Quote and Purchase Addendum

Quoted Date:	September 18, 2024	Quote Number:	1378657
Quote Expiration:	December 15, 2024	Prepared By:	Tally Gochis

Services Include

- **Project Management and Installation** – Motorola Solutions will assign a Flex Project Manager as the agency's single point of contact. This individual will coordinate Motorola's expert staff as needed to ensure a smooth upgrade transition.

Included in Quote

SAA Managed Services – 1 Year Renewal

Package Quote
$28,800.00

*Sales Tax Not Included

Payment Terms

- Customer agrees to pay all invoices within thirty (30) business days of invoice date

The Customer's signature below constitutes its agreement to purchase the licenses, products and/or services according to the terms quoted by Motorola Solutions within this document. This document shall serve as an addendum to the Purchase Agreement previously entered into between the Customer and Spillman Technologies. The terms and conditions of the Purchase Agreement, as well as the related License Agreement and Support Agreement, shall apply to the items quoted herein.

Customer affirms that a purchase order or notice to proceed is not required for contract performance or for subsequent years of service, if any, and that sufficient funds have been appropriated in accordance with applicable law. The Customer will pay all invoices as received from Motorola and any changes in scope will be subject to the change order process as described in this Agreement. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment in accordance with this Agreement.

Huerfano County Sheriff
Customer Name

Authorized Signature

Date

Print Name and Title

Bill To Address

Ship To Address

Reliable Administration Solutions
7865 W Silver Spring Way
Florence, AZ 85132
(360)914-1260

Below is a generalized list of the services that are currently provide. In short, anything related to Spillman or the Spillman server falls under the support provided.

Spillman Administration Services:

- First line support
  - All current agencies know that any problem with Spillman or the server, they only need to contact us first. Most of the time, the problem is resolved without support calls. When calls are made, support staff know that they are talking to someone who knows the software and how it is supposed to work and who can relay the information clearly to reduce Spillman support time.
- Maintain Spillman System Security
  - The SSA responsibilities include adding, modifying and deleting users in Spillman in a consistent manner. The SSA is also responsible for adjusting user privileges, configuring login parameters and tailoring user's login scripts as necessary.
- Maintaining Spillman Application Parameters and AdminUtil
  - The SSA is responsible for maintaining Spillman application parameters which provide the flexibility that allows you to customize many areas of Spillman.
- Install Linux patches and updates - Reboot services
  - For the system to run correctly the operating system needs to run without any issues. Patches and updates to Linux go hand in hand with patches and updates to the Spillman product. Finally, while Linux runs flawless, from time to time it is important to reboot the server to clear out the memory buffers and to ensure that nothing is wrong with the system. Preventative maintenance is vital to a smooth-running system.
- Name and Vehicle Audits
  - All systems need assistance with keeping their data as clean as possible. Reducing duplicate names and vehicles is one major step in the process of ensuring data is as correct as possible.
- Defining data entry standards
  - Establish with the agency standards of data entry to ensure that information is entered correctly and that it can easily be retrieved for reporting purposes.
- New module setup and activation
  - Helping the agency with new modules that will improve their overall agency objective and streamline operations. This includes advising the agency of what Spillman modules are available to solve agency needs, configuration of the module and assistance with training and implementation.
- Policies and Procedures
  - Although the Spillman Software is very powerful and flexible, there will always be additional features that some users would like to see added. Spillman

Technol ogies will try to fulfill those requests whenever possible. However, some requested changes are neither feasible nor advantageous to the majority of Spillman Users. In these situations, the Agency may need to change their procedures to comply with the requirements of the Spillman software. The SSA will act as liaison between Spillman and the user agencies when special requests have been made maintains familiarity with the Standard Operating Procedures and appropriate manuals.

- Interface with Spillman Support
  - o As mentioned above, having a knowledgeable Spillman Administrator who knows the software, knows the interfaces, and knows the hardware reduces the amount of time Spillman support must spend working on problems. Additionally, many problems that agencies who are without a knowledgeable call in, are not problems at all but rather a training issue or an issue that can be solved on the SAA level.
- Modify Spillman reports and cron jobs
  - o Most reports in Spillman are very good. However, most agencies have slight modifications to reports that need to happen to provide the data they need. Additionally, they want these reports to run automatically and to be emailed to the recipients.
- Code Table normalization or block coding and code table maintenance
  - o Building proper code tables streamlines data entry and more importantly makes it much easier to get the data the agency needs to make decisions with. For example, it is always easier to make on search to find out how many burglaries there have been with one search, rather than multiple.
- Specific custom interfaces ~ i.e. Lexus Nexus interfaces for Community Crime Maps, OASIS Commissary, Confined Inmates web page, Other State Interfaces
  - o Assisting agencies establish, monitor, and solve problems for different interfaces that work with the Spillman Software.

SAA MANAGED SERVICES

ENTRUST SYSTEM ADMINISTRATOR DUTIES TO SEASONED FLEX PROFESSIONALS

DEDICATED SYSTEM ADMINISTRATION RESOURCES

In order to keep your Spillman Flex software up-to-date and running at maximum efficiency, your agency needs a dedicated system administrator, or Spillman Application Administrator (SAA), to help manage your Flex system. While many agencies already have an SAA in place, often times this person is trying to fill this role in addition to a current position such as records manager, dispatch coordinator or sergeant. The mistake some agencies make is thinking they can manage their Flex system without a fully dedicated SAA. Using Spillman Flex's SAA Managed Services gives your agency peace of mind knowing that your system is being taken care of and any potential issues are being resolved via a dedicated Flex SAA, freeing up more time for your team to focus on other mission-critical areas.

STREAMLINED COMMUNICATION WITH TECHNICAL SERVICES

The position of SAA requires a full-time commitment because of the amount of work that may be necessary to accomplish proactive system maintenance tasks as well as issue resolution. Without the guidance of a full-time SAA, your department may be unsure of who to contact for internal system technical assistance, let alone what questions to ask Flex's support staff. By utilizing Flex's SAA Managed Services offering, your agency has access to a knowledgeable SAA who will be your point of contact for talking with Technical Services and working through problems together to find a solution.

SAA MANAGED SERVICES HELPS YOUR AGENCY ENSURE PROACTIVE SYSTEM MAINTENANCE AND ACCURATE ISSUE RESOLUTION.

MOTOROLA *SOLUTIONS*

SPECIALIZED SAA PERSONNEL

The stress agencies experience trying to manage their own Flex server can lead to issues such as getting behind on trainings. Relying on SAA Managed Services removes the worry of managing the Flex system from your team's hands by ensuring your system has both dedicated proactive maintenance as well as timely and knowledgeable issue resolution. Your dedicated SAA will be instrumental in standardizing and cleaning up your software system, staying up-to-date on trainings and resolving any issues. They will also remotely handle all system administrator tasks for your department, including creating permissions to ensure your agency personnel have the necessary data to do their jobs, while also making sure previously authorized personnel only have access to data that is pertinent to their position. Other duties of your remote SAA include creating reports, merging tables, managing and maintaining third party interfaces, and purging any data your department no longer needs. The SAA is also dedicated to thoroughly learning Spillman Flex, staying on top of updates and attending important events like the annual Summit software users' conference with your team. SAA Managed Services can assist subject matter experts (SME) within your agency as well as work in congruence with your department to help you get the most out of your Flex system.

If your agency would like to learn more about implementing SAA Managed Services, contact your Account Sales representative.

MOTOROLA SOLUTIONS