

New River Valley Emergency Communications Regional Authority

Board Meeting

December 6, 2016 4:00 PM

Montgomery County Public Safety Building – 4th Floor Training Room

Minutes

Attendees:

Members: Marc Verniel, Vice Chair, *Blacksburg Town Manager*; Barry Helms, *Town of Christiansburg Representative*; Craig Meadows, *Montgomery County Administrator*; Alan Fabian, *Joint Member*

Staff: Donna Brown, *Executive Director*; Deborah Stump, *Operations Manager*; Karri Cridlin, *Executive Assistant*; Derek Rogers, *Communications Systems Manager*; Valerie D'Intino, *Training Coordinator*

Guests: Chief Mark Sisson, *Christiansburg Police Department*; Sheriff Hank Partin, *Montgomery County Sheriff's Department*; Billy Hanks, *Christiansburg Fire Chief*

Absent: Sherwood Wilson, Chair, *Vice President for Administration, Virginia Tech*

Recorder: Karri Cridlin, *Executive Assistant*

1. Call to Order

The Vice Chair called the meeting to order at 4:04 PM.

2. Approval of the Agenda

The Vice Chair requested changes to the agenda, and upon receiving none, assumed approval as presented.

3. Secretary/Treasurer's Report

a. Approval of the Minutes

The Vice Chair presented the minutes from the October 25, 2016 meeting for approval. Mr. Meadows moved to approve the minutes as presented. The motion was seconded by Mr. Helms and passed unanimously.

b. Budget Report

An updated summary of the revenues and expenditures was provided to members at the start of the meeting (Attachment A). Mr. Meadows reviewed the current expenditures and balance.

4. Executive Director's Report

Ms. Brown presented the Executive Director's Report (Attachment B). There was additional discussion on the following topics:

a. Regional Consolidated Emergency Communications Center

Ms. Brown advised the Authority has been fully operational for approximately four months. She is very proud of the dispatchers and the team work they have displayed.

The members discussed in more detail the interruption in phone service to the administrative telephone lines when the County moved their phone provider from Windstream back to Verizon. The interruption did not affect the 911 lines or administrative lines within the dispatch center since they are on a different system.

Derek Rogers and Rebecca Bopp continue to work with Montgomery County IT staff to correct a couple features still not working properly on the administrative office lines.

b. Meetings/Discussions

Ms. Stump, Mr. Rogers and Ms. Brown attended the APCO/NENA Interoperability Fall Conference at the Hotel Roanoke October 26-28. They were able to attend many 911 educational sessions and network with other agencies. Several discussions with other 911 center managers revealed that many agencies are struggling with staffing issues. At this time the Authority has four openings for dispatch personnel.

Ms. Stump continues to meet monthly with the Law Enforcement Operations Committee to review current operations, along with certain protocol and procedures that are needed for the regional operations.

Members discussed the satellite backup communications plan in progress with Teleira and Wireless Communications. A satellite dish will be placed on the Public Safety Building to leverage during a disruption in service event, such as a Verizon outage or CO down. The system will allow us to have an 800 number where citizens can still contact the Authority. Mr. Rogers and Ms. Bopp are working on the first two phases of this project and hope to have this implemented within the next two months for testing. The Authority will be the second center in Virginia to procure this system from Teleira.

Ms. Brown informed the Board members she received the VML quote to increase the general liability insurance from 5 million to 10 million.

Ms. Brown and Ms. Stump attended the Region 6 PSAP and GIS managers meeting. This meeting included FOIA training conducted by Maria Everett, Executive Director of the Virginia Freedom of Information Advisory. The Authority has received numerous FOIA requests and they both felt this training was very informative. The members discussed the process of contacting the respective agency when requests are received to confirm the status of any exemptions.

Ms. Brown stated she has been participating in the Virginia E911 Service Board Regional Advisory Committee. This committee offers advice to the E911 Board. At this time the committee is scheduling conference calls bi-weekly to discuss critical issues. The funding for localities is based on sales and use tax a percentage for wireless and 911 purposes. This funding is based on 5 year old data which was scheduled to be recalculated this year, but is now being delayed for a year.

An Emergency Medical Dispatch (EMD) Committee meeting was held to discuss different options for EMD programs. At this time we are reviewing four programs and considering not only potential upfront costs, but costs to maintain and train the program moving forward. The Vice Chair inquired about the procurement of such a program and Ms. Brown advised they would go through an RFP process. The Authority hopes to keep a July 2017 date scheduled for implementation.

c. New Hires

Ms. Brown advised Authority staff have been conducting interviews and moving forward in the hiring process for four candidates. She also stated Ms. D'Intino, Training Coordinator, has done a great job with the training program and working with the new dispatchers.

d. Consolidated Center-Monthly Statistics (October and November 2016)

An updated statistics was attached for review.

5. Old Business

None

6. New Business

a. New World Contract Amendment

Ms. Brown reviewed the New World (Tyler) Contract Amendment (Attachment C) for credits that was distributed to the Board members. She advised the contract has been reviewed by legal counsel with minor changes requested and honored by New World. The total credit allowance is \$139,448 with New World outlining how the credits could be applied. Ms. Brown discussed each credit item as outlined on page 1 of the contract and provided a recommendation spreadsheet (Attachment D) on how to utilize the credits moving forward.

Item#1 - \$77,769 - Total amount of credit given for dropped RMS Software Modules and licensing. This credit will need to be used toward future licenses, software, services and maintenance.

Ms. Brown discussed the recommendation of utilizing the following software interfaces:

\$10,800 - ESO Interface to EMS Patient Care reporting system. This is needed now since four rescue agencies moved from Image Trend to ESO.

\$10,480 - EMD Interface for EMD Program selected. This is a budgetary quote since we are not ready to procure this interface currently, but will be within the next year.

This leaves a balance of \$56,489, which could be utilized toward future CAD maintenance payment that will be due July 2018.

Item #2 - \$27,000. Credit received for Town of Blacksburg and Montgomery County RMS data conversion incomplete work. There had already been some data conversion completed before both agencies decided they wanted to return to their legacy systems. This credit will be used towards Blacksburg Police Department and Montgomery County's CAD export to RMS. This will leave a \$0.00 balance for item #2.

Item #3 - \$61,679 -Total Maintenance Credits for prepaid SSMA at procurement, unused software, and credit for prepaid CAD and RMS maintenance on modules not working properly since go-live. This credit can be utilized toward the RMS maintenance invoice or any other open invoice.

Ms. Brown discussed the recommendation of utilizing the credits:

Pay \$27,080 toward the outstanding 2nd year RMS maintenance invoice (\$88,196)

Ms. Brown discussed potential other options for the remaining maintenance credit since it can be utilized toward any other outstanding invoice.

\$15,524 toward an outstanding CAD PO invoice for additional go-live and post go-live support

\$19,075 additional monies toward RMS maintenance invoice to be invoiced by the Authority to member law enforcement. This will allow the two remaining departments on RMS to stay within their allocated budget for the 2nd year maintenance.

On a motion by Mr. Meadows, seconded by Mr. Fabian the Board authorizes the Chair to execute the New World Contract Amendment as presented by the Executive Director.

b. Board Member Recognition

Ms. Brown thanked Mr. Helms for his dedication and support and the Board members expressed their thanks as well for his service on the Authority Board. They advised they all appreciated the six years of support he has given to the Authority from December 2010 until December 2016.

7. Public Comments

No public comments were received.

8. Board Member Comments

No Board comments were received.

9. Adjourn

The Vice Chair adjourned the meeting at 4:52 PM

**Regional 911
Revenue and Expenditures
July 1, 2016 - October 31, 2016**

		Original Budget	Revised Budget	MTD Actual	YTD Actual	
Participant Funding						
	Reserve from Prior Year					411,599
	Reserve for Purchased Leave Accruals					3,312
	VT Prepayment for LERMS					18,000
	Carried forward from Prior Year for Capital					295,771
	Carried forward from Prior Years For Purchase Orders					309,278
	Total Available Balance from Prior years					1,037,959
Revenue						
	Montgomery County	779,103.25	779,103.25		194,775	
	Blacksburg	779,103.25	779,103.25	194,775	389,550	
	Christiansburg	779,103.25	779,103.25	194,775	389,550	
	VT	779,103.25	779,103.25	194,775	389,550	
	Total Participant Funding	3,116,413.00	3,116,413.00	584,325	1,363,425	
	Interest Income			-	-	
	Purchased Leave Accruals					
		3,116,413	3,116,413	584,325	1,363,425	\$ 1,363,425
Expenditures						
	Personnel Salaries and Benefits	2,646,392	2,646,392	218,478	718,828	
	Professional Services-Audit	4,200	4,200	-	-	
	Professional Services-Other	39,191	47,679	3,306	13,283	
	Maintenance Services	23,448	23,448	436	3,238	
	Fiscal Agent - Contract Services	46,000	46,000	-	-	
	Lease Facility	186,471	186,471	15,540	77,700	
	Facility / Utility Services	19,851	19,851	1,282	5,420	
	Insurance	6,000	6,000		5,529	
	Telecommunications	46,320	55,499	4,707	22,225	
	Postage, Copier Charges, Office Expense etc.	2,500	2,500	251	1,436	
	Advertising	1,000	1,000	-	-	
	Training	10,000	10,000	1,000	1,598	
	Travel -Meals/Lodging/Mileage	5,000	5,000	922	979	
	Dues and memberships	26,340	26,340	13,870	14,170	
	Uniforms / Clothing	2,000	14,207		3,561	
	Software	11,700	11,700	-	-	
	Capital Reserve	30,000	30,000			
	Other Capital Outlay	-	550,175	805	142,723	
	Contingency	10,000	35,000	-	-	
	Total Expenditures	3,116,413	3,721,462	260,597		\$ 1,010,690
	Available Balance					<u>\$ 1,390,694</u>

New River Valley Emergency Communications Regional Authority

Executive Director's Report

December 6, 2016

A. REGIONAL CONSOLIDATED EMERGENCY COMMUNICATIONS CENTER

The regional center has been fully operational for a little over four months since the final cutover in July. Communications personnel are continuing to work as a cohesive team for the regional operations and make adjustments as needed.

The Authority experienced an interruption in service with the administrative phone lines on October 31, 2016 due to the County migrating their phone service from Windstream to Verizon. A request to port the direct inward dialing (DID) numbers dedicated to the Authority was terminated as a result of the migration. Authority staff worked with Montgomery County Administrative personnel and their IT Department to implement an interim solution and resolve the issue as quickly as possible. The DID numbers were restored with most of the original functionality on November 9th.

B. MEETINGS / DISCUSSIONS

The Director, Operations Manager and Communications Systems Manager attended the APCO/NENA/Interoperability Fall Conference at Hotel Roanoke October 26-28, 2016. They attended various educational 911 sessions and the vendor exhibit hall during the conference.

The Operations Manager held the Law Enforcement Operations Committee meeting on November 2, 2016. The members reviewed various protocol and signed off on specific procedures pending for the regional operations.

The Director and Operations Manager held a Communications Supervisor meeting on November 3, 2016. The team discussed overall operations and staffing.

Authority staff and the 911 phone system provider, Wireless Communications, participated in a project kick-off conference call on November 3, 2016 with Teleira regarding the Resilient 911 satellite system for disaster recovery and backup communication capabilities. The system is scheduled to be operational within the next couple of months. The Communications Systems

Manager and Technology Coordinator are working with Teleira to implement the various phases of the project.

The Director participated in a call with the VML representative on November 7, 2016 to review the Authority's insurance coverage and add additional property and liability insurance.

The Director met with representatives from Bland County, Wythe County, Galax Police and Twin County Regional PSAP on November 9, 2016 to discuss technology the Authority implemented in the new consolidated center.

The Director and Operations Manager attended the Region 6 PSAP/GIS Managers meeting at Roanoke Police Academy on November 10, 2016. The meeting also included FOIA training conducted by Maria Everett, Executive Director of the Virginia Freedom of Information Advisory Council.

The Director has been participating in the Virginia E-911 Services Board's Regional Advisory Committee conference calls held during the month. The committee was formed based on a recommendation in the Virginia NG9-1-1 Feasibility Study to review various issues concerning 911 PSAPs in the Commonwealth such as operations, technology and funding. They provide input and recommendations to the E-911 Board.

The Director, Communications Systems Manager, and Technology Coordinator met with Citizens Telephone Cooperative on November 14, 2016 to discuss options for administrative phone lines and potential ideas for cost-effective service. The Technology Coordinator is evaluating various systems and reaching out to different providers in the industry for budgetary estimates.

