

AGENDA ITEM FOR ADMINISTRATIVE MEETING

() Discussion only
(X) Action

FROM (DEPT/ DIVISION): Sheriff's Office

PROGRAM: 1519 Dispatch Reserve

SUBJECT: IT Services Quote from RIMS-Sun Ridge Systems

<p>Background: RIMS Server replacement technical services and assistance. The old CAD server for the Bi-County system is due to be replaced and County IT needs to have the expertise of RIMS IT personnel to ensure a smooth transition to the new server. A quote has been obtained for the costs of the services to assist in the transfer of data to the new server.</p>	<p><u>ACTION REQUESTED:</u> Approve payment to Sun Ridge Systems for RIMS technical services in amount of \$5,500</p>
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ATTACHMENTS: Quote from Sun Ridge Systems for Tech Support.

Date: (06-05-23) Submitted By: (Cpt. Primmer)

*****For Internal Use Only*****

Checkoffs:

() Exec. Asst.

To be notified of Meeting: Sheriff Rowan,
Cpt. Primmer

() Dept. Head (copy)

() Human Resources (copy)

() Budget (copy)

() Fiscal

() Legal (copy)

Needed at Meeting: Cpt. Primmer

() (Other - List:)

Scheduled for meeting on: June 21, 2023

Action taken:

Follow-up:



To: Captain Karen Primmer, Umatilla County Sheriff's Office
From: Tamera Melrose
Subject: Quotation for RIMS Technical Services
Date: June 5, 2023

The following is a quotation for Support Services based upon your recent request.

Item	Price
SQL Services for RIMS Software	\$5,500
TOTAL	\$5,500

NOTE: Please note that this quotation does not include the cost for assistance from Sun Ridge to move or configure RIMS in a High Availability environment. If you believe you will require assistance in that regard, a quote for support services can be provided at that time.

This price includes the following general services:

- Conduct a coordination conference call
- Conduct a server pre-check
- Conduct a server move "dry-run" (does not impact production use of RIMS)
- Conduct final server move.

The move includes the following technical services:

- Backup and copy databases from RIMS-DB: RIMS-PRD and RIMSTRAIN.
- Copy the RIMS share over to the new server and create the new share – adjust the Choose RIMS program to point the clients to the new server when they login again.
- Perform these services once to obtain a time estimate of how long you will be down during the move.

You will be required to provide the following:

- Confirm connectivity/data path between your old and new RIMS servers
- Confirm that SQL Server is installed on the new servers
- Confirm there is sufficient disk space
- Provide remote access to the server(s).
- Provide IT support for on-site assistance.
- Resolve all domain and other potential network issues.
- Take the lead and coordinate resolution of any issues with third-party vendor interface(s)

This work must be scheduled with Sun Ridge in advance, Monday through Thursday between 8 a.m. and 4 p.m. Pacific. We do not provide this type of support after normal business hours or on Fridays or weekends. Our engineers are typically scheduled 4 – 6 weeks out so please plan accordingly if you choose to proceed.

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 on 1-800-474-2565 x5.

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: Daniel N. Dorran, Chair, Board of Commissioners

Date: