

## **FIFTH ADDENDUM TO THE SUN RIDGE SYSTEMS INC SOFTWARE AND SERVICES AGREEMENT**

THIS FIFTH ADDENDUM is to that Agreement for Software entered into on June 22<sup>nd</sup>, 2023, and amended on May 21<sup>st</sup>, 2024 and August 28<sup>th</sup>, 2024, and April 4<sup>th</sup> 2025, and September 4<sup>th</sup>, 2025 by and between the County of Siskiyou ("County") and **Sun Ridge Systems, Inc.** ("Contractor") and is entered into on the date when it has been both approved by the Board and signed by all other parties to it.

WHEREAS, the cost of services to be provided under the Agreement is expected to exceed the amount provided in the Agreement; and

WHEREAS, the parties desire to increase the amount of compensation payable under the Agreement; and

WHEREAS, the Parties desire to enter into a change order and attach such change order as a new Exhibit to Section 1, "Software Licenses", of the Agreement to reflect additional duties.

### **NOW THEREFORE, THE PARTIES MUTUALLY AGREE AS FOLLOWS:**

Section 1, of the Agreement, shall be amended to add the following language to the end of the first sentence in Section 1 of the Agreement: ",and as further described in Change Order #4, attached hereto."

Exhibit "B" of the Agreement entitled "Contract Amount", shall be amended to add an additional THIRTEEN THOUSAND FOUR HUNDRED AND FIFTY DOLLARS AND NO CENTS **(\$13,450.00)**, to increase the total compensation payable under the Agreement to an amount not to exceed SEVEN HUNDRED TWENTY SIX THOUSAND SEVEN HUNDRED THIRTY-EIGHT DOLLARS AND NO CENTS **(\$726,738.00)** for the term of the Agreement.

All other terms and conditions of the Agreement shall remain in full force and effect.

**(SIGNATURES ON FOLLOWING PAGE)**

IN WITNESS WHEREOF, County and Contractor have executed this fifth addendum on the dates set forth below, each signatory represents that they have the authority to execute this agreement and to bind the Party on whose behalf their execution is made.

COUNTY OF SISKIYOU

Date: \_\_\_\_\_

\_\_\_\_\_  
NANCY OGREN, CHAIR  
Board of Supervisors  
County of Siskiyou  
State of California

ATTEST:  
LAURA BYNUM  
Clerk, Board of Supervisors

By: \_\_\_\_\_  
Deputy

CONTRACTOR: Sun Ridge Systems, Inc.

Date: 10/24/2025

Signed by:  
Carol Gomes Jackson  
400E606C72B44A6...  
Carol Gomes Jackson, President

Date: 10/24/2025

DocuSigned by:  
Patricia N. Richards  
888828288A2B4E8...  
Patricia N. Richards, CFO

License No.: \_\_\_\_\_  
(Licensed in accordance with an act providing for the registration of contractors)

Note to Contractor: For corporations, the contract must be signed by two officers. The first signature must be that of the chairman of the board, president or vice-president; the second signature must be that of the secretary, assistant secretary, chief financial officer or assistant treasurer. (Civ. Code, Sec. 1189 & 1190 and Corps. Code, Sec. 313.)

TAXPAYER I.D. 68-0469181

ACCOUNTING:

Fund	Organization	Account	Activity Code
<b>1003</b>	<b>203229</b>	<b>723000</b>	<b>130</b>

If not to exceed, include amount not to exceed: \$726,738.00

If needed for multi-year contracts, please include separate sheet with financial information for each fiscal year.

### Annual Breakdown of Accounts

<b>FY</b>	<b>FUND</b>	<b>ORG</b>	<b>ACCOUNT</b>	<b>ACT</b>	<b>NTE</b>
22/23	2171	207031	723000		\$36,584.00
23/24	2171	207031	723000		\$622,477.00
24/25	2171	207031	723000		(\$11,500.00)
25/26	1003	203229	717000	130	\$54,477.00
	<b>1003</b>	<b>203229</b>	<b>723000</b>	<b>130</b>	<b>\$13,450.00</b>
	2175	401081	723000		\$11,250.00

ORIGINAL CONTRACT	
<u>Siskiyou County Sheriffs Office</u>	<u>Price</u>
RIMS Computer-Aided Dispatch Software	\$ 61,650
RIMS Records Management Software	\$ 46,200
RIMS Mobile Computer Software	\$ 25,000
RIMS In Station Mapping Software	\$ 14,000
RIMS Mobile Mapping Software	\$ 6,000
RIMS Property Room Bar Coding Software	\$ 13,000
RIMS Citizen RIMS Public Access Software	\$ 9,000
RIMS InCustody Jail Management Software	\$ 78,000
RIMS E911 Link Software	\$ 10,000
RIMS State Link Software (CLETS)	\$ 13,000
RIMS Text Paging Link Software	\$ 3,000
RIMS Collaborate Data Sharing Software	\$ 7,000
RIMS Officer Training Management Software	\$ 5,000
RIMS AFIS Link Software	\$ 8,000
<b>RIMS Body Camera Software</b>	<b>\$ 2,000</b>
RIMS CopLogic Import Software	\$ 2,000
<b>RIMS InCustody to PayTel Link Software</b>	<b>\$ 8,000</b>
RIMS InCustody to Stellar Service Link Software	\$ 12,000
RIMS InCustody to Stellar Service Banking Link Software	\$ 7,000
Mapping Data Engineering Services	\$ 2,500
Worth Data Bar Coding Equipment*	\$ 1,700
Data Conversion Services	\$ 65,000
Installation and Training	\$ 155,918
<b>Annual Support and Updates - First Year</b>	<b>\$ 49,477</b>
CA Sales Tax*	\$ 132
County Total	\$ 604,577
<u>Etna Police Department</u>	<u>Price</u>
RIMS Records Management Software	\$ 8,000
RIMS Citizen RIMS Public Access Software	\$ 3,000
RIMS Collaborate Data Sharing Software	\$ 3,000
Installation and Training	\$ 2,092
Annual Support and Updates - First Year	\$ 2,200
Etna Total	\$ 18,292
<u>Tulelake Police Department</u>	<u>Price</u>
RIMS Records Management Software	\$ 8,000
RIMS Citizen RIMS Public Access Software	\$ 3,000
RIMS Collaborate Data Sharing Software	\$ 3,000
Installation and Training	\$ 2,092
Annual Support and Updates - First Year	\$ 2,200
Tulelake Total	\$ 18,292
<b>Original Contract Total \$ 641,161</b>	

FIRST ADDENDUM SOFTWARE ADDITION SUMMARY	
<u>Siskiyou County Sheriffs Office</u>	<u>Price</u>
iRIMS Law iOS/Android App Software	\$ 14,000
Installation via Remote Access and Phone	\$ 1,800
Annual Support and Updates - First Year	\$ 2,100
County Total	\$ 17,900
<b>1st Addendum - Cumulative Contract Total \$ 659,061</b>	

SECOND ADDENDUM SOFTWARE REDUCTION SUMMARY	
<u>Siskiyou County Sheriffs Office</u>	<u>Price</u>
<b>RIMS Body Camera Software</b>	<b>\$ (2,000)</b>
<b>Annual Support and Updates - Body Cam - First Year</b>	<b>\$ (300)</b>
<b>RIMS InCustody to PayTel Link Software</b>	<b>\$ (8,000)</b>
<b>Annual Support and Updates - PayTel Link - First Year</b>	<b>\$ (1,200)</b>
	\$ (11,500)
<b>2nd Addendum - Cumulative Contract Total \$ 647,561</b>	

SECOND ADDENDUM SOFTWARE REDUCTION SUMMARY	
<u>Siskiyou County Sheriffs Office</u>	<u>Price</u>
25/26 RIMS Maintenance/Support	\$ 54,477

**3rd Addendum - Cumulative Contract Total \$ 702,038**

**FOURTH ADDENDUM SOFTWARE ADDITION SUMMARY**

<u>Siskiyou County Sheriffs Office / Siskiyou County Public Health</u>	<u>Price</u>
CoreEMR Medical Records System	\$ 11,250

**4th Addendum - Cumulative Contract Total \$ 713,288**

**FOURTH ADDENDUM SOFTWARE ADDITION SUMMARY**

<u>Siskiyou County Sheriffs Office</u>	<u>Price</u>
"RIMS > Karpel" Interface	\$ 7,550.00

<u>Etna Police Department</u>	<u>Price</u>
"RIMS > Karpel" Interface	\$ 2,950.00

<u>Tulelake Police Department</u>	<u>Price</u>
"RIMS > Karpel" Interface	\$ 2,950.00

**5th Addendum - Cumulative Contract Total \$ 726,738**



**To:** Courtney Greenly, Siskiyou County Sheriff's Office  
**From:** Tamera Melrose  
**Subject:** Quotation for RIMS Software  
**Date:** July 11, 2025

The following is a quotation for RIMS software based upon your recent request.

### Siskiyou County Sheriff's Office

Item	Price
RIMS DA Link to Karpel Software	\$5,000
Installation Completed via Remote Access and Phone	\$1,800
Annual Support and Updates - First Year	\$750
<b>TOTAL</b>	<b>\$7,550</b>

### Etna Police Department

Item	Price
RIMS DA Link to Karpel Software	\$1,000
Installation Completed via Remote Access and Phone	\$1,800
Annual Support and Updates - First Year	\$150
<b>TOTAL</b>	<b>\$2,950</b>

### Tulelake Police Department

Item	Price
RIMS DA Link to Karpel Software	\$1,000
Installation Completed via Remote Access and Phone	\$1,800
Annual Support and Updates - First Year	\$150
<b>TOTAL</b>	<b>\$2,950</b>

The quoted price is for software and services provided by Sun Ridge Systems only. It does not include any hardware, software, or costs from Karpel that may be required to support this interface.

A detailed specification which describes the interface is available upon request. If you plan to purchase via purchase order, Sun Ridge Systems may require you to make some minor modifications to the purchase order's Standard Terms and Conditions. Specifically, sections related to Warranty and Indemnification may require modification. Examples of these modifications can be provided upon request.

This quotation is valid for 90 days and may change thereafter. If you have any questions, please call me at 800-474-2565. Thank you for your continued interest in RIMS.

By signing and accepting this quote, I agree that I have signature authority on behalf of my department and/or organization and this signature will be an electronic representation of my signature for all purposes when I use them on documents, including legally binding contracts – just the same as a wet ink signature on paper.

#### **FOURTH ADDENDUM TO THE SUN RIDGE SYSTEMS INC SOFTWARE AND SERVICES AGREEMENT**

THIS FOURTH ADDENDUM is to that Agreement for Software entered into on June 22<sup>nd</sup>, 2023, and amended on May 21<sup>st</sup>, 2024 and August 28<sup>th</sup>, 2024, and April 4<sup>th</sup> 2025 by and between the County of Siskiyou ("County") and Sun Ridge Systems, Inc. ("Contractor") and is entered into on the date when it has been both approved by the Board and signed by all other parties to it.

WHEREAS, the cost of services to be provided under the Agreement is expected to exceed the amount provided in the Agreement; and

WHEREAS, the parties desire to increase the amount of compensation payable under the Agreement; and

WHEREAS, the Parties desire to enter into a change order and attach such change order as a new Exhibit to Section 1, "Software Licenses", of the Agreement to reflect additional duties; and

WHEREAS, the General Liability minimum coverage has increased in the Contract in Section 10 on Page 5.

#### **NOW THEREFORE, THE PARTIES MUTUALLY AGREE AS FOLLOWS:**

Section 1, of the Agreement, shall be amended to add the following language to the end of the first sentence in Section 1 of the Agreement: ",and as further described in Change Order #3, attached hereto."

Exhibit "B" of the Agreement entitled "Contract Amount", shall be amended to add an additional ELEVEN THOUSAND TWO HUNDRED FIFTY DOLLARS AND NO CENTS (\$11,250.00), to increase the total compensation payable under the Agreement to an amount not to exceed SEVEN HUNDRED THIRTEEN THOUSAND TWO HUNDRED EIGHTY-EIGHT DOLLARS AND NO CENTS (\$713,288.00) for the term of the Agreement.

Section 10 B (ii) shall be amended to increase the required limit for **General Liability Insurance** from \$1,000,000.00 to \$2,000,000.00.

All other terms and conditions of the Agreement shall remain in full force and effect.

**(SIGNATURES ON FOLLOWING PAGE)**

IN WITNESS WHEREOF, County and Contractor have executed this fourth addendum on the dates set forth below, each signatory represents that they have the authority to execute this agreement and to bind the Party on whose behalf their execution is made.

## COUNTY OF SISKIYOU

Signed by:

*Nancy Ogren*

852DA1B9F1C44B4

NANCY OGREN, CHAIR  
Board of Supervisors  
County of Siskiyou  
State of California

Date: 9/4/2025

ATTEST:

LAURA BYNUM

Clerk, Board of Supervisors

By: *Wendy Winingham*

CE41C53AD1A5444

Deputy

CONTRACTOR: Sun Ridge Systems, Inc.

Signed by:

*Carol Gomes Jackson*

7005E08C73B11A8

Carol Gomes Jackson, President

Date: 8/5/2025

DocuSigned by:

*Patricia N. Richards*

0000P030A0E4F0

Patricia N. Richards, CFO

Date: 8/4/2025

License No.: \_\_\_\_\_

(Licensed in accordance with an act providing for the registration of contractors)

Note to Contractor: For corporations, the contract must be signed by two officers. The first signature must be that of the chairman of the board, president or vice-president; the second signature must be that of the secretary, assistant secretary, chief financial officer or assistant treasurer. (Civ. Code, Sec. 1189 & 1190 and Corps. Code, Sec. 313.)

TAXPAYER I.D. 68-0463181

## ACCOUNTING:

Fund	Organization	Account	Activity Code (if applicable)
2175	401081	723000	

If not to exceed, include amount not to exceed: \$713,288.00

If needed for multi-year contracts, please include separate sheet with financial information for each fiscal year.



### Annual Breakdown of Accounts

FY	FUND	ORG	ACCOUNT	ACT	NTE
22/23	2171	207031	723000		\$36,584.00
23/24	2171	207031	723000		\$622,477.00
24/25	2171	207031	723000		(\$11,500.00)
25/26	1003	203229	717000	130	\$54,477.00
	2175	401081	723000		\$11,250.00

ORIGINAL CONTRACT

<u>Siskiyou County Sheriff's Office</u>	Price
RIMS Computer-Aided Dispatch Software	\$ 61,660
RIMS Records Management Software	\$ 46,200
RIMS Mobile Computer Software	\$ 25,000
RIMS In Station Mapping Software	\$ 14,000
RIMS Mobile Mapping Software	\$ 6,000
RIMS Property Room Bar Coding Software	\$ 13,000
RIMS Citizen RIMS Public Access Software	\$ 9,000
RIMS InCustody Jail Management Software	\$ 78,000
RIMS E911 Link Software	\$ 10,000
RIMS State Link Software (CLETS)	\$ 13,000
RIMS Text Paging Link Software	\$ 3,000
RIMS Collaborate Data Sharing Software	\$ 7,000
RIMS Officer Training Management Software	\$ 5,000
RIMS AFIS Link Software	\$ 8,000
<del>RIMS Body Camera Software</del>	<del>\$ 2,000</del>
RIMS CopLogix Import Software	\$ 2,000
<del>RIMS InCustody to PayTel Link Software</del>	<del>\$ 8,000</del>
RIMS InCustody to Stellar Services Link Software	\$ 12,000
RIMS InCustody to Stellar Services Banking Link Software	\$ 7,000
Mapping Data Engineering Services	\$ 2,500
Worth Data Bar Coding Equipment*	\$ 1,700
Data Conversion Services	\$ 65,000
Installation and Training	\$ 155,948
<del>Annual Support and Updates - First Year</del>	<del>\$ 49,477</del>
CC Sales Tax*	\$ 132
County Total	\$ 604,577

Etna Police Department

<u>Etna Police Department</u>	Price
RIMS Records Management Software	\$ 8,000
RIMS Citizen RIMS Public Access Software	\$ 3,000
RIMS Collaborate Data Sharing Software	\$ 3,000
Installation and Training	\$ 2,092
Annual Support and Updates - First Year	\$ 2,200
Etna Total	\$ 18,292

Tulelake Police Department

<u>Tulelake Police Department</u>	Price
RIMS Records Management Software	\$ 8,000
RIMS Citizen RIMS Public Access Software	\$ 3,000
RIMS Collaborate Data Sharing Software	\$ 3,000
Installation and Training	\$ 2,092
Annual Support and Updates - First Year	\$ 2,200
Tulelake Total	\$ 18,292

Original Contract Total \$ 641,151

FIRST ADDENDUM SOFTWARE ADDITION SUMMARY

<u>Siskiyou County Sheriff's Office</u>	Price
RIMS Law iOS/Android App Software	\$ 14,000
Installation via Remote Access and Phone	\$ 1,800
Annual Support and Updates - First Year	\$ 2,100
County Total	\$ 17,900

1st Addendum - Cumulative Contract Total \$ 659,051

SECOND ADDENDUM SOFTWARE REDUCTION SUMMARY

<u>Siskiyou County Sheriff's Office</u>	Price
<del>RIMS Body Camera Software</del>	<del>\$ (2,000)</del>
<del>Annual Support and Updates - Body Cam - First Year</del>	<del>\$ (300)</del>
<del>RIMS InCustody to PayTel Link Software</del>	<del>\$ (8,000)</del>
<del>Annual Support and Updates - PayTel Link - First Year</del>	<del>\$ (1,200)</del>
	\$ (11,500)

2nd Addendum - Cumulative Contract Total \$ 647,551

THIRD ADDENDUM SOFTWARE REDUCTION SUMMARY

<u>Siskiyou County Sheriff's Office</u>	Price
25*26 RIMS Maintenance/Support	\$ 54,477

3rd Addendum - Cumulative Contract Total \$ 702,028

FOURTH ADDENDUM SOFTWARE ADDITION SUMMARY

<u>Siskiyou County Sheriff's Office / Siskiyou County Public Health</u>	Price
CoreEMR Medical Records System	\$ 11,200

4th Addendum - Cumulative Contract Total \$ 713,228

## Change Order #3



Sun Ridge Systems, Inc.

**To:** Courtney Greenley, Siskiyou County Sheriff's Office  
**From:** Tamera Melrose  
**Subject:** Quotation for RIMS Software  
**Date:** March 27, 2025

The following is a quotation for RIMS software based upon your recent request.

Item	Price
RIMS IC to CorEMR Inmate Medical Records System	\$9,000
Installation, Completed via Remote Access and Phone	\$900
Annual Support and Updates – First Year	\$1,350
<b>TOTAL</b>	<b>\$11,250</b>

**Interface features:**

- Link will generate a list of those inmates in InCustody
- Create a CSV file
- Send the CSV file to the Siskiyou County's hosted SFTP server

This quotation is for RIMS software only and does not include any hardware or third-party software that may be required to support this interface. You are encouraged to contact CorEMR provider to determine any costs that may be associated with providing their portion of the interface.

If you plan to purchase via purchase order, Sun Ridge Systems may require you to make some minor modifications to the purchase order's Standard Terms and Conditions. Specifically, sections related to Warranty and Indemnification may require modification. Examples of these modifications can be provided upon request.

This quotation is valid for 90 days and may change thereafter. If you have any questions, please call me at 800-474-2565. Thank you for your continued interest in RIMS.

By signing and accepting this quote, I agree that I have signature authority on behalf of my department and/or organization and this signature will be an electronic representation of my signature for all purposes when I use them on documents, including legally binding contracts – just the same as a wet ink signature on paper.

