If you choose to use ESRI-based maps, you must provide the source maps to us. We are the able to create maps from that source which are fully integrated with RIMS. ESRI-based maps may be used on the mobile units as well. This may provide a particular advantage to fire units if things such building layouts and hydrant locations are part of the agency provided map layers.

If you chose the ESRI-based option, you will be required to purchase ArcView software which is needed for any workstation that will use RIMS Mapping. If licenses are not already available in your department, you will need one copy of ArcView GIS v10.1 (or later) that can be used for the first position, and then a copy of ArcGIS 10.1 (or later) Runtime Engine for each additional in station workstation or mobile that will use RIMS Mapping.

As previously mentioned, RIMS also support Google maps as the mapping data source. If using this option, you will have available to you data provided by Google, meaning some agency specific map layers that may be in the ESRI-source may not be available in the Google source. Google does not require a separate third party license to run on RIMS workstations.

2.5 Recommended Additional Components

In addition to the major software components described in the previous section, we would also recommend the following complementary products:

- **RIMS Collaborate Data Sharing Software:** Collaborate allows agencies access to each other's systems (where permission is allowed). It generates the same detailed information personnel are used to seeing in their local CAD. Collaborate also supports shared CAD functionality and resources between agencies.

  Shared information is also available from remote locations such as a patrol car or mobile command center. Each deputy in the field can search the records of all connected RIMS agencies as well as the state and NCIC system with just one query. The connected system of

agencies allows public safety personnel to access one of the most advanced searchable databases offered today.

In addition to interagency data sharing, RIMS Collaborate offers agencies a secure mode of sending and receiving e-mail communications to each other. Whether dispatcher-to-dispatcher, or officer-to-officer or patrol car-to patrol car, personnel now have a encrypted, private means of sharing information.

- **iRIMS Software:** The desire to access information anytime, anywhere is becoming common, and the need to access RIMS data anytime, anywhere is no exception. The purpose of iRIMS is to give authorized users secure access to an agency's records through a web browser within the agency's network or if enabled, over the internet. The simple interface requires no training and gives instant access to the information found in RIMS. Users only need a web browser. iRIMS will run on the Apple iPhone and iPad plus Android phones and tablet computers.

  (For informational purposes, RIMS has been tested and found to run on an iPad via readily available VPN connecting software. We do not support it due to the many possible connectivity and security issues it involves.

- **RIMS Text Paging:** If your department needs to notify or call out personnel in certain circumstances, the RIMS paging interface can do it for you. RIMS paging can send an alphanumeric message to a single person or a group of persons.

  Paging may be automatically sent based on an Incident type created in dispatch or a manual page may be sent. This product includes the following functionality:

  - Send Incident Information to groups of users when a unit is dispatched
  - Send Incident Information to groups or users when an incident of a particular type is created
  - Pages are sent via email so any email-enabled device can receive a message, including most pagers
  - Send normal text messages to users or groups
  - Includes paging from Mobile RIMS

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

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

This product includes the following functionality:

- Compiles course lists with detailed course information
- Assigns officers to courses and tracks course costs and all travel and per diem expenses
- Maintains a database of employee college/university degrees, and a log of all classes taken and certifications earned
- Keeps track of officer re-certification dates and prepares a reminder log plus other logs for scheduled training and historical training, for all officers, a single officer, or a group of officers
- Scan relevant documents into RIMS and attach them to employee records
- Export data to a spreadsheet or to HTML
- Custom print lists of courses, training logs, schedules, etc.
- Create ad hoc reports of your design
- Automatically generate training calendars

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

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

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

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

  - **Live incident mapping**. This shows what's going on right now, mapping currently active calls for service (and officer initiated activity if you so choose). Clicking on the map icon for an incident displays (limited) data available for the incident. This function also has a feature that lets the user "slide" a control on the screen to move through what was currently going on at any point in the past 24 hours. For example, news media or citizens can locate an incident that happened an

hour or 10 hours earlier in the day. You control exactly what incidents are published --- you design and name the categories you want the map to show and set up the offense codes you want to associate with each category. For security purposes, it not only respects an incident's Agency Confidential flag but the incident also has an "Include in Citizen RIMS Live Display" check box to allow/disallow mapping of particular incidents when needed. Also, when mapped an incident location is deliberately blurred to the nearest hundred block level.

