

Thurston County Law Enforcement Records Management Consortium

-Executive Board -

*Meeting Agenda
Wednesday, January 28, 2015
12:00 PM
Lacey Police Department*

- I. **Review and Approval of December Meeting Minutes**
 - a. **Overview:** Minutes from the December 2014 meeting will be reviewed
 - b. **Action Item:** Board decision to edit and/or accept the meeting minutes
- II. **Review and Approval of Expenditures**
 - a. **Overview:** Review expenditures
 - b. **Action Item:** Board decision to approve payment of the expenditures
- III. **P2C**
 - a. **Overview:** Update on P2C
 - b. **Action Item:** Discussion
- IV. **Support Contract with TComm**
 - a. **Overview:** Update on Support Contract with TComm
 - b. **Action Item:** Discussion
- V. **IT Management Contract with Olympia**
 - a. **Overview:** Update on IT Management Contract with Olympia
 - b. **Action Item:** Discussion

Thurston County Law Enforcement Records Management Consortium

Executive Board Meeting

Lacey PD

12:00 PM

Wednesday, December 17, 2014

Minutes

Members present: Chief John Stines, Tumwater; Chief Dusty Pierpoint, Lacey; Chief John Hutchings, Tenino; Chief Ronnie Roberts, Olympia.

Members absent: Chief Todd Stancil, Yelm.

Staff and Guests Present: Laura Wohl, Jeanelle Stull, Jon Weiks, Christina Keonitzer, Chris Ward, Jim Quackenbush, Keith Flewelling, Kara Michael.

The meeting was called to order by Chief Stines at 12:05 pm.

I. Review and approval of October meeting minutes

Ms. Keonitzer sent a draft of the October Meeting Minutes in advance of the meeting to the Board.

Chief Roberts moved to approve the October Meeting Minutes. Chief Pierpoint seconded the motion. The motion passed unanimously.

II. Review and approval of Expenditures

Ms Keonitzer sent a copy of Expenditures with the Agenda Packet in advance of the meeting to the Board.

Chief Pierpoint moved to approve the expenditures. Chief Roberts seconded the motion. The motion passed unanimously.

III. P2C

Ms Keonitzer sent a copy of material prepared by Ms. Wohl with the Agenda Packet in advance of the meeting to the Board, giving a general overview of this product.

P2C is ready to go-live, awaiting approval by the Executive Board. Jeanelle Stull, OPD, gave a brief overview/demonstration of the product; and explained the pro's & con's of this reporting method. The work would essentially be transferred from patrol officers to office staff. Tenino PD, Tumwater PD, and Yelm PD are opting out at this time. However, they may choose to join at any time in the future. All participating agencies agreed to go-ahead

with a soft-rollout in January, to get a feel for the process, and will report back at the February meeting.

IV. LERMS IT Manager Position

Jeanelle Stull, OPD, has been approved as the IT Manager, with an official start date of January 1, 2015. Contracts will be sent to each agency. Work load for this position will be tracked for use if position needs to be upgraded.

V. Court Order Display System

Thurston County Courts are using a system that allows judges to view all court orders and they would like to be able to push this out to officers in the field. There are many details that would need to be discussed and worked out, but they are needing a commitment to work on this project by the end of 2014

VI. Service Level Agreement (SLA)

Chief Pierpoint has been working with Lacey's attorney regarding the updated SLA language. There are two options to be considered: 1) Cancel current agreement and rewrite the entire agreement; or 2) Amend the current agreement to include the SLA information.

Chief Pierpoint moved to amend current agreement. Chief Roberts seconded the motion. The motion passed unanimously.

The meeting was adjourned at 1:17 pm.