Authorized by: Name and Title

Date:

**THIRD ADDENDUM TO CONTRACT FOR SERVICES  
BY INDEPENDENT CONTRACTOR**

THIS THIRD ADDENDUM is to that Contract for Services entered into on June 22<sup>nd</sup>, 2023 and as amended on May 21<sup>st</sup>, 2024, and August 28<sup>th</sup>, 2024 by and between the County of Siskiyou ("County") and Sun Ridge Systems, Inc. ("Contractor") and is entered into on the date when it has been both approved by the Board and signed by all other parties to it.

WHEREAS, the Contract expires on August 25<sup>th</sup>, 2025, the anniversary of software "Go-Live", and services continued to be required after that date; and

WHEREAS, the parties desire to extend the term of the Contract;

WHEREAS, the cost of services to be provided under the Contract is expected to exceed the amount provided in the Contract; and

WHEREAS, the parties desire to increase the amount of compensation payable under the Contract.

NOW THEREFORE, THE PARTIES MUTUALLY AGREE AS FOLLOWS:

Exhibit D, attached hereto, shall establish the cost of annual software maintenance and support fees through **August 25<sup>th</sup>, 2026**.

Exhibit B of the Contract, Contract Amount, shall be amended to add an additional FIFTY-FOUR THOUSAND FOUR HUNDRED SEVENTY-SEVEN DOLLARS AND NO CENTS (\$54,477.00), to increase the compensation payable under the Contract to an amount not to exceed SEVEN HUNDRED TWO THOUSAND THIRTY-EIGHT DOLLARS AND NO CENTS (\$702,038.00).

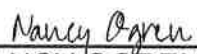
All other terms and conditions of the Contract shall remain in full force and effect.

**(SIGNATURES ON FOLLOWING PAGE)**

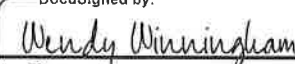
IN WITNESS WHEREOF, County and Contractor have executed this third addendum on the dates set forth below, each signatory represents that they have the authority to execute this agreement and to bind the Party on whose behalf their execution is made.

COUNTY OF SISKIYOU

Date: 4/4/2025


Signed by:  
  
NANCY OGREN, CHAIR  
 Board of Supervisors  
 County of Siskiyou  
 State of California

ATTEST:  
 LAURA BYNUM  
 Clerk, Board of Supervisors

By:   
Wendy Winingham  
 Deputy

CONTRACTOR: Sun Ridge Systems, Inc.

Date: 3/10/25

  
Carol Jackson, President

Date: 3/11/25

Patricia N Richards  
 Patricia N. Richards, CFO

License No.: \_\_\_\_\_  
 (Licensed in accordance with an act providing for the registration of contractors)

Note to Contractor: For corporations, the contract must be signed by two officers. The first signature must be that of the chairman of the board, president or vice-president; the second signature must be that of the secretary, assistant secretary, chief financial officer or assistant treasurer. (Civ. Code, Sec. 1189 & 1190 and Corps. Code, Sec. 313.)

TAXPAYER I.D. 68-0469181

ACCOUNTING:

FY	Fund	Organization	Account	Activity Code	NTE
25/26	1003	203229	717000	130	\$54,477.00

Contract Not to Exceed: \$702,038.00  
 Previous Encumbrance: E2400057

(See Page 3 for Annual Breakdown of Accounts)

### Annual Breakdown of Accounts

<b>FY</b>	<b>FUND</b>	<b>ORG</b>	<b>ACCOUNT</b>	<b>ACT</b>	<b>NTE</b>
22/23	2171	207031	723000		\$36,584.00
23/24	2171	207031	723000		\$622,477.00
24/25	2171	207031	723000		(\$11,500.00)
25/26	1003	203229	717000	130	\$54,477.00

## EXHIBIT D



**To:** Courtney Greenley, Siskiyou County Sheriff's Office  
**From:** Tamera Melrose  
**Subject:** Quotation for Annual RIMS Support and Update Fees  
**Date:** February 21, 2025

The following is a quotation for RIMS Annual Support and Update fees for the period of August 26, 2025, to August 25, 2026 for the Sheriff's Office, Etna and Tulelake PD's.

Siskiyou County Sheriff's Office

Item	Price
RIMS Annual Support and Updates – Computer Aided Dispatch	\$9,247
RIMS Annual Support and Updates – Records Management	\$6,930
RIMS Annual Support and Updates – Mobile Software	\$3,750
RIMS Annual Support and Updates – iRIMS iOS/Android App Software	\$2,100
RIMS Annual Support and Updates – In Station (CAD) Mapping	\$2,100
RIMS Annual Support and Updates – Mobile Mapping	\$900
RIMS Annual Support and Updates – Property Management Software	\$1,950
RIMS Annual Support and Updates – Citizen RIMS Software	\$1,350
RIMS Annual Support and Updates – In Custody Jail Management	\$11,700
RIMS Annual Support and Updates – E-911 Link Software	\$1,500
RIMS Annual Support and Updates – State Link Software	\$1,950
RIMS Annual Support and Updates – RIMS2Text Paging Software	\$450
RIMS Annual Support and Updates – Collaborate Data Sharing	\$1,050
RIMS Annual Support and Updates – Training Management Software	\$750
RIMS Annual Support and Updates – AFIS Link Software	\$1,200
RIMS Annual Support and Updates – CopLogic Link Software	\$300
RIMS Annual Support and Updates – IC to Stellar Services Link Software	\$1,800
RIMS Annual Support and Updates – IC to Stellar Banking Software	\$1,050
<b>TOTAL</b>	<b>\$50,077</b>

## Etna Police Department

Item	Price
RIMS Annual Support and Updates – Records Management	\$1,300
RIMS Annual Support and Updates – Citizen RIMS Software	\$450
RIMS Annual Support and Updates – Collaborate Data Sharing	\$450
<b>TOTAL</b>	<b>\$2,200</b>

## Tulelake Police Department

Item	Price
RIMS Annual Support and Updates – Records Management	\$1,300
RIMS Annual Support and Updates – Citizen RIMS Software	\$450
RIMS Annual Support and Updates – Collaborate Data Sharing	\$450
<b>TOTAL</b>	<b>\$2,200</b>

## Combined Costs for All Agencies:

Item	Price
RIMS Annual Support and Updates – Siskiyou County	\$50,077
RIMS Annual Support and Updates – Etna Police Department	\$2,200
RIMS Annual Support and Updates – Tulelake Police Department	\$2,200
<b>TOTAL</b>	<b>\$54,477</b>

This support quote is only for the listed modules, if additional software or interfaces are added or modified it may impact the support amount quoted. If you have any further questions, please call me at 1-800-474-2565 x5.



**SECOND ADDENDUM TO CONTRACT FOR SERVICES  
BY INDEPENDENT CONTRACTOR**

THIS SECOND ADDENDUM is to that Contract for Services entered into on June 22<sup>nd</sup>, 2023 and as amended on May 21<sup>st</sup>, 2024, by and between the County of Siskiyou ("County") and Sun Ridge Systems, Inc. ("Contractor") and is entered into on the date when it has been both approved by the Board and signed by all other parties to it.

WHEREAS, the cost of services to be provided under the Contract is expected to be less than the amount provided in the Contract; and

WHEREAS, the parties desire to decrease the amount of compensation payable under the Contract, outlined by individual packages and related maintenance; and

NOW THEREFORE, THE PARTIES MUTUALLY AGREE AS FOLLOWS:

Amend Exhibit A from the original Contract, to delete Section 1.2, Subsection 1.2.4 "RIMS Body Worn Camera Link Software", and Section 1.2, Subsection 1.2.6 "RIMS InCustody PayTel Link Software", and the applicable cost of annual maintenance.

Amend Exhibit "B" of the original Contract, Contract Amount, to remove the software outlined on Page 3, Contract Change Order #2, in the amount of Eleven Thousand Five Hundred Dollars and No Cents (-\$11,500.00), to equate the compensation payable under the Contract to an amount not to exceed Six Hundred Forty Seven Thousand Five Hundred Sixty One Dollars and No Cents (\$647,561.00).

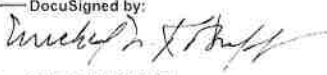
All other terms and conditions of the Contract shall remain in full force and effect.

**(SIGNATURES ON FOLLOWING PAGE)**

IN WITNESS WHEREOF, County and Contractor have executed this second addendum on the dates set forth below, each signatory represents that they have the authority to execute this agreement and to bind the Party on whose behalf their execution is made.

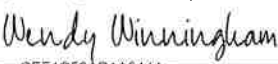
Date: 8/28/2024

COUNTY OF SISKIYOU

DocuSigned by:  
  
BDEA5EE6A0E24C4

MICHAEL N. KOBSEFF, CHAIR  
Board of Supervisors  
County of Siskiyou  
State of California

ATTEST:  
LAURA BYNUM  
Clerk, Board of Supervisors

By:   
Wendy Wittingham  
Deputy

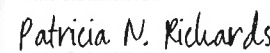
Date: 7/29/2024

CONTRACTOR: Sun Ridge Systems, Inc.

  
409E606C72B1448

Carol Gomes Jackson, President

Date: 8/2/2024

  
305628230A2B4C8

Patricia N. Richards, CFO

License No.: \_\_\_\_\_  
(Licensed in accordance with an act providing for the registration of contractors)

Note to Contractor: For corporations, the contract must be signed by two officers. The first signature must be that of the chairman of the board, president or vice-president; the second signature must be that of the secretary, assistant secretary, chief financial officer or assistant treasurer. (Civ. Code, Sec. 1189 & 1190 and Corps. Code, Sec. 313.)

TAXPAYER I.D. 68-0469181

ACCOUNTING:

Fund	Organization	Account	Activity Code (if applicable)
2171	207031	723000	

Encumbrance number (if applicable):

If not to exceed, include amount not to exceed: \$647,561.00

ORIGINAL CONTRACT

<u>Siskiyou County Sheriffs Office</u>	<u>Price</u>
RIMS Computer-Aided Dispatch Software	\$ 61,650
RIMS Records Management Software	\$ 46,200
RIMS Mobile Computer Software	\$ 25,000
RIMS In Station Mapping Software	\$ 14,000
RIMS Mobile Mapping Software	\$ 6,000
RIMS Property Room Bar Coding Software	\$ 13,000
RIMS Citizen RIMS Public Access Software	\$ 9,000
RIMS InCustody Jail Management Software	\$ 78,000
RIMS E911 Link Software	\$ 10,000
RIMS State Link Software (CLETS)	\$ 13,000
RIMS Text Paging Link Software	\$ 3,000
RIMS Collaborate Data Sharing Software	\$ 7,000
RIMS Officer Training Management Software	\$ 5,000
RIMS AFIS Link Software	\$ 8,000
<b>RIMS Body Camera Software</b>	<b>\$ 2,000</b>
RIMS CopLogic Import Software	\$ 2,000
<b>RIMS InCustody to PayTel Link Software</b>	<b>\$ 8,000</b>
RIMS InCustody to Stellar Services Link Software	\$ 12,000
RIMS InCustody to Stellar Services Banking Link Software	\$ 7,000
Mapping Data Engineering Services	\$ 2,500
Worth Data Bar Coding Equipment*	\$ 1,700
Data Conversion Services	\$ 65,000
Installation and Training	\$ 155,918
<b>Annual Support and Updates - First Year</b>	<b>\$ 49,477</b>
CA Sales Tax*	\$ 132
County Total	\$ 604,577

<u>Etna Police Department</u>	<u>Price</u>
RIMS Records Management Software	\$ 8,000
RIMS Citizen RIMS Public Access Software	\$ 3,000
RIMS Collaborate Data Sharing Software	\$ 3,000
Installation and Training	\$ 2,092
Annual Support and Updates - First Year	\$ 2,200
Etna Total	\$ 18,292

<u>Tulelake Police Department</u>	<u>Price</u>
RIMS Records Management Software	\$ 8,000
RIMS Citizen RIMS Public Access Software	\$ 3,000
RIMS Collaborate Data Sharing Software	\$ 3,000
Installation and Training	\$ 2,092
Annual Support and Updates - First Year	\$ 2,200
Tulelake Total	\$ 18,292

**Original Contract Total \$ 641,161**

FIRST ADDENDUM SOFTWARE ADDITION SUMMARY

<u>Siskiyou County Sheriffs Office</u>	<u>Price</u>
iRIMS Law iOS/Android App Software	\$ 14,000
Installation via Remote Access and Phone	\$ 1,800
Annual Support and Updates - First Year	\$ 2,100
County Total	\$ 17,900

**Cummulative Contract Total \$ 659,061**

SECOND ADDENDUM SOFTWARE REDUCTION SUMMARY

<u>Siskiyou County Sheriffs Office</u>	<u>Price</u>
<b>RIMS Body Camera Software</b>	<b>\$ (2,000)</b>
<b>Annual Support and Updates - Body Cam - First Year</b>	<b>\$ (300)</b>
<b>RIMS InCustody to PayTel Link Software</b>	<b>\$ (8,000)</b>
<b>Annual Support and Updates - PayTel Link - First Year</b>	<b>\$ (1,200)</b>
	<b>\$ (11,500)</b>

**Cummulative Contract Total \$ 647,561**

## Contract Change Order #2



**Date:** July 17, 2024

**To:** Courtney Greenley  
Siskiyou County Sheriff's Office  
1312 Fairlane Road, Suite 1  
Yreka, CA 96097

**From:** Carol Jackson  
President  
Sun Ridge Systems, Inc.  
P.O. Box 5071  
El Dorado Hills, CA 95762

**Regarding:** **Contract Change Order #2-** Reference Software and Services Agreement dated June 22, 2023.

### Change Order #2 Detail:

This change order **removes** the following to the contract and **decreases** the contract amount as follows:

Item	Price
RIMS Body Camera Link Software	\$2,000
Annual Support and Updates – First Year: RIMS Body Camera Link Software	\$300
RIMS InCustody to PayTel Link Software	\$8,000
Annual Support and Updates – First Year: InCustody to PayTel Link Software	\$1,200
<b>TOTAL CREDIT</b>	<b>(\$11,500)</b>

### Change Credit/Payment Adjustments:

Milestone	Invoice/Credit Memo #	Amount
Contract Signing	7683 - PAID	\$187,628.19
Software Installation Complete	TBD	\$151,144.25
Training Complete	TBD	\$151,144.25
Final Acceptance	TBD	\$151,144.25
Change Order #1	Invoice - TBD	\$17,900.00
Change Order #2	Credit Memo – TBD	(\$11,500.00)

## **FIRST ADDENDUM TO THE SUN RIDGE SYSTEMS INC SOFTWARE AND SERVICES AGREEMENT**

THIS FIRST ADDENDUM is to that Agreement for Software entered into on June 22<sup>nd</sup>, 2023 by and between the County of Siskiyou ("County") and Sun Ridge Systems, Inc. ("Contractor") and is entered into on the date when it has been both approved by the Board and signed by all other parties to it.

WHEREAS, the cost of services to be provided under the Agreement is expected to exceed the amount provided in the Agreement; and

WHEREAS, the parties desire to increase the amount of compensation payable under the Agreement; and

WHEREAS, the Parties desire to enter into a change order and attach such change order as a new Exhibit to Section 1 of the Agreement to reflect additional duties.

### **NOW THEREFORE, THE PARTIES MUTUALLY AGREE AS FOLLOWS:**

Section 1, of the Agreement, shall be amended to add the following language to the end of the first sentence in Section 1 of the Agreement: ",and as further described in Change Order #1, attached hereto and hereby incorporated by reference."

Exhibit "B" of the Agreement entitled "Contract Amount", shall be amended to add an additional SEVENTEEN THOUSAND NINE HUNDRED DOLLARS AND NO CENTS (\$17,900.00), to increase the total compensation payable under the Agreement to an amount not to exceed SIX HUNDRED FIFTY NINE THOUSAND SIXTY ONE DOLLARS AND NO CENTS (\$659,061.00) for the term of the Agreement.

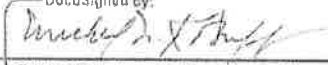
All other terms and conditions of the Agreement shall remain in full force and effect.

**(SIGNATURES ON FOLLOWING PAGE)**

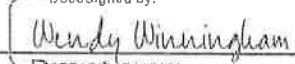
IN WITNESS WHEREOF, County and Contractor have executed this first addendum on the dates set forth below, each signatory represents that they have the authority to execute this agreement and to bind the Party on whose behalf their execution is made.

COUNTY OF SISKIYOU

Date: 5/21/2024

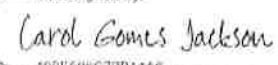
DocuSigned by:  
  
MICHAEL N. KOBSEFF, CHAIR  
Board of Supervisors  
County of Siskiyou  
State of California

ATTEST:  
LAURA BYNUM  
Clerk, Board of Supervisors

By:   
Deputy

CONTRACTOR: Sun Ridge Systems, Inc.

Date: 4/8/2024

DocuSigned by:  
  
Carol Gomes Jackson, President

Date: 4/9/2024

DocuSigned by:  
  
Patricia N. Richards, CFO

License No.: \_\_\_\_\_  
(Licensed in accordance with an act providing for the registration of contractors)

Note to Contractor: For corporations, the contract must be signed by two officers. The first signature must be that of the chairman of the board, president or vice-president; the second signature must be that of the secretary, assistant secretary, chief financial officer or assistant treasurer. (Civ. Code, Sec. 1189 & 1190 and Corps. Code, Sec. 313.)

TAXPAYER I.D. 68-0469181

ACCOUNTING:

Fund	Organization	Account	Activity Code (if applicable)
2171	207031	723000	

Encumbrance number (if applicable)

If not to exceed, include amount not to exceed: \$659,061.00

If needed for multi-year contracts, please include separate sheet with financial information for each fiscal year.

EXHIBIT A



**Date:** November 29, 2023

**To:** Courtney Greenley  
Siskiyou County Sheriff's Office  
1312 Fairlane Road, Suite 2  
Yreka, CA 96097

**From:** Carol Jackson  
President  
Sun Ridge Systems, Inc.  
P.O. Box 5071  
El Dorado Hills, CA 95762

**Regarding:** **Contract Change Order #1-** Reference Software and Services Agreement dated June 22, 2023.

**Change Order #1 Detail:**

This change order **adds** the following to the contract and **increases** the contract amount as follows:

Item	Price
iRIMS Law iOS/Android App Software	\$14,000
Installation Completed via Remote Access and Phone	\$1,800
Annual Support and Updates - First Year	\$2,100
<b>TOTAL</b>	<b>\$17,900</b>

**Change Credit/Payment Adjustments:**

Milestone	Invoice/Credit Memo #	Amount
Contract Signing	7683 - PAID	\$187,628.19
Software Installation Complete	TBD	\$151,144.25
Training Complete	TBD	\$151,144.25
Final Acceptance	TBD	\$151,144.25
Change Order #1	Invoice - TBD	\$17,900.00

**Change Order - Change to Project Schedule:**

None

## SUN RIDGE SYSTEMS, INC. SOFTWARE AND SERVICES AGREEMENT

This Software and Services Agreement ("Agreement") is executed in duplicate as of 6/22/2023, 2023, between Sun Ridge Systems, Inc., a California corporation ("Sun Ridge"), and County of Siskiyou, a political subdivision of the State of California ("the County") located at 1312 Fairlane Road, Suite 1, Yreka, CA.