Two Communications Supervisors attended a three day APCO 911 center supervisor training class in Roanoke November 14-16, 2016. The Operations Manager and Training Coordinator are researching other training opportunities for communication's personnel.

The Technology Coordinator worked with Chris King on November 16-17, 2016 to migrate the hosted email solution from CJIS Solutions to Microsoft. There solution is more cost effective and offers more management oversight.

The Communications Systems Manager and Technology Coordinator worked with the ECaTS vendor on November 29, 2016 to install the required components for 911 call data exports.

The EMD Committee met on November 29, 2016 to discuss a comparison of various EMD programs and participated in a vendor webinar to review one of the programs offered by Priority Dispatch.

The Director is working with administrative staff regarding the FY 2018 Budget preparations and has scheduled a Finance Committee meeting for review and recommendations.

Call Count by Call Types per Trunk Lines				
10/01/2016 12:00:00 AM - 10/31/2016 11:59:59 PM				
Summary Information				
Call Category		Call Origin		
Type	Total Calls	Incoming	Internal	Outgoing
Emergency	3,273	3,273	0	0
Non-Emergency	11,978	8,268	103	3,607
Total	15,251	11,541	103	3,607
	Emergency 911 Trunks			
	Wireline	889		
	Wireless	2,264		

Call Count by Call Types per Trunk Lines				
11/01/2016 12:00:00 AM - 11/30/2016 11:59:59 PM				
Summary Information				
Call Category		Call Origin		
Type	Total Calls	Incoming	Internal	Outgoing
Emergency	3,038	3,038	0	0
Non-Emergency	9,752	6,585	75	3,092
Total	12,790	9,623	75	3,092
	Emergency 911 Trunks			
	Wireline	798		
	Wireless	2,129		

- **CAD Calls for Service**

October

CAD Calls for Service Count	
Hour of Day	Call Count
12 - 1:00 AM	452
1 - 2:00 AM	409
2 - 3:00 AM	326
3 - 4:00 AM	202
4 - 5:00 AM	160
5 - 6:00 AM	106
6 - 7:00 AM	116
7 - 8:00 AM	206
8 - 9:00 AM	461
9 - 10:00 AM	458
10 - 11:00 AM	462
11 - 12:00 PM	462
12 - 1:00 PM	433
1 - 2:00 PM	457
2 - 3:00 PM	519
3 - 4:00 PM	563
4 - 5:00 PM	527
5 - 6:00 PM	496
6 - 7:00 PM	388
7 - 8:00 PM	406
8 - 9:00 PM	510
9 - 10:00 PM	565
10 - 11:00 PM	627
11 - 12:00 AM	540
Grand Total	9851

November

CAD Calls for Service Count	
Hour of Day	Call Count
12 - 1:00 AM	414
1 - 2:00 AM	406
2 - 3:00 AM	276
3 - 4:00 AM	174
4 - 5:00 AM	130
5 - 6:00 AM	90
6 - 7:00 AM	162
7 - 8:00 AM	219
8 - 9:00 AM	404
9 - 10:00 AM	394
10 - 11:00 AM	460
11 - 12:00 PM	446
12 - 1:00 PM	417
1 - 2:00 PM	468
2 - 3:00 PM	507
3 - 4:00 PM	582
4 - 5:00 PM	475
5 - 6:00 PM	467
6 - 7:00 PM	343
7 - 8:00 PM	368
8 - 9:00 PM	446
9 - 10:00 PM	450
10 - 11:00 PM	493
11 - 12:00 AM	459
Grand Total	9050

CFS Count Totals by Hour - October 2016



CFS Count Totals by Hour - November 2016





Document #: 1746-16A5G

AMENDMENT

This amendment ("Amendment") is made this ____ day of _____, 2016 ("Amendment Signature Date") by and between Tyler Technologies, Inc., a Delaware corporation with offices at 840 West Long Lake Road, Troy, MI 48098 ("Tyler") and New River Valley ECRA, with offices at 1 E. Main Street, Christiansburg, VA 24073 ("Client").