SUNGARD PUBLIC SECTOR

1000 Business Center Drive
 Lake Mary, FL 32746
 800-727-8088
 www.sungardps.com

Invoice

| Company | Document No | Date | Page |
|---------|-------------|-------------|--------|
| LG | 93031 | 19/Dec/2014 | 1 of 6 |

Bill To: City of Olympia (OSSI)
 900 Plum St. SE
 OLYMPIA, WA 98501
 United States
 Attn: Laura Wohl 360-753-8214

Ship To: City of Olympia (OSSI)
 900 Plum St. SE
 OLYMPIA, WA 98501
 United States
 Attn: Laura Wohl 360-753-8214

| Customer Grp/No. | Customer Name | Customer PO Number | Currency | Terms | Due Date |
|------------------|------------------------|--------------------|----------|-------|-------------|
| 1 3769 | City of Olympia (OSSI) | | USD | NET30 | 18/Jan/2015 |

| No | SKU Code/Description/Comments | Units | Rate | Extended |
|---------------------|---|-------|-----------|-----------|
| Contract No. 100349 | | | | |
| 1 | OSSI Client Base Records Management System Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 13,247.44 | 13,247.44 |
| 2 | OSSI Record Management Upgrade to Site License to Include All Record Applications Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 4,666.41 | 4,666.41 |
| 3 | OSSI Police to Police Annual Subscription Fee Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 0.00 | 0.00 |
| 4 | OSSI Client Mugshot Display Software License - 100 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 3,110.95 | 3,110.95 |
| 5 | OSSI Basic Accident Module - 100 workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 881.43 | 881.43 |
| 6 | OSSI Accident Wizard Base Server License Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 518.49 | 518.49 |
| 7 | OSSI Accident Wizard Workstation License Client Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 83.00 | 15.55 | 1,290.65 |
| 8 | OSSI Agency Asset Management Module - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 207.40 | 207.40 |
| 9 | OSSI Concealed Weapons Registration Module - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 207.40 | 207.40 |
| 10 | OSSI Crime Analysis Module - Client License Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 1,296.23 | 1,296.23 |
| 11 | OSSI Calls for Service Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 259.25 | 259.25 |
| 12 | OSSI Felony Registration Module - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 155.55 | 155.55 |
| 13 | OSSI Fleet Vehicle Maintenance Module - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 207.40 | 207.40 |
| 14 | Gang Profile Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 777.75 | 777.75 |

Page Total 26,826.35

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|-----------|---|--------------|-------------|-----------------|
| 15 | OSSI Generic Permit Module - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 362.95 | 362.95 |
| 16 | OSSI Fire Arms Application Permit Module - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 259.25 | 259.25 |
| 17 | OSSI Bar Coding Hand-Held Client License (Each) Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 11.00 | 165.39 | 1,819.29 |
| 18 | OSSI Bar Coding Server License - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 362.95 | 362.95 |
| 19 | OSSI - Intelligence Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 777.75 | 777.75 |
| 20 | OSSI Professional Standards (Internal Affairs) Module Client Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 1,814.72 | 1,814.72 |
| 21 | OSSI - Link Analysis Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 3,629.43 | 3,629.43 |
| 22 | OSSI RMS Map Display and Pin Mapping License - 100 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 2,073.96 | 2,073.96 |
| 23 | OSSI Map Converter Software Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 408.31 | 408.31 |
| 24 | OSSI First CAD Map Display and Map Maintenance Software License Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 874.95 | 874.95 |
| 25 | OSSI Multi-Jurisdictional RMS Option Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 570.33 | 570.33 |
| 26 | OSSI Notification Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 2,333.21 | 2,333.21 |
| 27 | OSSI Ordinance Module - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 259.25 | 259.25 |
| 28 | OSSI Parking Ticket Administration Module - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 777.75 | 777.75 |
| 29 | OSSI Pawn Shop/Pawn Watch - 15 Workstation | 1.00 | 414.79 | 414.79 |

Page Total 16,738.89

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|-----------|---|--------------|-------------|-----------------|
| | Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | | | |
| 30 | OSSI Pawn Batch Ticket Processing Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 570.33 | 570.33 |
| 31 | OSSI Probation and Parole Module - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 259.25 | 259.25 |
| 32 | OSSI Property and Evidence Module - 25 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 933.28 | 933.28 |
| 33 | OSSI- Remote Lineup Application - 20 Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 570.33 | 570.33 |
| 34 | OSSI Residential Security Watch Module - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 155.55 | 155.55 |
| 35 | OSSI - QuarterMaster Module - 15 Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 674.04 | 674.04 |
| 36 | OSSI Sex Offender Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 1,555.47 | 1,555.47 |
| 37 | OSSI Training Module - 15 Workstation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 466.64 | 466.64 |
| 38 | OSSI Civil Processing Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 2,696.15 | 2,696.15 |
| 39 | OSSI's Integrated Messaging Software Switch Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 2,333.21 | 2,333.21 |
| 40 | OSSI - LAN Client License for Message Switch Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 86.00 | 35.00 | 3,010.00 |
| 41 | OSSI Police to Citizen Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 4.00 | 1,296.23 | 5,184.92 |
| 42 | OSSI - OPS RMS Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 2,592.45 | 2,592.45 |
| 43 | OSSI RMS Custom Modification - WASPC JBRS Interfaces Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 3,600.00 | 3,600.00 |

Page Total 24,601.62

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|-----------------------|--|-------|----------|-----------|
| 44 | OSSI RMS Custom Modification-Tiburon Interface Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 3,600.00 | 3,600.00 |
| 45 | OSSI RMS Custom Modification - Interfaces - Sealed Names Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 1,350.00 | 1,350.00 |
| Contract No. 100349-1 | | | | |
| 46 | OSSI Base Mobile Server Software Client Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 6,762.42 | 6,762.42 |
| 47 | OSSI Base Mobile Server Software Site License Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 6,439.89 | 6,439.89 |
| 48 | OSSI Mobile Client with No CAD Interface Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 78.00 | 85.14 | 6,640.92 |
| 49 | OSSI License of Incident/Offense Field Reporting Module Client Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 78.00 | 142.39 | 11,106.42 |
| 50 | OSSI - MFR Client - Accident Reporting Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 78.00 | 71.55 | 5,580.90 |
| 51 | OSSI Mobile Arrest Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 78.00 | 42.93 | 3,348.54 |
| 52 | OSSI - MFR Client Citation Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 78.00 | 71.55 | 5,580.90 |
| 53 | OSSI - MFR Client - MOBLAN Version Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 30.00 | 71.55 | 2,146.50 |
| 54 | OSSI Review Module for Field Reporting Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 5,008.80 | 5,008.80 |
| 55 | OSSI Police to Citizen Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 4.00 | 1,788.86 | 7,155.44 |
| 56 | OSSI - OPS RMS Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 3,577.72 | 3,577.72 |
| 57 | OSSI Client Jail Management System Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 3,520.47 | 3,520.47 |

Page Total 71,818.92

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|---------------------|---|-------|-----------|------------------|
| 58 | OSSI Site License Jail Management System Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 1,431.08 | 1,431.08 |
| 59 | OSSI Jail Commissary Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 643.98 | 643.98 |
| 60 | OSSI Hand Held PC Medicine Dispensation Module Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 858.65 | 858.65 |
| 61 | OSSI Multi-Jurisdictional JMS Option Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 715.54 | 715.54 |
| 62 | OSSI Client Mugshot Display Software License Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 715.54 | 715.54 |
| 63 | OSSI Mugshot Capture Station Software Only Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 769.21 | 769.21 |
| 64 | OSSI State Livescan Interface Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 1,216.42 | 1,216.42 |
| 65 | OSSI JMS Vine Interface Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 214.66 | 214.66 |
| 66 | OSSI - CUST MOD - WA-INMATE-CLASSIFY Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 1,207.48 | 1,207.48 |
| 67 | OSSI - CUST MOD - Import Crash & Citation Data Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 1,072.52 | 1,072.52 |
| Contract No. 130722 | | | | |
| 68 | OSSI - Crime Analysis Plus.NET Maintenance Start: 01/Jan/2015, End: 31/Dec/2015 | 1.00 | 2,272.00 | 2,272.00 |
| Contract No. | | | | |
| 69 | Tax (Type - CM) | 1.00 | 0.00 | 0.00 |
| 70 | Tax (Type - MA) | 1.00 | 12,203.74 | 12,203.74 |
| Page Total | | | | 23,320.82 |

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| <i>No</i> | <i>SKU Code/Description/Comments</i> | <i>Units</i> | <i>Rate</i> | <i>Extended</i> |
|-----------|--------------------------------------|--------------|-------------|-----------------|
| | | | | |

Remit Payment To: SunGard Public Sector Inc.
 Bank of America
 12709 Collection Center Drive
 Chicago, IL 60693

| | |
|------------------|------------|
| Subtotal | 151,102.86 |
| Sales Tax | 12,203.74 |
| Invoice Total | 163,306.60 |
| Payment Received | 0.00 |
| Balance Due | 163,306.60 |