**Section 1. Agreement.** That for and in consideration of payments and agreements hereinafter mentioned to be made and performed by the County, and under the conditions set forth in this Agreement, Sun Ridge agrees to provide computer software ("Software") and services ("Services") to the County as described in Exhibit A, Scope of Work, attached hereto and incorporated herein. The Software support and maintenance services to be provided by Sun Ridge as part of the Services are more specifically described in Exhibit C attached hereto and incorporated herein ("Software Support Services Agreement").

**Section 2. County Project Manager.** Sun Ridge shall work under the general direction of JAMES RANDALL in fulfilling this Agreement.

**Section 3. Scope of Work.** The project that is the subject of this Agreement shall consist of the delivery by Sun Ridge to the County of the Software and Services (the "Project") described in Exhibit A.

**Section 4. Payment Schedule.** In consideration for the Software and Services to be provided by Sun Ridge under this Agreement, the County agrees to pay Sun Ridge the Total Contract Amount ("Contract Amount") given in Exhibit B according to the following schedule ("Payment Schedule"):

<u>Milestone</u>	<u>Amount of Payment</u>
Contract Signing	100% of Contract Amount - Etna
Contract Signing	100% of Contract Amount - Tulelake
Contract Signing	25% of Contract Amount - County
Software Installation Complete	25% of Contract Amount - County
Training Complete	25% of Contract Amount - County
Final Acceptance	25% of Contract Amount - County

The County shall not be entitled to withhold or delay payments due to Sun Ridge pursuant to the above Payment Schedule due to delay in the delivery, installation, or testing of Software items described in Exhibit A where the delay is the result of action or inaction or breach of this Agreement by the County, its agents or employees or the action or inaction of a third party which is not within Sun Ridge's reasonable control.

**Section 5. Invoices.** Invoices shall be sent to:

SISKIYOU COUNTY SHERIFF'S OFFICE

305 BUTTE STREET

YREKA, CA. 96C97

Upon receipt of the invoice, the County shall verify that the invoice has been properly prepared and that the conditions of payment have been fulfilled. If the payment conditions have been



fulfilled, the invoice shall be processed and paid by the County within thirty (30) days after the County's receipt thereof.

In addition to any other amounts for which County is liable under this Agreement, County agrees to pay to Sun Ridge a late charge equal to one percent (1%) of the amount due if County fails to pay Sun Ridge any amount that is due and owing pursuant to this Agreement within sixty (60) days after County's receipt of an invoice from Sun Ridge. Any invoiced amounts that are due and owing under this Agreement which County fails to pay to Sun Ridge within ninety (90) days after County's receipt of an invoice from Sun Ridge shall thereafter bear interest at the rate of twelve percent (12%) per annum or the highest interest rate allowed by applicable law, whichever is less.

**Section 6. Term of Agreement.** Unless terminated earlier in accordance with the provisions of this Agreement or applicable law, the term of this Agreement ("Term") shall be from the date shown on the first page of this Agreement through completion of the Project. Completion of the Project means the installation by Sun Ridge of all of the Software, the completion by Sun Ridge of all training and other Services and the payment by the County to Sun Ridge of the entire Contract Amount. The Project schedule is to be separately generated and agreed to between the parties. Notwithstanding the foregoing, the License described in Section 9 below will remain in effect until it is terminated pursuant to Section 9.

**Section 7. Warranty/Disclaimer of Liability.**

a. Sun Ridge warrants that upon delivery the Software substantially conforms to its Documentation and is free from defects that will materially impair its use. The County's sole and exclusive remedy for breach of this warranty will be repair or replacement of the Software. Sun Ridge will make reasonable efforts to correct errors in the Software, but does not warrant that the Software is error-free or will perform without interruption. The County has relied solely upon its own investigation and judgment in selecting the Software and not upon any representations or promises of Sun Ridge except as may be expressly stated in this Agreement.

b. THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES PERTAINING TO THE SOFTWARE, EXPRESS OR IMPLIED, AND SUN RIDGE SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

c. IN NO EVENT WILL SUN RIDGE BE LIABLE FOR LCST BUSINESS, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE) ARISING OUT OF THE QUALITY, CONDITION OR USE OF THE SOFTWARE OR ANY OTHER PART OF THE PRODUCT. IN NO EVENT WILL SUN RIDGE BE LIABLE FOR ANY AMOUNT WHICH EXCEEDS THE AMOUNT PAID BY THE COUNTY FOR THE PRODUCT.

**Section 8. Final Acceptance.** For thirty (30) days from the beginning of the County's Operational Use of the Software or forty (40) days after the completion of installation and training by Sun Ridge, whichever comes first (the "Test Period"), the County shall test the system for defects and anomalies. "Operational Use" is defined as the County's use of the Sun Ridge Software in the course of the County's daily business activities. During the Test Period, Sun Ridge shall address and attempt to resolve issues with the Software identified by the County under the Software Support Services Agreement (Exhibit C). At the end of the Test Period, the County shall accept or reject the Software as follows:

a. If the County determines that the Software is performing to its satisfaction it shall immediately provide written notice to Sun Ridge of final acceptance of the

Software ("Final Acceptance Notice"), and upon receipt of a valid invoice from Sun Ridge, shall process and pay the final milestone of the Contract Amount including any additional outstanding milestone Payment Amounts. Any remaining issues with the Software shall be covered as part of the original cost of the system and handled as maintenance items under the Software Support Services Agreement (Exhibit C).

b. If the County decides to not accept the Software, then it must so notify Sun Ridge in writing within five (5) calendar days after the end of the Test Period (a "Rejection Notice"). If a Rejection Notice is given, this Agreement shall be automatically terminated and all payments already made by the County to Sun Ridge, less the cost of project management, installation, data conversion, and training services provided up to the date of termination shall be returned to the County by Sun Ridge within thirty (30) days after receipt of the notice. The terms of Section 11 and all other provisions of this Agreement that expressly survive such termination shall apply.

c. If the County fails to provide a Final Acceptance Notice or a Rejection Notice within five (5) calendar days after the end of the Test Period, then the County's final acceptance of the Software shall be considered to have occurred and the County and Sun Ridge shall proceed as described in section 8.a above.

**Section 9. Software License.** Subject to the terms, conditions, limitations and restrictions set forth in this Agreement, Sun Ridge grants to the County a nonexclusive and non-transferable license, effective upon the County's Final Acceptance of the Software pursuant to Section 8 above, to use the Software in connection with the County's normal and customary daily operations substantially as they exist as of the date of commencement of the Term as described below (the "License"). The County shall acquire no ownership or other rights in or to the Software except for the License granted hereunder, and title to the Software shall at all times remain with Sun Ridge.

a. The following additional terms, conditions and limitations apply to the License:

i. The County may use the Software on all computers in the County's agency. Software may not be used at any other agencies unless explicitly agreed to in writing by Sun Ridge;

ii. The County may make a copy of the Software for backup or modification purposes only in support of the County's authorized use of the Software hereunder as Sun Ridge has expressly authorized; and

iii. No one using the Software, and no one for whose benefit the Software is being used, shall sublicense, resell, distribute, market, provide or otherwise make available the Software or any part or copies thereof to any third party.

v. The County shall not transfer, use, or export the Software in violation of any applicable laws, rules, or regulations of any government or governmental agency.

vi. The County shall not use the Software to disrupt, disable, or otherwise harm the operations, software, hardware, equipment, and/or systems of a business, institution, or other entity, including, without limitation, exposing the business, institution, or other entity to any computer virus, trojan horse, or other harmful, disruptive, or unauthorized component.

vi. The County shall not embed the Software in any third-party applications, unless expressly permitted under this Agreement or otherwise authorized in writing in advance by an authorized officer of Sun Ridge.

vii. The License granted under this Agreement shall apply only to the object code for the Software. No one using the Software, and no one for whose benefit the Software is being used, shall have the right to use or have access to the source code for the Software, and neither the County nor anyone using the Software pursuant to this License will modify, change, merge, adapt, translate, reverse engineer, decompile, disassemble or prepare derivative works based upon the Software.

viii. The County acknowledges that the Software and the Documentation constitute trade secrets of Sun Ridge. The County agrees to maintain the confidentiality of the Software and the Documentation, and shall take commercially reasonable steps to preserve that confidentiality pursuant to Section 12 of this Agreement.

b. The term of the License shall commence upon Final Acceptance of the Software by the County, and shall continue until the License is terminated as provided below.

i. Sun Ridge may immediately terminate the License in the event of any failure by the County to comply with the terms or conditions of this Agreement by giving written notice of such termination to the County. In the event the County has leased the Software from Sun Ridge, the License will terminate automatically upon termination of the lease. Upon such termination, the County shall immediately cease further use of the Software and will cause all copies of the Software to be destroyed or returned to Sun Ridge.

ii. The County may terminate the License at any time by giving written notice thereof to Sun Ridge and by destroying or returning to Sun Ridge all copies of the Software. The County acknowledges and agrees that any election by the County to terminate the License hereunder will not entitle the County to any refund of amounts paid or compensation of any kind from Sun Ridge.

iii. Upon any termination or expiration of the License, an authorized representative of the County shall certify in writing to Sun Ridge that all copies of the Software and the Documentation which were the subject of the License have either been destroyed or returned to Sun Ridge as required above.

iv. The provisions of Sections 7 and 11 through 13, inclusive, shall survive the expiration or termination of this Agreement.

c. Sun Ridge may, at its option, release updates to or new versions of the Software. If the County elects to obtain any update or new version of the Software, the use of such update or new version will be subject to the terms and conditions of this Agreement.

d. Except as expressly provided in this Agreement, Sun Ridge retains all intellectual property rights and other rights to the Software, Documentation (as defined below), and the source code for the Software.