WHEREAS, Tyler and the Client are parties to a License Agreement or Amendments with original contract dates as noted on Exhibit 1 (the "Agreements");

WHEREAS, Tyler and Client now desire to amend the Agreements;

NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and the Client agree as follows:

1. The "Dropped Software Modules" set forth in Exhibit 1 are hereby removed from the Agreement. The software credit of \$77,769 described in Exhibit 1 (Section A) may be used towards future Tyler software license purchases, services or maintenance. The client's right to use these software modules shall cease upon the Amendment Signature Date.
2. The credit described in Exhibit 1 (Section B) for Data File Conversions deleted for the Cities of Blacksburg and Montgomery will be applied toward additional custom software services described in Exhibit 1 (Item A2).
3. The maintenance credits of \$61,679 described in Exhibit 1 (Sections C, 1 and 2) will be applied towards Invoice #030-1294, dated 7/9/16 first, or any other open invoices.
4. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
5. All other terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment as of the dates set forth below.

Tyler Technologies, Inc.

New River Valley ECRA, VA

By: _____

By: _____

Name: Greg Sebastian

Name: _____

Title: President, Public Safety Division

Title: _____

Date: _____

Date: _____



Exhibit 1
Summary of Credits

1.	Credit for Dropped Software Modules	(\$77,769)
2.	Credit for Data File Conversions not completed for	(\$27,000)
3.	Additional Custom Software Interface	27,000
4.	Credit for paid SSMA on Unused Software (9/1/15 – 8/31/16)	(27,080)
5.	Reduction for unused software (9/1/16 – 8/31/17)	(27,080)
6.	Deferred SSMA on modules describe in Section C2 of Investment Summary	(7,519)
	TOTAL	(\$139,448)

Exhibit 1
Summary of Credits

NEW RIVER VALLEY ECRA, VA
July 29, 2016

A. LICENSE FEES			
ITEM	DESCRIPTION	Original Contract Date	Dropped Total
<u>DROPPED SOFTWARE MODULES</u>			
<u>LAW ENFORCEMENT RECORDS</u>			
1.	Additional New World Software for Law Enforcement Records		
	- Bookings	5/30/2014	(5,983)
	- Civil Paper Tracking and Receipting	5/30/2014	(5,983)
	- Pawn Shops	5/30/2014	(3,590)
<u>MOBILE SOFTWARE</u>			
<u>MOBILE SOFTWARE ON THE MSP Server</u>			
2.	New World Mobile Integration Software (reduce from 225 to 100 units)		
	- MDT/MCT Base CAD/RMS Interface (75 units)	8/14/2015	(500)
	- Mobile Upload Software (75 units)	8/14/2015	(1,250)
	- Mobile Upload Software (50 units)	5/30/2014	(6,000)
<u>MOBILE MANAGEMENT SERVER</u>			
3.	New World Mobile Management Server Software		
	- Field Reporting (75 units)	8/14/2015	(500)
	- Field Reporting (50 units)	5/30/2014	(1,800)
	- Field Reporting Data Merge (75 units)	8/14/2015	(63)
	- Field Reporting Data Merge (50 units)	5/30/2014	(600)
<u>CLIENT SOFTWARE</u>			
4.	New World Law Enforcement Mobile Unit Software (80 Units)		
	<u>Mobile Messaging</u>		
	Mugshot Image Download	2/19/2015	(3,200)
	<u>Field-Based Reporting (72 Units)</u>	8/14/2015	(13,500)
	LE Field Reporting (Federal Standards)		
	LE Field Reporting Compliance		
	LE Accident Field Reporting		
	LE Accident Field Reporting Compliance		

Mobile Upload of Field Reports
Field Investigation Field Reporting (1 Form)

Field-Based Reporting (58 Units)	5/30/2014	(34,800)
LE Field Reporting (Federal Standards)		
LE Field Reporting Compliance		
LE Accident Field Reporting		
LE Accident Field Reporting Compliance		
Mobile Upload of Field Reports		
Field Investigation Field Reporting (1 Form)		

