



**MEMORANDUM  
SHERIFF'S OFFICE  
ADMINISTRATIVE SERVICES**  
County of Placer

TO: Board of Supervisors

DATE: August 9, 2016

FROM: Edward N. Bonner, Sheriff-Coroner-Marshal

SUBJECT: Contract Amendment with Tiburon, Inc. for System Maintenance and Support of Computer Aided Dispatch, Records Management, Corrections Management, and Mobile Data Systems

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**ACTION REQUESTED**

Approve Amendment #8 with Tiburon, Inc. for computer system maintenance and support, in the amount of \$347,769 (no new Net County Cost) for the period of July 1, 2016 to June 30, 2017, and authorize the Purchasing Manager to sign the Amendment and any related documents.

**BACKGROUND**

On February 16, 2006, the Board of Supervisors approved a Master Support Agreement with Tiburon, Inc. Under the Agreement, Tiburon continues to provide computer system maintenance and support, including maintenance of the Sheriff's Computer Aided Dispatch, Records Management, Corrections Management, and Mobile Data Systems. The current Amendment, which will be incorporated as part of the Master Support Agreement, reflects the maintenance costs for FY 2016-17.

**FISCAL IMPACT**

Funds for this Amendment are included in the Sheriff's Office FY 2016-17 Proposed Budget. There is no additional impact to the General Fund.

**ATTACHMENTS**

Attachment 1 – Contract Amendment No. 8

Attachment 2 – Exhibit 2

**AMENDMENT 8  
TO THE  
MASTER SUPPORT AGREEMENT**

COPY

This Amendment 8 (the "Amendment") by and between Tiburon, Inc. with a principle place of business at 300 Executive Parkway, Suite 500, San Ramon, California 94583 (hereinafter "Tiburon") and Placer County (the "Client") is entered into on July 1, 2016 (the "Effective Date"), for the annual maintenance period of July 1, 2016 to June 30, 2017.

WHEREAS, the parties previously entered into a Master Support Agreement (the "Agreement") dated February 16, 2006 for support and maintenance services, as well as the 1<sup>st</sup> amendment effective July 2009, 2<sup>nd</sup> amendment effective July 1, 2010, 3<sup>rd</sup> amendment effective July 1, 2011, 4<sup>th</sup> amendment effective July 1, 2012, 5<sup>th</sup> amendment effective July 1, 2013, 6<sup>th</sup> amendment effective July 1, 2014, and 7<sup>th</sup> amendment effective July 1, 2015.

WHEREAS, the parties desire to amend the services being provided under the Agreement as follows:

**1) Annual Adjustments**

The parties hereby agree as described in Section 4.3 on an annual cost increase of five percent (5%). Exhibit 2 to the Agreement is hereby replaced with the attached "Exhibit 2-Covered Applications", which includes the five (5%) increase and is hereby incorporated by this reference into this Agreement.

**2) Other Terms and Conditions**

All other terms and conditions set forth in the Agreement shall remain unchanged and in full force and effect.

**3) Signatures**

Placer County:

Tiburon, Inc.:

\_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

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

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

**EXHIBIT 2  
To  
Master Support Agreement**

**COVERED APPLICATIONS**

This Exhibit is attached to, incorporated into and forms part of the Master Support Agreement, dated February 16, 2006 between the Client and Tiburon (herein referred to as the "Agreement"). Capitalized terms used herein shall have the definitions set forth in the Agreement, unless otherwise defined herein. In the event of conflict between the terms and conditions set forth herein and those set forth in the Agreement, the terms and conditions set forth in the Agreement shall prevail.

Tiburon will provide the Basic Support described in Section 2.1 (Basic Support) of the Agreement for the software applications identified in the table below. The annual fee for such support shall be as set forth in the table below. Such support will commence upon the expiration of any applicable Warranty Period as set forth in the table below. Additionally, Client agrees to test all Tiburon provided corrections, whether reported by Client as Technical Service Requests (TSRs) or not, and either approve the correction or report issues being experienced with the correction within twenty (20) calendar days of receipt of such corrections. Upon Client's approval or failure to communicate issues with any particular correction within the specified time frame, the TSR will be closed if a TSR was opened, or Tiburon may suspend support services if the correction was a Tiburon initiated matter.

