



December 6, 2017

County of Monterey Emergency Communications
Attn: William Harry
1322 Natividad Road
Salinas, CA 93906

Renewal of Software Support Agreement

This letter is an important notice to renew your Software Support Agreement for your TriTech System, which is due to expire on February 7, 2018. The renewal of the Software Support Agreement will allow you to continue to take advantage of the software support and maintenance services provided by TriTech Software Systems and allow you to receive upgrades to your TriTech System.

Please complete and sign this Support Renewal Agreement and return it to TriTech along with your payment to assure uninterrupted software support and maintenance services coverage. Action on this Support Renewal Agreement is time sensitive; services to support your system will not be provided if you have not paid your Support Renewal Fee by the Expiration date of your Software Support Agreement.

TriTech Support Services Renewal Agreement Amendment

Client agrees to renew its Software Support Agreement dated December 2015, the terms of which are incorporated by reference herein as though set forth in full, and according to the terms and conditions included herein. Except as modified herein, all other terms and conditions of the Software Support Agreement shall remain in full force and effect. With respect to the content herein, in the event of any conflict between this Software Support Renewal Agreement Amendment and the Software Support Agreement, the terms of this Software Support Renewal Agreement Amendment shall control. **This Support Renewal Agreement Amendment and applicable support fees must be signed, paid and returned by February 7, 2018 to avoid any interruptions in the software support and maintenance services provided by TriTech. Payment of \$255,677.20 for this period is due by February 7, 2018.**

Payment

For your convenience, we have enclosed an invoice for the full amount of the TriTech Support Services Renewal Fees covering 12 month period beginning February 7, 2018-February 6, 2019.

If you have any questions or would like to add additional funds for future services or training, please contact Sue Cote at 563-387-4844 or your Account Manager at 858-799-7000.

The Support Renewal Agreement for TriTech Support Services is based upon the following TriTech Software licenses:


County of Monterey Emergency Communications (CA207)

Product Name	Notes	# of Licenses	Cost per License	Total License Cost	Support Term 2/7/18-2/6/19
Inform CAD Browser (B - 41-100 Concurrent Users)		1	\$ 15,000.00	15,000.00	3,465.00
Inform CAD Position		26	\$ 10,000.00	260,000.00	60,060.00
Inform CAD Rotation Provider		1	\$ 10,000.00	10,000.00	2,310.00
Inform CAD Routing Server		1	\$ 18,700.00	18,700.00	4,319.70
Inform CAD Server Software (C - 21-40 Positions)		1	\$ 35,000.00	35,000.00	8,085.00
Inform CAD Test or Training System		1	\$ 0.00	0.00	2,079.00
Inform CAD the Archive Server Software		1	\$ 2,500.00	2,500.00	577.50
Inform CAD The GISLink Utility Position		1	\$ 5,000.00	5,000.00	1,155.00
NCIC/State Message Switch Additional Connection		1	\$ 7,500.00	7,500.00	1,732.50
NCIC/State Message Switch Software - Inform CAD/Inform Mobile		1	\$ 50,000.00	50,000.00	11,550.00
NCIC/State Query Position for Inform CAD		26	\$ 500.00	13,000.00	3,003.00
Inform Me Companion (D - 251-500 Devices)	[a]	1	\$ 0.00	0.00	0.00
Inform Mobile Base Position		80	\$ 1,200.00	96,000.00	22,176.00
Inform Mobile Base Position with CJIS/NCIC Forms		225	\$ 1,500.00	337,500.00	77,962.50
Inform Mobile Server Software (D - 251-500 Positions)		1	\$ 75,000.00	75,000.00	17,325.00
Inform Mobile Test or Training System		1	\$ 0.00	0.00	2,194.50
Inform CAD Protocol		1	\$ 7,500.00	7,500.00	1,732.50
Inform CAD Standard Operating Procedure (SOP)		1	\$ 7,500.00	7,500.00	1,732.50
Standard EMD Integration - AMR		3	\$ 500.00	1,500.00	346.50
Standard Alpha Numeric Paging Interface		1	\$ 9,000.00	9,000.00	2,079.00
Standard ANI/ALI Interface		1	\$ 9,000.00	9,000.00	2,079.00
Standard Inform CAD to External System Incident Data Transfer Interface		3	\$ 15,000.00	45,000.00	10,395.00
Standard Push to Talk Interface (Motorola Gold Elite and MACOM only)		1	\$ 15,000.00	15,000.00	3,465.00
Standard Station Alert/Printing (Rip and Run) Interface		1	\$ 30,000.00	30,000.00	6,930.00
Subscriptions					
TRITECH.COM IQ ANALYTICS 5 Concurrent User Bundle One Year Subscription	[a]	2		0.00	0.00
TRITECH.COM IQ Search (B - 11-40 Concurrent Users) One Year Subscription	[a]	1		0.00	0.00
TRITECH.COM Data Vault Disaster Recovery Option 50GB Annual Subscription	[a]	1		0.00	0.00
Inform Mobile Mapping		305		0.00	7,625.00
CAD Mapping Support Fees				0.00	448.00
NOTES:				Total Support Base Cost:	1,049,700.00
[a] not live				Total Support Renewal Fee:	254,827.20
				Escrow Fee:	850.00
				Total Adjusted Support Renewal Fee:	255,677.20

ACCEPTED AND AGREED:

TRITECH SOFTWARE SYSTEMS

Signature



Brenda Stiehl
VP of Finance

Printed Name

Title

Date



Remit To:
TriTech Software Systems
P.O. Box 203223
Dallas, TX 75320-3223
Contact: 858-799-7000

Invoice No. 19743
Invoice Date 12/11/2017

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Bill To:
Monterey County
Salinas CA 93906

Ship To:
Monterey County
Salinas CA 93906

Customer PO	Cust. No.	Ship Method	Payment Terms	
	CA207A		Net 30 Days	
QTY:	Item Number:	Item Description:	Unit Price:	Ext. Price:
1	4300-60	Customer Support - 2/7/18-2/6/19	Ea \$0.00	\$255,677.20

Subtotal \$255,677.20
Tax \$0.00
Freight \$0.00
Total \$255,677.20