



OFFICE OF THE SHERIFF WALLER COUNTY

100 R. Glenn Smith Dr. • Hempstead, Texas 77445-4699

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SHERIFF TROY GUIDRY

ROBERT SCHIELDS
Chief Deputy

JAMES FLYNT
Chief Deputy

03/31/2025

To: Sheriff Troy Guidry

Thru: Chief Deputy Robert Schields,
Law Enforcement Command

Thru: Lieutenant Angela Turner,
Budgeting

From: Lieutenant John Garner
Detective Bureau

*RENEWAL \$650.00
FUNDS AVAIL 125-516-563350-CID*
*#15
3-31-25*

Re: User Agreement Request – Southwest Solutions Group

I am requesting approval to renew the user agreement between the Waller County Sheriff's Office and Southwest Solutions Group. Southwest Solutions Group provides the software that operates and manages the Waller County Sheriff's Office Evidence Lockers. This software is utilized to secure evidence that is being placed in the custody of the Waller County Sheriff's Office Property Room and accurately tracks the users who access the evidence lockers.

The importance of this software cannot be understated as maintaining chain of custody is required for the successful prosecution of the cases. Your attention to this matter is greatly appreciated. If you have any additional questions or need additional information, please contact me.

ADD TO CC AGENDA TO SIGN CONTRACT

Waller County
County Courthouse
836 Austin St Suite 217
Hempstead, TX 77445

Support Subscription Details

Southwest Solutions Group support subscription provides the following:

Standard Support

- SSG priority help desk access via email help@southwestsolutions.com, southwestsolutions.com/support, or our toll-free 800-803-1083.
- Access to program engineers for advanced tier II support when needed.
- Standard Support hours 8am-5pm CST Monday-Friday.

Software Upgrades

- Access to software updates as they become available.

*Non-subscription customers who request updates will be charged the amount of a 1-year support subscription.

Support Subscription Renewal Package For ControlLoc

Standard Support Package

- New Subscription Coverage Dates: 10/05/2024 thru 10/04/2025
- 8:00am - 5:00pm CST Monday-Friday
- Help Desk Access: 800-803-1083 & remote web support: support.southwestsolutions.com

Renewal Cost: \$650.00

Previous Agreement

Agreement #	8255
Serial #	B10001
Type	ControlLoc
Status	Valid Contract
Expires On	10/04/2024
Subscription Length	12 Months

Agreement Contact _____

Subscription Total _____

\$650.00

Auth Signature _____

Date _____

PO # _____

[Click to Add Payment Method](#)**Quote Expires: 11/14/2024**

- Software support plans do not include repairing corruption to data tables. Support does not include troubleshooting printer issues.

- Standard support does not include 3rd party applications such as Excel or Access. It is the responsibility of the customer to get training on these tools and train their internal staff.

- Price subject to change based on current sell price of software. Quote valid for 90 days from submission.

- In some cases not renewing subscription may result in loss of access to product.