TOTAL DROPPED SOFTWARE LICENSE FEES	<u>(\$77,769)</u>
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B. PROFESSIONAL SERVICES			
ITEM	DESCRIPTION	Original Contract Date	Extd Total
PROFESSIONAL SERVICES			
1.	DELETED DATA FILE CONVERSIONS		
	Credit for Data File Conversion being deleted	3/31/2014	(\$27,000)
	Deleted RMS Conversion for Cities of Blackburg and Montgomery		
2.	ADDITIONAL CUSTOM SOFTWARE/CUSTOM SOFTWARE INTERFACES		
	Third Party Software Product (Custom Interfaces)		
	CAD Interfaces		
	- CAD Export to Southern Software RMS Interface (one-way)		27,000
TOTAL IMPLEMENTATION SERVICES			<u>\$0</u>

C. MAINTENANCE AND SUPPORT FEES

1.		Original Contract	Amount Paid for SSMA
	<u>MODULES WITH SSMA BEING DELETED</u>		
	Additional New World Enterprise Software for Computer Aided Dispatch		
	- Bookings	5/30/2014	(\$1,600)
	- Civil Paper Tracking and Receipting	5/30/2014	(\$1,600)
	- Pawn Shops	5/30/2014	(\$960)
	New World Mobile Integration Software		
	- MDT/MCT Base CAD/RMS Interface (75 units)	3/31/2014	(\$320)
	- Mobile Upload Software (75 units)	8/14/2015	(\$800)
	- Mobile Upload Software (50 units)	8/14/2015	(\$1,600)
	New World Mobile Management Server Software		
	- Field Reporting (75 units)	8/14/2015	(\$320)
	- Field Reporting (50 units)	5/30/2014	(\$480)
	- Field Reporting Data Merge (75 units)	8/14/2015	(\$40)
	- Field Reporting Data Merge (50 units)	5/30/2014	(\$160)
	New World Law Enforcement Mobile Unit Software (80 Units)		
	<u>Mobile Messaging</u>		
	- Mugshot Image Download (80 units)	2/19/2015	(\$1,280)
	<u>Field-Based Reporting (72 Units)</u>	8/14/2015	(\$8,640)
	- Includes: LE Field Reporting, LE Field Reporting Compliance, LE Accident Field Reporting, LE Accident Field Reporting Compliance, Mobile Upload of Field Reports and Field Investigation Field Reporting		
	<u>Field-Based Reporting (58 Units)</u>	5/30/2014	(\$9,280)
	- Includes: LE Field Reporting, LE Field Reporting Compliance, LE Accident Field Reporting, LE Accident Field Reporting Compliance, Mobile Upload of Field Reports and Field Investigation Field Reporting		
	Credit for paid SSMA on Unused Software for maintenance period 9/1/15 - 8/31/16		(\$27,080)
	Reduction for modules listed above for maintenance period 9/1/16 - 8/31/17		(\$27,080)

<u>MODULES WITH SSMA BEING CHANGED TO A</u>		
2.	<u>START DATE OF 8/1/16</u>	
- Service Vehicle Rotation (Wrecker, Ambulance)	3/31/2014	(\$1,132)
- Web CAD Monitor	3/31/2014	(\$1,415)
- Pictometry Interface	3/31/2014	(\$1,132)
- Demographic Profiling Reporting	5/30/2014	(\$1,600)
- LINX Interface	5/30/2014	(\$2,240)
Credit for paid SSMA for period 9/1/15 - 8/31/16		(\$7,519)
TOTAL MAINTENANCE CREDIT FORTHCOMING		(\$61,679)

PRICING VALID THROUGH DECEMBER 30, 2016.



Exhibit 2

Customer Requested Standard Software Enhancements and/or Custom Software

1. Definition

We will provide you requested standard software enhancements and/or custom software services as discussed below. You agree to cooperate in limiting the scope of those modifications and enhancements, as described below.

An analysis and assessment to verify the scope of effort for these services will be conducted. A revised estimate for the enhancements/customizations may be provided at the conclusion of the assessment. You may elect to cancel or proceed with the enhancements/customizations based on the revised estimate.

Capabilities included in the initial scope:

a) Custom Software

While we will provide reasonable consultation, you are responsible for obtaining technical contacts and/or technical specifications from the third parties involved.

(1) CAD Export to Southern Software Interface one-way:

Tyler Technologies will provide an interface that will export Call for Service data from New World CAD to Southern Software.

- The data export will be automated and will be triggered by call events.
- The interface will produce a XML file to be imported by the third party
- The interface will export calls for multiple agencies. The location of the export file will be different for each agency but the file format and field mapping will be the same for all agencies

The interface will be limited to fields that exist in the New World CAD. No new fields will be added to the database or user screen.

2. Methodology to Provide Enhancements and/or Custom Software

a) Our Responsibility

As part of our delivery of these services, we will:

- (1) Review the required features for the items set forth in paragraph 1, above, with you.
- (2) Prepare a Requirements Document (RD) to include:
 - Detailed description of the required feature

- menu samples
- screen samples
- report samples

(3) Conduct the programming and programming test.

(4) Provide the associated in-scope training, testing and/or other support services.

For an enhancement or custom software requiring over seven (7) days of services, we will utilize the design document procedure described below. For enhancements or custom software that require less than seven (7) days of services, we will use a Request For Service (RFS) procedure. Both procedures are reviewed with you at a pre-installation planning meeting. The RFS procedure utilizes a form with a narrative description and supporting documentation if applicable to define the work to be done.

b) Design and Development Procedure

<u>Activity</u>	<u>Targeted Time Period</u>
(1) We will work with your staff in completing the RD. You agree to be reasonable and flexible in not attempting to design the modifications to be more extensive than called for in the scope (cost and schedule) of this project.	To be determined
(2) We submit completed RD to you.	To be determined
(3) You will review and sign off on the RD. Once you sign off on the RD, any subsequent changes must be documented along with the impact on pricing and schedule, if any. No programming will be done by us until the formal sign-off and your authorization to proceed in writing.	To be determined
(4) We complete programming from RD and provide the associated deliverable to you.	To be determined
(5) You test software modification based on RD.	To be determined

3. Third Party Responsibilities

- a) The third-party will provide a documented API that will allow access to required data via a file transfer, web service, or TCP/IP.
- b) We will not be responsible for making any modification in the 3rd party software to support this interface.
- c) The third-party will work with us and you to test the interface.

Tyler Technologies Contract Amendment Summary (Credits) - Recommendations

Items listed on Tyler Contract Amendment	Amount	Description
Item #1	\$ 77,769	Total Dropped RMS Software Modules Credits
<i>*Utilize towards future license/services/maintenance per amendment</i>		
<i>RECOMMENDATION:</i>		
<i>ESO Interface (Not ordered or implemented,quote only)</i>	<i>\$ 10,800</i>	<i>Interface to EMS Patient Care Reporting</i>
<i>EMD Interface (Not ordered or implemented,quote only)</i>	<i>\$ 10,480</i>	<i>Interface for EMD Software with CAD</i>
<i>Any other interface or module required in the future</i>		
<i>Balance toward future license/service/maintenance</i>	<i>\$ 56,489</i>	<i>Could utilize toward future CAD maintenance due 7-1-18</i>
Item #2	\$ 27,000	Data Conversion Credits
<i>*Swap data conversion for CAD Export per amendment</i>		
Data Conversion	\$ 27,000	BPD and MCSO RMS incomplete data conversion work
Custom CAD Export to Southern Software	\$ 27,000	BPD and MCSO CAD Export to RMS
Balance	\$ -	
Item #3	\$ 61,679	Total Maintenance Credits
Credit for prepaid 1st year RMS maintenance	\$ 27,080	
Credit for outstanding 2nd year RMS maintenance invoice	\$ 27,080	
Credit for prepaid maintenance on software not available	\$ 7,519	(\$3,679 CAD prepaid - \$3,840 RMS prepaid)
<i>*Utilize towards outstanding RMS prepaid maintenance invoice or other open invoice per amendment</i>		
<i>RECOMMENDATION:</i>		
<i>Outstanding 2nd Year RMS Maintenance Invoice #030-1294 (\$88,196)</i>	<i>\$ 27,080</i>	<i>(Amount after credits/adjustments of \$27,080 = \$61,116)</i>
<i>Other options for remaining maintenance credits balance</i>		
<i>Toward an outstanding CAD PO - invoice# 046932</i>	<i>\$ 15,524</i>	<i>Additional go-live & post go-live added to CAD PO - would offset</i>
<i>Toward remaining RMS maintenance invoice #030-1294</i>	<i>\$ 19,075</i>	<i>Pay additional toward 2nd Year RMS SSMA - balance of \$42,041</i>