#### **Section 10. Indemnity and Insurance.**

a. Sun Ridge agrees to indemnify, defend, and hold harmless the County and its officers, directors, shareholders, employees, and agents (the "County Indemnified Parties") from any and all claims, demands, liabilities, and costs, including attorney's fees ("Claims"), arising out of or relating to (i) any actual infringement of a third-party's intellectual

property rights or (ii) the negligence or willful misconduct of any employee or agent of Sun Ridge occurring during or as a result of Sun Ridge's performance of its obligations hereunder, provided that Sun Ridge shall have no indemnity or other obligations to the County hereunder to the extent any such Claims arise from or are the result of the negligence or other fault of the County or its employees, agents or other contractors nor shall the foregoing indemnity and hold harmless obligations of Sun Ridge extend to or cover any Claims arising from or relating to claims of defects or errors in the Software or the County's use or inability to use the Software. This indemnity obligation shall survive the expiration, cancellation or termination of this Agreement. Notwithstanding the foregoing the County expressly waives, releases, and agrees that neither Sun Ridge nor Sun Ridge's officers, directors, shareholders, employees, agents and affiliates shall have any liability for any individual's or entity's lost business, direct damages, incidental or consequential damages, or any other Claims arising out of or related to the use or implementation of the Software.

b. During the term of this Agreement, Sun Ridge shall comply with the following insurance requirements:

i. Workers' Compensation. Sun Ridge shall fully comply with the terms of the law of California concerning workers' compensation. Said compliance shall include, but not be limited to, maintaining in full force and effect one or more policies of insurance insuring against any liability Sun Ridge may have for workers' compensation. Said policy shall also include employer's liability coverage of \$1,000,000 per accident for bodily injury or disease.

ii. General Liability Insurance. Sun Ridge shall obtain at its sole cost and keep in full force and effect during the term of this Agreement commercial general liability insurance in the amount of \$1,000,000 per occurrence for bodily injury, and property damage personal injury; coverage includes products and completed operations. Said insurance shall provide (1) that the County, its officers, and employees shall be included as additional insureds under the policy, and (2) that the policy shall operate as primary insurance, and non-contributory.

iii. Automobile Liability Insurance. Sun Ridge shall obtain at its sole cost and keep in full force and effect during the term of this Agreement business automobile liability insurance in the amount of \$1,000,000 combined single limit per occurrence for bodily injury and property damage. Said insurance operate as primary insurance, and non-contributory.

iv. Certificates of Insurance. Sun Ridge shall file with County upon the execution of this Agreement, certificates of insurance which shall provide that no cancellation, major change in coverage, expiration, or nonrenewal will be made during the term of this agreement, without thirty (30) days written notice to the County prior to the effective date of such cancellation, or change in coverage.

**Section 11. Termination Rights.** Either party may terminate this Agreement upon material breach of any of the terms of this Agreement by the other Party, after first giving the other party written notice of such breach and thirty (30) days to cure. If the breaching party does not cure the breach within the allotted time, the Agreement will be terminated. Upon Termination, each party will return, delete, or destroy any copies, whether tangible or electronic, of Confidential Information obtained from the other party pursuant to this Agreement, including but not limited to any Documentation and any Confidential Information stored on any equipment that may be returned, and certify to the other party in writing within five (5) business days of the termination date that it has done so.

**Section 12. Confidential Information.** "Confidential Information" means any and all confidential information of a party to this Agreement that is not generally known to or by members

of the public, including but not limited to businesses that compete with such a party, including but not limited to the Software and the Documentation pertaining thereto. Confidential Information shall not include information that is now or becomes part of the public domain, is required by applicable law to be disclosed, was already known by the receiving party at the time of disclosure, is independently developed by the receiving party without any use of Confidential Information, or is lawfully obtained from a third party. "Documentation" means those visually readable materials developed by or for Sun Ridge for use in connection with the Software, in either written or electronic form.

Each party agrees to protect the other party's Confidential Information. Confidential Information will not be used or disclosed except as authorized by the providing party. Confidential Information will be disclosed to employees of the receiving party only on a "need to know" basis and only after such employees are informed of the confidential nature of the information and obligated to maintain confidentiality.

If a party or any party acting on its behalf is required to disclose by order of a court of competent jurisdiction, administrative agency or governmental body, or by subpoena, summons or other legal process, or by law, rule or regulation, or by applicable regulatory or professional standards to produce Confidential Information, that party shall promptly (and prior to such disclosure) notify the other party in writing of such demand or requirement whereupon the parties shall cooperate and take all reasonable acts (without significant cost or expense to the notifying party) to exhaust the legal avenues available to maintain the confidentiality of such Confidential Information, unless the party whose Confidential Information is at issue consents to the production and disclosure of such Confidential Information. In all events, only that portion of the Confidential Information specifically requested by the tribunal or person compelling such disclosure shall be provided and no interpretation or analysis of such data prepared for the purpose of such disclosure shall be disclosed unless approved the party whose Confidential Information is at issue or required by law.

### **Section 13. General Terms.**

a. Governing Law. This Agreement will be construed by and enforced in accordance with the laws of the state of California.

b. Arbitration. If a dispute arises from or related to this Agreement or the breach of this Agreement and if such dispute cannot be settled through direct discussions, the parties agree to first endeavor to settle the dispute in an amicable manner by mediation to be held in Sacramento, California, under the Commercial Mediation Rules of the American Arbitration Association before resorting to arbitration. Thereafter, any unresolved controversy or claim arising from or relating to this Agreement, or breach of this Agreement, shall be settled in arbitration to be held in Sacramento, California. The arbitration will be governed by the Commercial Arbitration Rules of the American Arbitration Association, and the parties shall be allowed discovery in accordance with the California Code of Civil Procedure. If Sun Ridge and the County cannot jointly select a single arbitrator to determine the matter, one arbitrator shall be chosen by each of Sun Ridge and the County (or, if a party fails to make a choice, by the American Arbitration Association on behalf of such party) and the two arbitrators so chosen will select one additional arbitrator. The decision of the single arbitrator jointly selected by Sun Ridge and the County, or, if three arbitrators are selected, the decision of any two of them will be final and binding on the parties and the judgment of a court of competent jurisdiction may be entered on such decision. The prevailing party shall be entitled to recover reasonable fees and expenses resulting from any arbitration proceeding.

c. Severability. If any provision of this Agreement shall be held to be invalid, illegal, or unenforceable, such finding shall not affect the validity, legality, or enforceability of the remaining provisions.

d. Assignment. Parties may not transfer, assign, or sublicense this Agreement, any license hereunder, or any of its rights or duties hereunder to any other person, site or corporation without the prior written consent of the other party. Any attempted transfer, assignment, or sublicense made without prior written consent shall be completely void.

e. Notice. Any notice requested or permitted to be given hereunder shall be sent prepaid, certified mail, return receipt requested, and shall be deemed to have been given on the third (3<sup>rd</sup>) business day after mailing to the other party as follows: to the County at the address indicated in the initial paragraph of this Agreement or to electronic mail address [james.randall@siskiyousheriff.org](mailto:james.randall@siskiyousheriff.org); to Sun Ridge Systems at P.O. Box 5071, El Dorado Hills, CA 95762, or electronic mail address [CarclJ@SunRidgeSystems.com](mailto:CarclJ@SunRidgeSystems.com). Notices may be given by electronic mail transmission to such address as may be specified by the party for such purpose and shall be deemed to have been given when transmitted to such address with confirmation of a successful transmission.

f. Independent Contractors. The parties to this Agreement shall constitute independent contractors. Nothing in this Agreement shall be construed as establishing any employment, partnership, joint venture or similar arrangement between the parties, and no party has any authority to commit any other party to any obligation to any other person or entity, unless expressly agreed to in writing signed by such party.

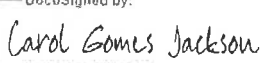
g. Force Majeure. Sun Ridge shall not be responsible for interruption of, interference with, diminution of, or suspension of any of its products or services, including performance failure, which are caused by strike, lockout, riot, epidemics, war, government regulation, fire, flood, natural disaster, acts of God, utility failures, losses or injuries arising directly or indirectly from criminal acts, negligent acts of others, malfunctions or inadequacies of equipment or service not directly within the control of Sun Ridge.

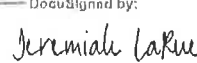
h. Authorization/Entire Agreement/Modification. This Agreement will be effective upon signing by the County and Sun Ridge. This Agreement is the complete and final Agreement of the parties relating to the subject of this Agreement and it replaces and supersedes any prior or contemporaneous oral or written understandings or agreements. No alteration or variation to the terms of this Agreement shall be valid unless made in writing and signed by the parties hereto.

This Agreement has been executed by the parties hereto, from the date shown on the first page.

SUN RIDGE SYSTEMS, INC.

County of Siskiyou

By: DocuSigned by:  
  
 Carol Gomes Jackson  
 Its: President

By: DocuSigned by:  
  
 Jeremiah LaRue  
 Its: Sheriff-Coroner

## Exhibit A Scope of Work

### Section 1 – Software Licenses

1.1 The County has purchased licenses for the following RIMS Software:

- 1.1.1. RIMS Computer Aided Dispatch Software
- 1.1.2. RIMS Records Management Software
- 1.1.3. RIMS Mobile Computer Software
- 1.1.4. RIMS In-Station Mapping Software
- 1.1.5. RIMS Mobile Mapping Software
- 1.1.6. RIMS Property Room Bar Coding Software
- 1.1.7. RIMS Citizen RIMS Public Access Software
- 1.1.8. RIMS InCustody Jail Management Software
- 1.1.9. RIMS Collaborate Data Sharing Software
- 1.1.10. RIMS Officer Training Management Software
- 1.1.11. RIMS Text Paging Link Software

1.2 The County has purchased licenses for the following RIMS interfaces.

- 1.2.1 RIMS E911 Link
- 1.2.2 RIMS State (CLETS) Link Software
- 1.2.3 RIMS AFIS Link Software
- 1.2.4 RIMS Body Worn Camera Link Software
- 1.2.5 RIMS CopLogic Import Software
- 1.2.6 RIMS InCustody PayTel Link Software
- 1.2.7 RIMS InCustody Stellar Services Link Software
- 1.2.8 RIMS InCustody Stellar Services Banking Link Software

1.3 As part of this contract, the County is purchasing the following RIMS Software on behalf of the City of Etna:

- 1.3.1 RIMS Records Management Software
- 1.3.2 RIMS Citizen RIMS Public Access Software
- 1.3.3 RIMS Collaborate Data Sharing Software

1.4 As part of this contract, the County is purchasing the following RIMS Software on behalf of the City of Tulalake:

- 1.4.1 RIMS Records Management Software
- 1.4.2 RIMS Citizen RIMS Public Access Software
- 1.4.3 RIMS Collaborate Data Sharing Software

**Section 2 - Project Schedule.** Upon execution of the Agreement, Sun Ridge and the County shall define a mutually agreed on project schedule by task. Sun Ridge and the County will do its best to meet task completion dates; however, the schedule may be modified by mutual agreement of the parties.

**Section 3 – Hardware.** The County has purchased one (1) Worth Data Bar Scanner with Base Station for the RIMS Property Room Bar Coding Software.

**Section 4 - Installation.** Sun Ridge shall install all software applications listed above along with product Documentation on the County-provided servers. All Software installation will be

accomplished via unattended remote access to the servers by Sun Ridge. The County is free to distribute electronic and hardcopy versions of the Documentation as necessary.

**Section 5 – Configuration.** Sun Ridge shall provide the following instruction sessions to the County designated RIMS Administrators:

RIMS Configuration and Setup Consists of two (2) days for RIMS and one (1) day for InCustody onsite (with an option of phone and remote access) instruction with the County's RIMS Administrators and other Sheriff's office staff as may be needed. The RIMS Administrators will be instructed on how to configure RIMS to most closely meet the desired procedures of the County. In some cases, the RIMS Administrators may find that modifying existing procedures may be desired in order to take full advantage of RIMS functionality. The RIMS Administrators will additionally be instructed/assisted in setting up the remaining tables and values needed for the modules the County has purchased. Discussions will include:

- 5.1 Customization of drop-down menu choices for 200+ fields
- 5.2 The County's records management operational decisions
- 5.3 The County's dispatch operational decisions
- 5.4 The County's jail operational decisions
- 5.5 Paper flow vs paperless vs less paper for records
- 5.6 Selection of case format type

**Section 6 - Integration.** Sun Ridge shall provide RIMS sided interfaces for all third-party software (e.g. "interfaces") applications listed above. The County must coordinate with third-party vendors (CA-DOJ, IT, phone company etc.) to complete and test each interface.

**Section 7 - Training.** The following training is "end user training" and shall be conducted on-site at a County provided location. Training days are contiguous, including weekends. Class times are 0800 to no later than 1700. Sun Ridge will provide a training plan at least 30 days prior to the first training session.

"Sessions" are a repeat of the same class. Students are to attend only one (1) session.

<u>Training Description</u>	<u>Number of Days</u>	<u>Number of Students</u>	<u>Max</u>
CAD Training	4 days (2 sessions, 2 days/session)	1 student per workstation	10
Deputy/Officer Training	8 days (4 sessions, 2 days/session)	2 students per workstation	20
Jail Deputy Training	3 days (2 sessions, 1.5 days/session)	2 students per workstation	20
Records Training	1 day + Day 1 of Deputy	1 student per workstation	10
Property Room	.5 day + Day 1 of Deputy	1 student per workstation	5
Officer Training Mgmt	1 day + Day 1 of Deputy	1 student per workstation	5
Admin Follow-Up Training	1 day	1 student per workstation	5
IT Go Live Prep	1 day	NA	5

**Section 8 - Go Live Support.** Four (4) Sun Ridge staff will be on site for the first two days of system cutover. They are there to answer questions and to address any system problems.

**Section 9 – Data Conversion.** The services include converting data from the following systems:

- EIS Records Management
- EIS Jail Management

Data Conversion CAD and Property Room data is not included.

Sun Ridge Systems, Inc. – Siskiyou County v2

Page 9



Converting any other data, including data from multiple or externally linked databases or third-party products, is not included. You are responsible for extracting that data and providing it to us for conversion. Once we receive the extracted data, we will evaluate it to determine which items may be converted into RIMS. As part of our standard data conversion, we attempt to convert the following items. In some instances, not all data may be available or suitable for conversion.

## 9.1 For Records:

### 9.1.1 People:

- 9.1.1.1 Person Name (including combining duplicates based on 6-way match)
- 9.1.1.2 DOB
- 9.1.1.3 Contact Information
- 9.1.1.4 Description
- 9.1.1.5 Identification Numbers
- 9.1.1.6 Officer Safety Notifications
- 9.1.1.7 Log Entries for Connections to Cases
- 9.1.1.8 Log Entries for Citations
- 9.1.1.9 Log Entries for Field Contacts
- 9.1.1.10 Person Photos (.jpeg files stored in the RMS and NOT a separate database or system)

### 9.1.2 Arrests:

- 9.1.2.1 Arrestee
- 9.1.2.2 Date/Time
- 9.1.2.3 Charges
- 9.1.2.4 Counts
- 9.1.2.5 Offense Level
- 9.1.2.6 Disposition
- 9.1.2.7 Booked/Cited Out
- 9.1.2.8 Arresting Officer ID

### 9.1.3 Vehicles:

- 9.1.3.1 License (including combining duplicates based on 2-way match)
- 9.1.3.2 License State
- 9.1.3.3 Make
- 9.1.3.4 Model
- 9.1.3.5 Year
- 9.1.3.6 Color
- 9.1.3.7 Type
- 9.1.3.8 Log Entries for Connections to Case
- 9.1.3.9 Log Entries for Field Contacts
- 9.1.3.10 Log Entries for Citations

### 9.1.4 Cases:

- 9.1.4.1 Location
- 9.1.4.2 Date Reported
- 9.1.4.3 Date Occurred

- 9.1.4.4 Classification/Type
- 9.1.4.5 Offenses
- 9.1.4.6 Case Dispositions
- 9.1.4.7 Date of Dispositions
- 9.1.4.8 Officer ID
- 9.1.4.9 Persons
- 9.1.4.10 Vehicles
- 9.1.4.11 Narratives (if stored in RMS)
- 9.1.4.12 Supplements (if stored in RMS)
- 9.1.4.13 Attachments to cases to include the following file types: .doc  
(no embedded photos), .pdf, .jpeg

9.1.5 Accident Reports:

- 9.1.5.1 Location
- 9.1.5.2 Date Reported
- 9.1.5.3 Date Occurred
- 9.1.5.4 Classification/Type
- 9.1.5.5 Offenses
- 9.1.5.6 Case Dispositions
- 9.1.5.7 Date of Dispositions
- 9.1.5.8 Persons
- 9.1.5.9 Vehicles
- 9.1.5.10 Narrative (if stored in RMS)
- 9.1.5.11 Supplements (if stored in RMS)
- 9.1.5.12 CHP 555 Form and Diagram as.pdf files as part of  
attachments specified in Cases above

9.1.6 Warrants (if applicable):

- 9.1.6.1 Person Name
- 9.1.6.2 Warrant #
- 9.1.6.3 Warrant Date
- 9.1.6.4 Type
- 9.1.6.5 Felony/Misdemeanor
- 9.1.6.6 Reason
- 9.1.6.7 Court
- 9.1.6.8 Judge
- 9.1.6.9 Case #
- 9.1.6.10 Cite
- 9.1.6.11 Docket
- 9.1.6.12 Ref #
- 9.1.6.13 Agency
- 9.1.6.14 Charges
- 9.1.6.15 Comment
- 9.1.6.16 Bail Amount
- 9.1.6.17 Served Date
- 9.1.6.18 Returned Date
- 9.1.6.19 Returned Reason
- 9.1.6.20 Recalled Date
- 9.1.6.21 Recalled Reason

9.1.7 Property in Cases:

- 9.1.7.1 Category
- 9.1.7.2 Article
- 9.1.7.3 Status
- 9.1.7.4 Description
- 9.1.7.5 Brand
- 9.1.7.6 Model
- 9.1.7.7 Item #
- 9.1.7.8 Property Code
- 9.1.7.9 Locations
- 9.1.7.10 Value-stolen
- 9.1.7.11 Recovered
- 9.1.7.12 Damage
- 9.1.7.13 Officer

9.1.8 Premises:

- 9.1.8.1 Common Place Name
- 9.1.8.2 Address
- 9.1.8.3 Contract Person
- 9.1.8.4 Contract Phone Number
- 9.1.8.5 Alarm

9.1.9 Streets (if electronic street file is available):

- 9.1.9.1 Street Name
- 9.1.9.2 Intersections (with block ranges)

9.1.10 Deputy:

- 9.1.10.1 Name
- 9.1.10.2 ID

9.1.11 Users:

- 9.1.11.1 Name
- 9.1.11.2 ID

**Conversion of data from separate field reporting databases is not included.**

**9.2 For Jail Management:**

- 9.2.1 People: (Same as records)
- 9.2.2 Arrests: (Same as records)
- 9.2.3 Booking date/agency
- 9.2.4 Offenses
- 9.2.5 Cell assignment

9.2.6 Medications (if available)

9.2.7 Release date

9.2.8 Deputy:

9.2.8.1 Name

9.2.8.2 ID

9.2.9 Historical information, court information and questionnaires are not included.

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 you identify at least two 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.

Sun Ridge will provide two (2) days of onsite (one for RMS and one for JMS) for final data conversion review with designated County representatives in the days immediately before you go live on RIMS.

**Section 10 - The County's Responsibilities.** The County is responsible for the following:

- 10.2 Installation of all remaining client workstations
- 10.2 Coordinate and schedule resources of the County to include IT, Etna PD, Tulalake PD and Sheriff's department staff
- 10.3 Identify RIMS Administrators/Conversion Review team(s)
- 10.4 Provide system and other third-party software including SQL (Enterprise edition), ERSI Licenses, Windows Server 2016 or 2019 (64 bit)
- 10.5 Provide data communications infrastructure (network, wireless, internet, intranet)
- 10.6 Purchase a minimum of 1 bar code label printer (DYMO LabelWriter 550 Turbo Label Printer and Dymo Labels # 30256)
- 10.7 Coordinate testing of the CLETS Message Switch
- 10.8 Complete, submit and gain approval of updated DOJ CLETS application
- 10.9 Contact third party vendors (DOJ, County IT, phone company, EIS, Stellar, BWC, AFIS, etc. and any other necessary third-parties) and coordinate their schedules and costs

they may charge the County to provide requested support or their portion of the interface to RIMS.

- 10.10 Provide Geofile (aka "street file") source and build-out
- 10.11 Ensure accuracy of the geofile
- 10.12 Provide map source data
- 10.13 Ensure accuracy of the map data
- 10.14 Ensure all user-maintained configuration and data validation tables are completed prior to the start of training
- 10.15 Provide training facilities, workstations and ensure access to RIMS training database from the training location
- 10.16 Schedule the County staff into requisite classes
- 10.17 Provide all hardware meeting at least the minimum requirements listed below. The County represents it has adequate dedicated space on an SQL database server ("Main") and a second server ("Communications") and that these servers meet or exceed the minimum requirements outlined below.
- 10.18 RIMS software supports a traditional hardware platform or a virtual platform. The hypervisor software products supported - VMWare, Hyper-V and others.

**Minimum Specifications (If using existing PCs) Monitor Resolution: 1920 x 1080**

PC Workstations	Database Server
Windows 10+	Microsoft Windows Server 2016+
4 GB RAM	16 GB RAM
Any size disk	1 TB Disk
	Microsoft SQL Server 2016+

**Recommended Specifications (If purchasing new PCs) Monitor Resolution: 1920 x 1080**

PC Workstations	Database Server
Windows 10+	Microsoft Windows Server 2016+
8 GB RAM	32 GB RAM
Any size disk	2 TB Disk
	Microsoft SQL Server 2016+

Servers have network connectivity and appropriate security containing virus protection software and firewalls. The County will provide unattended remote access to Sun Ridge using Sun Ridge's Bomgar remote access software to allow Sun Ridge to meet its responsibilities under this Agreement.

**Mobile Computer Specifications - Recommended Specifications (If purchasing new PCs)**

**Monitor Resolution: 1920 x 1080**

Mobile Computers
Windows 10+
8 GB RAM
Any size disk

**Additional Features for Mobile Computers:** Wireless-Based Modem, Virus Protection Software, 2 or more USB ports, Internet Access (if using Google Maps).

**Option features for Mobile Computers include:** Touchscreen, Driver License Reader (USB), and Fingerprint reader by Digital Persona.

**Exhibit B – Contract Amount****Siskiyou County Sheriff's Office**

Item	Price
RIMS Computer-Aided Dispatch Software	\$61,650
RIMS Records Management Software	\$46,200
RIMS Mobile Computer Software	\$25,000
RIMS In Station Mapping Software	\$14,000
RIMS Mobile Mapping Software	\$6,000
RIMS Property Room Bar Coding Software	\$13,000
RIMS Citizen RIMS Public Access Software	\$9,000
RIMS InCustody Jail Management Software	\$78,000
RIMS E911 Link Software	\$10,000
RIMS State Link Software (CLETS)	\$13,000
RIMS Text Paging Link Software	\$3,000
RIMS Collaborate Data Sharing Software	\$7,000
RIMS Officer Training Management Software	\$5,000
RIMS AFIS Link Software	\$8,000
RIMS Body Camera Software	\$2,000
RIMS CopLogic Import Software	\$2,000
RIMS InCustody to PayTel Link Software	\$8,000
RIMS InCustody to Stellar Services Link Software	\$12,000
RIMS InCustody to Stellar Services Banking Link Software	\$7,000
Mapping Data Engineering Services	\$2,500
Worth Data Bar Coding Equipment	\$1,700
Data Conversion Services	\$65,000
Installation and Training	\$155,918
Annual Support and Updates – First Year	\$49,477
California Sales Tax	\$132
<b>CONTRACT AMOUNT - COUNTY</b>	<b>\$604,577</b>

Item	Price
RIMS Records Management Software	\$8,000
RIMS Citizen RIMS Public Access Software	\$3,000
RIMS Collaborate Data Sharing Software	\$3,000
Installation and Training	\$2,092
Annual Support and Updates – First Year	\$2,200
<b>CONTRACT AMOUNT – ETNA</b>	<b>\$18,292</b>

Item	Price
RIMS Records Management Software	\$8,000
RIMS Citizen RIMS Public Access Software	\$3,000
RIMS Collaborate Data Sharing Software	\$3,000
Installation and Training	\$2,092
Annual Support and Updates – First Year	\$2,200
<b>CONTRACT AMOUNT - TULELAKE</b>	<b>\$18,292</b>

**TOTAL CONTRACT AMOUNT:** **\$641,161**

FY	Fund	Organization	Account	Activity	Amount
22/23	2171	207031	723000		\$36,584.00
23/24	2171	207031	723000		\$604, 577.00



### Exhibit C – Support Services

Under this agreement Sun Ridge agrees to provide the following support services to the County:

1. **Coverage Hours.** Sun Ridge will provide a toll free phone number for the County to call whenever a covered problem occurs. Normal service hours will be Monday-Friday, 8AM-5PM PST, with the exception of New Years Day, President's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving Day, and Christmas Day ("common holidays"). However, for instances with the County's system is completely inoperable due to a Sun Ridge Software problem ("critical problems") preventing basic system operation service will be available 24 hours, 7 days a week, common holidays included.
2. **Sun Ridge's Response to reported problems.** Sun Ridge agrees to provide service and assistance as expeditiously as possible as follows:
  - a. Most problems will be resolved with the initial phone call
  - b. For problems that cannot be immediately resolved, Sun Ridge will work to resolve the problem based on the severity of the problem *and* the urgency reported by the County.
    - For critical problems, Sun Ridge personnel will work with the County until the situation is resolved.
    - For problems that are not critical problems that have a lesser though continuing impact on operations of the County ("non-critical problems"), Sun Ridge will endeavor to provide a solution or work around within 72 hours of the problem being reported to Sun Ridge by the County.
    - For problems that are not critical problems and are not non-critical problems ("minor problems") Sun Ridge may, at its discretion, either issue a near term "fix release" of the product or include the fix in the next scheduled product update.
3. **County equipment and software responsibilities.** The County agrees to allow Sun Ridge to remotely connect to the County's system when a problem is reported. Sun Ridge uses Bomgar Remote Support Software for this purpose. Bomgar software provides superior security and does so over an ordinary internet connection via a Sun Ridge server that hosts a Bomgar security hardware device.

Sun Ridge will use this connection to examine data files related to reported problems and to provide updates and corrections when necessary.
4. **Provision of software updates.** Sun Ridge will provide at no additional cost all new enhanced and updated versions of software licensed to the County. This Software will be provided with detailed installation instructions for installation by the County. If

desired, the County may retain Sun Ridge to perform any installation at additional cost to be determined on a per case basis. Updates are distributed via download from the Sun Ridge ftp web site. Sun Ridge will not be obligated to provide service for release versions that are more than two annual release versions older than the current release.

5. **Term.** The term of this Support Services agreement shall be one (1) year from the system cutover date and shall be automatically annually renewed for another year upon annual payment of invoice.
8. **Limitations.** Sun Ridge agrees to provide support only for public safety application Software provided by Sun Ridge. Other software used by the County (word processing, spreadsheet, etc.) is not included in this agreement. PC and network operating system software and Microsoft SQL Server database system software is similarly not included, although Sun Ridge may assist the County in isolating problems to this software. Also specifically excluded is responsibility for administration, support, or maintenance of your server, computer network, operating systems, or database (Microsoft SQL Server).

The County may request that Sun Ridge provide support services outside the limitations of this Support Services agreement. If Sun Ridge agrees to provide any requested additional support services, which Sun Ridge may do or decline to do in its sole discretion, such support services will be provided at Sun Ridge's then-current rate and on such other terms and conditions as Sun Ridge may require.

This agreement does not include equipment maintenance or assistance in diagnosing hardware problems including but not limited to PCs, printers, network, scanners and other computer peripheral devices with the exception that Sun Ridge will assist the County in determining whether a problem is RIMS application software in nature.

IN WITNESS WHEREOF, County and Contractor have executed this agreement on the dates set forth below, each signatory represents that they have the authority to execute this agreement and to bind the Party on whose behalf their execution is made.

COUNTY OF SISKIYOU

Date: 6/22/2023

DocuSigned by:  
Ed Valenzuela  
ED VALENZUELA, CHAIR  
Board of Supervisors  
County of Siskiyou  
State of California

ATTEST:

LAURA BYNUM

Clerk, Board of Supervisors

By: Wendy Winingham  
Deputy

CONTRACTOR: Sun Ridge Systems, Inc

Date: 5/31/2023

DocuSigned by:  
Carol Gomes Jackson  
Carol Gomes Jackson, President

Date: 5/31/2023

DocuSigned by:  
Patricia N. Richards  
Patricia N. Richards, Chief Financial Officer

License No.:

(Licensed in accordance with an act providing for the registration of contractors)

Note to Contractor: For corporations, the contract must be signed by two officers. The first signature must be that of the chairman of the board, president or vice-president; the second signature must be that of the secretary, assistant secretary, chief financial officer or assistant treasurer. (Civ. Code, Sec. 1189 & 1190 and Corps. Code, Sec. 313.)

TAXPAYER I.D. 68-0469181

ACCOUNTING: (see page 17)

Encumbrance number (if applicable):

If not to exceed, include amount not to exceed: **\$641,161.00** (SIX HUNDRED FOURTY ONE THOUSAND ONE HUNDRED SIXTY ONE DOLLARS AND NO CENTS)