ABERDEEN LLC
 10420 Pioneer Boulevard
 Santa Fe Springs, CA 90670
 562-903-1500 fax 562-903-1544
 www.aberdeeninc.com
 FEIN: 95-4620568

Invoice 319710

Invoice Date 01/08/15

Bill To:

THURSTON CNT. COMM. CAPCOM E-911
 2703 PACIFIC AVENUE SE
 SUITE A - ACCT'S PAYABLE
 OLYMPIA, WA 98501

Ship To:

THURSTON CNT. COMM. CAPCOM E-911
 2703 PACIFIC AVENUE SE
 SUITE A - ACCT'S PAYABLE
 OLYMPIA, WA 98501

| Customer | | | Ship Via | | F.O.B. | | Terms | | |
|-----------------------|--------|-------|-------------|---|-------------|------------|-------------|------------------|--|
| CAP326 | | | SHIP HAND | | Origin | | Net 30 Days | | |
| Purchase Order Number | | | | | Salesperson | | Order Date | Our Order Number | |
| 01082015-ITB-LERMS | | | | | ROMP | | 01/08/15 | 464838 | |
| Quantity | | | Item Number | Item Description | Tax | Unit Price | | Extended Price | |
| Ord. | Ship. | B. O. | | | | Discount % | | | |
| 20.790 | 20.790 | 0.000 | RWARRENH | ENHANCED WARRANTY - EXTENDED 4 - YEAR POST WARRANTY | N | 100.00 | | 2079.00 | |
| 0 | 0 | 0 | SHIPHAND | Shipping & Handling - MAIL INVOICE | N | 0.00 | | 0.00 | |

Systems must be in good working condition.
 Coverage begins 30 days after receipt of Purchase Order.
 Ref Serial ID# AB1835999

This shipment is made subject to the terms and conditions as published on www.aberdeeninc.com at time of shipment.
 All quantities have been checked twice. All claims for shortages must be made within 10 days from delivery.
 No returns will be accepted without prior authorization. Aberdeen reserves the right to charge a 15% restocking fee on returns.

**PLEASE NOTE NEW ADDRESS. Remit all payments to:
 Aberdeen LLC, 10420 Pioneer Blvd., Santa Fe Springs, CA 90670**

| | |
|----------------------|----------------|
| Nontaxable Subtotal | 2079.00 |
| Taxable Subtotal | 0.00 |
| Tax | 0.00 |
| Total Invoice | 2079.00 |

**LAW ENFORCEMENT RECORDS MANAGEMENT SYSTEM
SERVICE AGREEMENT**

THIS AGREEMENT, is made and entered into by and between the parties signatory to the Law Enforcement Records Management System intergovernmental agreement (i.e., the police departments of Lacey, Olympia, Tumwater, Tenino and Yelm and those public safety agencies that may become signatory while this Agreement is in force), hereinafter referred to as "LERMS," and Thurston 9-1-1 Communications, hereinafter referred to as "TCOMM," for the purpose of securing services related to the hosting, operation and maintenance of LERMS's computer hardware and software.

I. DURATION

This Agreement shall be for a period beginning on the date of signing and ending at 11:59 PM on December 31, 2015.

II. PURPOSE

The purpose of this Agreement is to establish the terms and conditions under which TCOMM hosts and manages the server, network connections to the server, applications and databases that comprise LERMS's Law Enforcement Records Management System.

III. SCOPE

This Agreement extends only to the physical hosting of LERMS's property and to the activities required to maintain and operate that property, as authorized by the Executive Board of LERMS.

IV. TERMS AND CONDITIONS

Terms and Conditions are enumerated in Attachment 1 "Service Level Agreement".

V. AMENDMENTS

- A. Amendments to this Agreement that do not impact the fee schedule (Attachment 1, Appendix D) may be made at any time by mutual agreement in writing by the parties.
- B. Amendments to this Agreement that do impact the fee schedule (Attachment 1, Appendix D) may be made by mutual agreement in writing by the parties only in the following ways:
 - 1. Prior to the adoption of LERMS annual budget;
 - 2. With prior approval of the governing board of each of LERMS's member agencies.

VI. RENEWAL

- A. This Agreement is renewable annually through December 31, 2017 with the written approval of both parties.
- B. The renewal agreement shall be signed by TCOMM's Executive Director and by the appropriate representatives of the governing boards of LERMS's member agencies.

VII. TERMINATION

- A. This Agreement shall terminate automatically at 11:59PM on December 31, 2014, unless renewed prior to that time, as specified in Section VI of this Agreement.
- B. This Agreement may be terminated by mutual agreement of the parties at any time.
- C. This Agreement may be unilaterally terminated by either party at the end of any calendar year, provided the party seeking termination indicates its intention to terminate the Agreement to the other party, in writing, no later than the end of business on the last day of June of the year in which termination is to occur.
- D. On termination of this Agreement, the parties agree to the following:
 - 1. TCOMM agrees to take no action that would cause the Law Enforcement Records Management System to be corrupted or damaged in any way, or that would impede the smooth and expeditious transition of service to another hosting, operation and maintenance agency/vendor.
 - 2. LERMS agrees to make the transition to a new hosting, operation and maintenance agency/vendor expeditiously and in a manner that causes minimal disruption both to TCOMM and to its member agencies.

VIII. INDEMNITY

- A. Each party to this Agreement shall be accountable for its own wrongful and negligent acts or omissions, and for those of its officers, agents or employees to the fullest extent required by law, and shall indemnify, defend and hold the other parties harmless from any such liability. In the case of negligence of more than one party, any damages allowed shall be levied in proportion to the percentage of negligence attributable to each party and each party shall have the right to seek contribution from each of the other parties in proportion to the percentage of negligence attributable to each of the other parties.

IX. SEVERABILITY

- A. It is understood and agreed by the parties hereto that if any part, term, or provision of this Agreement is held by the courts to be illegal, the validity of the remaining provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular provision held to be invalid.
- B. If it should appear that any provision hereof is in conflict with any statute of the State of Washington, said provision which may conflict therewith shall be deemed modified to conform to such statutory provision.

X. ENTIRE AGREEMENT

The parties agree that this Agreement is the complete expression of the terms hereto and any oral representations or understandings not incorporated herein are excluded.

Signature Page

Signed this _____ day of _____, 20____, by:

For Thurston 9-1-1 Communications:

Jim Quackenbush
Executive Director,
Thurston 9-1-1 Communications,
TCOMM

For LERMS:

Dusty Pierpoint
Chief of Police, City of Lacey

Ronnie Roberts
Chief of Police, City of Olympia

John Stines
Chief of Police, City of Tumwater

Todd Stancil
Chief of Police, City of Yelm

John Hutchings
Chief of Police, City of Tenino

LERMS SERVICE LEVEL AGREEMENT

Objectives and purpose of Service Level Agreement (SLA)

The objective of this Service Level Agreement document is to ensure both parties understand and agree how the services will be performed and the responsibilities and expectations of each party. The SLA will:

- a) Describe the services provided by SERVICE PROVIDER.
- b) Identify service level objectives and performance targets for the services, agreed upon between SERVICE PROVIDER and the LERMS CONSORTIUM.
- c) Identify responsibilities of each party.
- d) Document the following service management processes agreed upon between SERVICE PROVIDER and customer representatives from the LERMS CONSORTIUM:
 1. Performance tracking and reporting to the LERMS CONSORTIUM.
 2. Review and amendment of the SLA document.
 3. Service-related dispute resolution.

This SLA document is not meant to be static, but a working document that will reflect the continuous change in services delivered by SERVICE PROVIDER, service delivery operating processes, and service level expectations agreed between SERVICE PROVIDER and the LERMS CONSORTIUM. This document may be updated and amended over time with the agreement of both parties.

Service Catalog

The following criteria were considered in order to identify and describe the services included in the Service Catalog:

The intent of the Service Catalog is to identify and describe services **from the customer's point of view**. This helps to emphasize and explain the **benefits, outcomes and deliverables that the customers receive** when purchasing a service, as opposed to describing the whole set of internal support processes and activities executed by SERVICE PROVIDER staff in order to deliver these services. As a result, business support processes and functions, such as account management or help desk functions, are not meant to be thoroughly explained in this section of the SLA.

The purpose of the Service Catalog is to describe the **standard services and terms of service delivery**, not the exceptional services or service terms that can be offered to a given customer under special circumstances.