**CLIENT # M1242-16**

<u>Covered Application</u>	<u>Hours (24x7 or 8x5)</u>	<u>Make, Model, Serial Number of Authorized Server</u>	<u>Maintenance Period</u>			<u>Fee</u>
			<u>Period</u>	<u>Start Date</u>	<u>Stop Date</u>	
CommandCAD	24x7	CAD Database Dell PowerEdge 2650 (4TPNB21) SRF Thin Dell PowerEdge 2600 (C3BNB21) Auburn Thin Dell PowerEdge 2600 (HNKQB21)	12 Mo.	7/1/16	6/30/17	\$158,676
CAD Mapping (Maverick)	24x7	See SRF Thin	12 Mo.	7/1/16	6/30/17	\$20,676
LawRECORDS*1	24x7	Application Server (TibApp): Hewlett-Packard HP9000 rp7400 (USR4305CXT) Oracle Database Server (TibDB): Hewlett-Packard HP9000 rp5470 (USR4305CXS) & RMS: [DRP RMS] Hewlett-Packard HP9000 rp7400	12 Mo.	7/1/16	6/30/17	\$63,397

<u>Covered Application</u>	<u>Hours (24x7 or 8x5)</u>	<u>Make, Model, Serial Number of Authorized Server</u>	<u>Maintenance Period</u>			<u>Fee</u>
JailRECORDS <sup>*2</sup>	24x7	Application Server (TibApp): Hewlett-Packard HP9000 rp7400 (USR4305CXT) Oracle Database Server (TibDB): Hewlett-Packard HP9000 rp5470 (USR4305CXS)	12 Mo.	7/1/16	6/30/17	\$56,164
WebQuery	24x7	Dell PowerEdge 2650 (7N1NB21)	12 Mo.	7/1/16	6/30/17	\$6,826
Integrated Message Switch <sup>*4</sup>	24x7	See SRF Thin	12 Mo.	7/1/16	6/30/17	\$6,360
MDS	24x7	see CommandCAD	12 Mo.	7/1/16	6/30/17	\$16,436
Common Interfaces <sup>*5</sup>	24x7	See SRF Thin	12 Mo.	7/1/16	6/30/17	\$29,941
GCT	24x7	see CommandCAD	12 Mo.	7/1/16	6/30/17	\$1,241
Data Warehouse	24x7	Dell PowerEdge 2650 (98BN351)	12 Mo.	7/1/16	6/30/17	\$1,784
DBA Services Level 1						Included
Remove Tahoe Site #2						\$<13,732>
					<b>Total</b>	<b>\$347,769</b>

\*1 This includes the nucleus and the following optional modules: Case Management, Crime Analysis, False Alarms System, Gang System, Licenses and Permits, Traffic Management, UCR and Warrants.

\*2 This includes the nucleus and the following optional modules: Classifications, Commissary, Court Tracking, Incident/Disciplinary Reporting, Inmate Money Accounting, Inmate Programs, Inmate Property Management, Medical Processing, Visitor Control and Change proposal 005.

\*4 This includes: RNC Interface, TCP/IP to State of CA, State/NCIC reformatter.

\*5 This includes: (1) E911 Interface – Positron, (1) Master Time Interface (Sprectrcom), (1) MDS/MDT CAD Functional Subsystem, (1) Fire Alerting Interface (Zetron 626), (20) Number of Rip and Run Fire Station Printers, (1) TDD/TYY Interface Support (Zetron 3030), (1) Video Mugshot Interface (TFP), (1) Fingerprint Interface – Identix (10-Print).

**Authorized Sites**

<b>Location</b>	<b>Equipment</b>
Placer County Admin Services, IT Division Data Center 2986 Richardson Drive Auburn, CA 95603	CAD Database, SRF Thin, RMS (TibApp), CMS (TibDB), WebQuery, CARS Servers
Placer County 1051 Junction Blvd Roseville CA 95678	RMS DRP Servers
Auburn 1215 Lincoln Way Auburn, CA 95603	Thin Server

**Signatures:**

Placer County

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

Name: \_\_\_\_\_

Title: \_\_\_\_\_

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

Tiburon, Inc.

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

Name: Roxanne Lerner

Title: Director of Contracts

Date: 7-11-2016