- **Incident mapping**. This is pin mapping for historical RIMS CAD data with the user picking the date span to be mapped. It is otherwise similar to the Live Incident Mapping function using the same mapping categories described above.
- **Alerts**. This feature lets site visitors subscribe to a free service that emails new incident/crime data on a daily or weekly basis.

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

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

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

2.6 Interfaces

RIMS support a variety of interfaces and the list of third party products to which we have interfaced continues to grow. The most common interfaces are to E911 controllers and CA DOJ.

- **E911 Link Software:** The E911 Link Software provides for the auto-entry of ANI-ALI data into a CAD incident initiate screen. The E911 Link Software also works with RIMS In-Station Mapping to display the caller's location provided by the ALI data, as well as the probably location of a cell call based on the E911 Phase II data provided.

- **CLETS:** Of course RIMS provides a State Link module which incorporates the most common CLETS queries into CAD. Some queries are auto-run based on the type of operation being done by the dispatcher at the time (e.g. traffic stop) while other can be initiated at the click

of a button. In addition, Sun Ridge provides over 100 of the DOJ query and entry masks as part of the State Link module.

Other interfaces provided by Sun Ridge which are specific to CAD include:

- Alarm Panels
- PulsePoint
- Zetron
- ProQA Paramount (Sun Ridge is Platinum Certified by Priority Dispatch)
- CopLogic
- Fire and EMS RMS (Firehouse, Emergency Reporting, Zoll, ImageTrend, ePCR/ESO, HealthEMS)

2.7 System Reporting Capabilities

Sun Ridge understands that capturing a multitude of data in the course of using CAD is only worthwhile if that data can be accessed and used after the fact. RIMS CAD provides various method for accessing and utilizing this data.

- **Canned Reports –** Included with RIMS is a reporting module which contains the most commonly requested statistics such as:
    - Patrol Statistics
    - Persons Contacted
    - Officer Log
    - Officer Activity
    - Dispatch Activity
    - Incidents by Incident Type
    - Incidents by Incident Type by Area
    - Incidents by Officer and Type
    - Area Incident Activity
    - Unverified Incident Locations

- Unit Equipment Log
- False Alarms
- Frequently Responded to Locations
- Print Incidents of One Type
- Officer Incident Times
- Incidents Missing History When Printed
- Response Time Chart
- Incidents Times by Time of Day
- Incident Times by Day of week
- Incident Times by Beat
- Incident Times by Day of Week
- Incident Times by Area
- Incident Times by Type
- Incident Times by Priority

In addition, RIMS auto-generates a 24 Summary, Briefing Summary and Media Report.

- **Search/Query Tool** - With the Search function, you can create reports based on parameters you set. Also, RIMS makes retrieving data easy, even when only incomplete information is available. Find people by searching first names, hair color, height, weight or any other information captured in a person record. Or locate vehicles with nothing more than a partial plate.

- **Third Party Tools** – Since RIMS utilizes a very straightforward SQL database, third party tools, such as Crystal Reports, can be used to provide highly custom reports created specifically by and for your department.

3) Technical Architecture and Configuration

3.1 Technical Requirements

Server Specifications

Application Server

This server will host the live production database as well as the training database requires Microsoft SQL Server 2012 or 2014.

Communications Server

A secondary server is required to host the applications that run CLETS, Mobiles, E911, Fire Export and other purchased applications.

Failover Server

At your option, a third server running Microsoft SQL Server 2012 or 2014 can be the real-time copy of the production and training databases using SQL Mirroring. The clients will utilize the Microsoft SQL Native client that supports SQL Mirroring – that will allow RIMS to attempt a connection to the primary server – if that server is not available, it will automatically try the mirror server – without any user interaction. The also applies to the applications running on the Application server. Additional documentation can be provided on how this process is setup and managed.