Standard Services. Standard services are defined as those services provided under this agreement to all of the consortium agencies.

Hosting. The SERVICE PROVIDER will be responsible for providing the necessary infrastructure and utilities to host the hardware and software owned and utilized by the LERMS CONSORTIUM. The current inventory of hardware and software is attached in Exhibit A.

Configuration. The SERVICE PROVIDER will be responsible for Configuration of software applications.

Help Desk. The SERVICE PROVIDER will provide help desk services including a call center and help desk solution which documents all service calls/requests relating to the support of the LERMS CONSORTIUM. Details relating to the hours of operation and response times are detailed in the Service Levels section of this document.

Communications. The SERVICE PROVIDER will provide regular communications to the LERMS CONSORTIUM and its end users. These communications will convey information related to any service disruptions such as maintenance windows, outages, known issues, help desk coverage or actions required by the LERMS CONSORTIUM to maintain services covered under this agreement.

Project Management. The SERVICE PROVIDER shall provide project management or assistance to the LERMS CONSORTIUM as needed to maintain the hardware, software, utilities and regulatory requirements. As they pertain to maintaining existing services they are covered under the terms of this agreement. Any new or expanded service offerings would be negotiated in advance by the SERVICE PROVIDER and the LERMS CONSORTIUM.

Security Compliance. The SERVICE PROVIDER shall adhere to industry best practices relating to network security. Any breaches to the LERMS environment will be reported to the agencies immediately. In addition, all regulatory requirements relating to security such as those defined by CJIS (Criminal Justice Information Systems) shall be incorporated in partnership with the LERMS CONSORTIUM as required.

Vendor Management. The SERVICE PROVIDER will provide administrative and technical support to the LERMS CONSORTIUM as it relates to technology vendors. The SERVICE PROVIDER will coordinate all system upgrades, provide support in the escalation of issues, and provide consulting services for the LERMS CONSORTIUM in regards to contract and license management.

The SERVICE PROVIDER shall send at least one staff member to the vendor users conference each year at the SERVICE PROVIDER'S expense.

Interoperability. The SERVICE PROVIDER will provide technical support and assistance to maintain interoperability with law enforcement systems not covered by this agreement. This includes but is not limited to local, state, and Federal systems:

- CAD
- MobileComm
- SECTOR – Washington State Patrol
- WASIS – Washington State Patrol
- ACCESS – Washington State Patrol
- JBRS – Washington State Department of Corrections
- VINE – Washington State Department of Labor & Industries
- JINDEX – Washington State Office of the Administrator for the Courts
- LiNX – United States Department of the Navy

Coordination with the LERMS IT MANAGER. The LERMS IT MANAGER represents the LERMS Consortium for operation of the LERMS system. The LERMS IT MANAGER is the primary contact for the SERVICE PROVIDER for Consortium-wide issues. The LERMS IT MANAGER and the SERVICE PROVIDER coordinate problem solving, systems upgrades and improvements, and project management as outlined in Exhibit B.

Knowledge Base. The SERVICE PROVIDER will ensure that staff who are providing services are fully trained with the most recent versions of the software and hardware being maintained.

Non Standard Services. Non Standard Services are defined as those services which are provided to specific agencies within the LERMS CONSORTIUM. Non Standard Services will be segregated for the purpose of cost but are subject to the same support model as all standard services covered by this agreement unless specifically exempted in writing.

Service Levels

Response Times. The following matrix classifies the prioritization of requests made to the SERVICE PROVIDER. Included in the matrix is the expected time period within which the SERVICE PROVIDER shall acknowledge the request and provide a plan for resolution.

| | | Time to Response |
|-------------------------------|--|-------------------------|
| 1 - Critical | Major incident that is affecting a large group of users or critical business processes. May impact only one jurisdiction or several jurisdictions. | 30 minutes |
| 2 – Critical with work around | Incidents that may be impacting work but have a work-around or alternative solution | 1business day |
| 3 - Non-Critical | Requests for non-critical support which hinder processes or the use of services | 1business day |
| 4 – Standard | Requests for low priority / low impact support | 1business day |
| 5 – Administrative | Administrative requests or support which do not impact services or processes | As time allows |

Service Availability. The systems covered by this agreement will be available to end users on a 24/7/365 basis except as noted for maintenance or circumstances outside of the control of the SERVICE PROVIDER.