While the failover server is designed as a temporary solution while the primary server is being repaired, it should have similar specifications as the primary server, including disk space. Preferably, disk access should not be the same as the primary server, if using a SAN device.

System Software

Server Software

- Windows Server 2014 (Data Center Edition)
- Licensed by Processor – 8 cores each
- 1 Virtual Instance for SQL Server / RIMS Web Services (RICO)
- 1 Virtual Instance for the RIMS Applications
- Virtual Instances as needed for VMWare servers

Database Software

- Microsoft SQL Server 2012
- Licensed by Processor – 8 cores each
- Microsoft SQL Server 2012
- Single named or default instance

VMWare – Virtual Servers

It is up to the agency to supply the VMWare software if that is their choice of VM software. The agency is responsible for creating the VM servers needed for our application. Preferably, the Application and Communications Servers would be their own VM instances on one physical server, while the Failover server is located on a separate physical server (whether VM or not). That way, the failover is to a completely separate physical server in case a hardware issue arises on the primary server.

Storage Requirements

While we specify minimum requirements to start the system, it is up to the agency to provide additional long-term disk space to host the agency database. Even sites that have used our product for more than 25 years have databases no larger than 400GB and of course today servers start at 1TB. Actually, the determining factor in disk storage size is the number of documents and images you will be storing --- their storage requirement dwarfs that of "regular" data. In RIMS, especially when you are going paperless, there is considerable opportunity to store documents and images. Still, storage capacity need not be an issue given the current low cost of (hard) disk storage, even in RAID configurations.

PC Workstation Requirements

If using existing PCs:

- Intel 2Ghz+
- Windows 7 or later
- 8 GB Memory
- Any Size Disk

If purchasing new PCs:

- Any Speed Processor
- Windows 10
- 16 GB Memory
- Any Size Disk

Mobile computers:

- Windows 7 or later
- Wireless based modem (for connectivity
- Virus Protection Software
- 4 GB memory

- 2 or more USB ports
- Optional touchscreen
- Optional Magnetic Stripe Reader (USB)
- Optional Microphone for voice recognition

Handheld computers/Phones

We have no specifications for these devices.

Third Party Software

ESRI ArcView:

If you choose to use ESRI as your mapping data source you would be required to provide ArcView software licenses on any workstation that will use RIMS In Station Mapping. If licenses are not already available by your agency, you will need one copy of ArcView GIS v9.x that can be used for the first position, and then a copy of ArcGIS 9.x Runtime Engine for each additional in station workstation that will use RIMS Mapping.

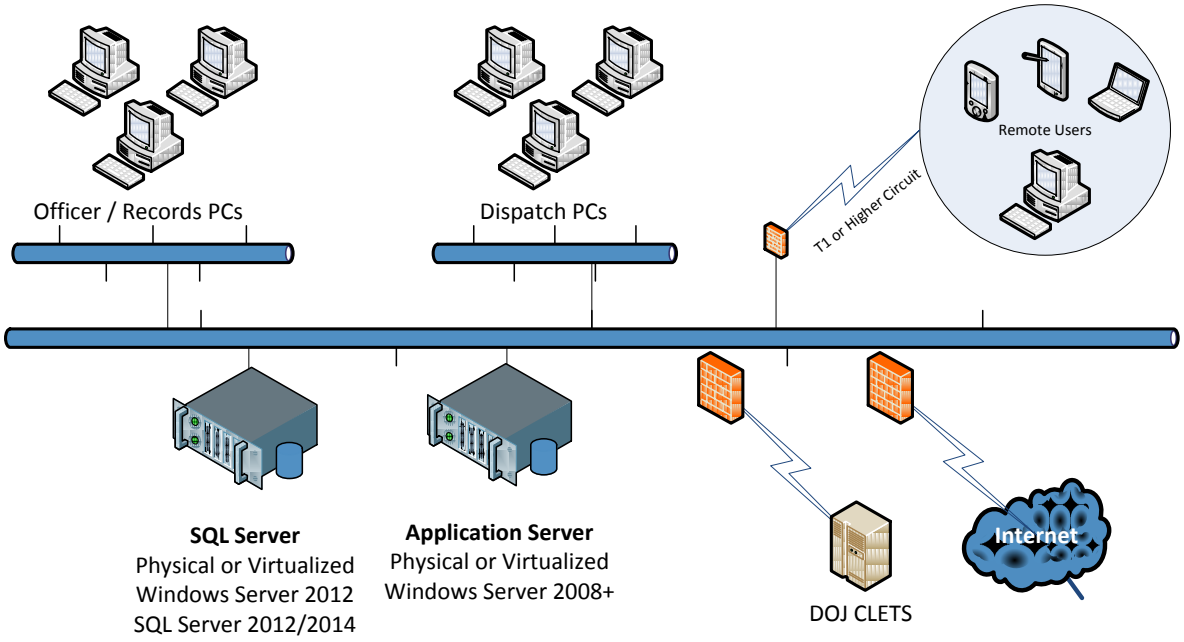
Remote Access:

We utilize Bomgar Remote Access software for installation and follow-on support services. There is no cost to your agency.

Mobile Mapping:

It is possible to use ESRI mapping in the car, but expensive, absent a site license. Google maps is supported and is a cost conscious option as well.

A sample RIMS system is provided in the illustration below:



3.2 RIMS Configuration

RIMS is considered an "off-the-shelf" product. Whether an agency is considered, small, medium or large agencies, in California, Wyoming or Georgia, it's the same version of RIMS. One way we are able to provide a "one system fits all" solution is that RIMS is highly configurable. Every project includes a 2 – 3 day "Business Process Review" session in which a RIMS trainer walks you through system configuration. The trainer will guide you through specific topics to understand how you currently do business, and will advise you on configuration and setup selections to get the most out of RIMS functionality while meeting your operational obligations.

4) Data Conversion

Sun Ridge has tremendous success with data conversion. It's a task we've performed many, many times. It's an arduous process and we do expect the agency to provide necessary resources from their ranks to participate in the data conversion process to insure its successful outcome. The primary Sun Ridge staff member that performs data conversions has been doing it for us for close to 20 years.

Data conversion services do NOT include data extraction from the existing system. You will provide the extracted data to be converted to us from no more than one single data source. Once we receive the extracted data, we will evaluate it to determine which items may be converted into RIMS. As part of our standard CAD data conversion, we **attempt** to convert the following items. In some instances, all data may not be available or suitable for conversion and you will be advised of such.

- Incident records will be converted into RIMS incident records
- Premise/place names in incident records will be used to build the RIMS Premise files (this table will very likely end up with many duplicated records due to the various ways place names and addresses have been entered over the years). This will allow the display of incident history for a location.
- Your ability to have RIMS retrieve location history when entering a new CAD incident will depend on the spelling accuracy of locations in the converted data.

Data conversion is an iterative process requiring the resources of your agency to be available to review converted data as soon as it is loaded and report any errors found to Sun Ridge. We recommend that your department identify no less than 2 people to be part of a data conversion review team. It will be this team's responsibility to promptly review the converted data once it is loaded into RIMS, identify any problems with the converted data, and report those problems to us in an organized manner.

Sun Ridge will then correct the reported errors, re-run the conversion, reload it onto your system and ask your staff to again review the data. The cycle is repeated as often as is necessary to ensure that the data conversion is as complete and correct as possible. To assist you with the review process, Sun Ridge will have trainers available via phone and remote access to guide you. The Sun Ridge trainer is NOT responsible to completely review or identify errors in the converted data. They are responsible for facilitating the process with your staff.

In addition to the continued review of the data for the duration of the project, there will be specific onsite data conversion review sessions with the Sun Ridge trainer and your staff at the following points in the project:

- During Business Process Review (assuming you're are able to provide data extraction of the source data to us at the start of the project)

- Additional days scheduled during the onsite training

Our data conversion engineer will work with your technical staff to determine:

- The best format with which to provide the extracted data to the conversion engineer
- The best method for transferring that data to the conversion engineer (e.g. FTP site, shipped DVD, etc…)
- The location where the conversion scripts will run (e.g. your server or the conversion engineer's server)
- The timing for the final extract, conversion and load of data for go live.

5) Support and Warranty

Sun Ridge typically has a team onsite, consisting of trainers and technicians, for the first 1-2 days of production use of the core modules. After they depart, your support will be turned over to our Customer Support staff. The Customer Support staff will continue to keep your Project Manager apprised of items reported to them during the duration of the Final Acceptance Test period. Customer Support and/or your Project Manager will assign the trainers and technicians originally assigned to your project to address your problem reports if needed.

5.1 System Support

Our contract always includes the cost of the first year Support and Updates. This first year period begins ten days after the conclusion of all training or when you begin operational use of the software, whichever occurs first. After the initial one year period, you can renew your annual Support and Updates for an annual fee. Support and Updates include all corrections to the RIMS software which are released throughout the year as well as our annual product upgrade.

Support and Updates also provides access to RIMS technical support via a toll free phone number for you to call whenever a problem occurs. Normal service hours are Monday – Friday, 8 a.m. – 5 p.m. Pacific, common holidays excepted. However, for critical problems that prevent basic system operation, service is available 24 hours per day, 7 days a week, holidays included.

Should you find a problem with RIMS, you report it to our Customer Service engineer via our toll free number. Once confirmed that it is indeed a problem with the RIMS software we strive to provide service and assistance as expeditiously as possible as follows:

- Most problems will be resolved with the initial phone call.
- For problems that cannot be immediately resolved, SRS will work to resolve the problem based on the severity of the problem and the urgency reported by department.
- For problems in which your system is completely inoperable due to a SRS software problem, SRS personnel will work with your department continuously until the situation is resolved.
- For problems that have a lesser though continuing impact on operations of your department SRS will endeavor to provide a solution or work around within 72 hours.

- For lower priority problems SRS may, at its discretion, either issue a near term "fix release" of the product or include the fix in the next scheduled product release.

5.2 Support via Remote Access

The software product used by Sun Ridge is Bomgar Remote Support Software, chosen because it provides superior security and does so over an ordinary internet connection via a Sun Ridge server that hosts a security hardware device. We use this line only with your permission.

We use this link to connect to your system to examine data files, update and repair them when necessary, and download maintenance-related logs automatically maintained by the RIMS software. We also use this line to upload fixes to problems to your system when appropriate.

5.3 Software Updates and Upgrades

The following QA section is a simple way of addressing the most commonly asked questions we receive regarding RIMS Support and updates. These are questions you may want to consider asking other vendors as you move through the evaluation process.

1. How frequently and under what circumstances is updated software provided?

Minor updates are provided throughout the year on an as needed basis to correct problems in the software and implement small enhancements. A major new version is released once each year.

2. How will the Agency be notified of available updates?

Agencies are notified of updates and new versions via email.

3. What is involved in implementing an update?

For minor updates, a function built into the software is used to download the updated version to your server. Users automatically get the new version when they next sign on. For the annual new version, a program that updates the database structure is made available for download. Running the database update program is as simple as starting the program and clicking an Update button. Updating to the new version is otherwise the same as for minor updates.

4. What is included in an upgrade or update?

Updates consist of updated versions of one or more of the programs in the RIMS software suite. Annual new versions consist of updated programs, updated documentation, and a Update program that when run automatically performs the annual updates to your database.

5. Will the Agency incur any costs to the vendor to implement updates?

There are no costs to the agency to implement updates unless you experience problems not the fault of Sun Ridge Systems that require significant time on our part to correct, a rare occurrence.

6. Does the vendor ever charge for updates or new versions of products licensed to the Agency? If so, under what circumstances?

There is never a charge if you are contracting for support services.

7. How frequently does the vendor release new, enhanced versions of the software? About how many enhancements would be expected with these new versions?

A significantly enhanced new version is released once a year. The CAD/RMS new version typically includes 70-100 enhancements --- additional functions and features.

8. With new versions, what is the vendor's approach to migration from earlier versions?

A database update program we provide with each annual new version quickly makes all the changes to your database needed by the new version of RIMS.