Business Hours. Help desk and professional services will be provided Monday – Friday from 7:00 am to 5:00 pm with the exception of recognized holidays.

After Hours support. Help desk support outside of business hours will be provided for critical support incidents (Priority 1 or 2) by calling 360-704-2749.

Underpinning Contracts. All service levels are limited by any existing vendor contracts which otherwise restrict or hinder the SERVICE PROVIDER's ability to resolve or complete service requests in compliance with this agreement.

Service Maintenance. The SERVICE PROVIDER will provide the LERMS CONSORTIUM with a maintenance schedule and advanced notice for any required system maintenance which may impact service availability.

Service Continuity Management. The SERVICE PROVIDER will follow and administer industry best practices relating to designing redundant systems with an offsite disaster recovery solution. The SERVICE PROVIDER shall be responsible for providing service continuity that meets the requirements of the Washington State Patrol ACCESS program. Additionally, the SERVICE PROVIDER will provide guidance to the LERMS CONSORTIUM for life cycle management of all LERMS systems and will coordinate the replacement of equipment by the latter of industry best practices or funding provided by the LERMS CONSORTIUM.

Service Capacity Management. The SERVICE PROVIDER will manage and monitor all LERMS systems to ensure that sufficient capacity is available to maintain current and future needs. This includes but is not limited to capacity for data storage, licensing, network hardware, rack space and power.

Service Management. The SERVICE PROVIDER will define and establish a Change Management Process. This process will document how service changes shall be administered, approved and communicated. Change Management will be applied to any physical or virtual changes to hardware, software or configuration of systems.

Customer & User Responsibilities. The LERMS CONSORTIUM and its staff shall be responsible for the following:

- Providing funds for hardware/software acquisitions
- Providing all documentation for hardware/software acquisitions including contracts, warranties, service agreements, vendor contact information and licenses.
- Management of customer devices, such as MCT's and printers.
- Management of customer device connectivity to the LERMS network.
- Timely response to requests for information or approvals.
- Functional user acceptance testing and sign off to ensure systems and services perform to specifications.
- Maintain definitions for backup requirements and records retention.
- Timely sharing of information provided by 3rd party vendors related to systems covered by this service level agreement.
- Training end users on the procedures for reporting issues and submitting requests for support to the SERVICE PROVIDER.

Service Measurement and Performance Reporting. The SERVICE PROVIDER will provide quarterly performance measure reports to the lead agency for dissemination to the board. The following measures shall be tracked and included in the report:

ABA (Abandonment Rate): Percentage of calls abandoned while waiting to be answered.

FCR (First-Call Resolution): Percentage of incoming calls that can be resolved without the use of a callback or without having the customer call back the help desk to finish resolving the case.

TTR (Time to Resolution): Time taken to complete or resolve a service request as defined in the service level matrix.

MTTR (Mean Time To Recover): Time taken to recover after an outage of service.

SA (System Availability): The amount of system uptime as a percentage over a specific period of time.

Specific targets for these measures shall be set within the first year of the implementation of the SLA so that baselines can be developed and targets negotiated between SERVICE PROVIDER and LERMS CONSORTIUM.

Supporting Documentation. The SERVICE PROVIDER will establish and maintain a knowledge base of information and help documents relating to the systems and services utilized by the LERMS CONSORTIUM.

General Provisions.

Problem Escalation. It is the responsibility of both the SERVICE PROVIDER and LERMS CONSORTIUM to follow the problem escalation procedures defined in Exhibit C.

Review and amendment of the SLA document. This document may be updated and amended over time with the agreement of both parties. The agreement shall be reviewed annually by the Board and the SERVICE PROVIDER at the January Board Meeting of each year.

Fee Schedule. The fees for services established under this service level agreement are defined in Exhibit D.

LERMS SERVICE LEVEL AGREEMENT

Exhibit B – SERVICE PROVIDER & LERMS IT MANAGER DUTIES

| | SERVICE PROVIDER | LERMS IT MANAGER |
|------------------------------|---|--|
| Problem Reporting to Vendor | <ul style="list-style-type: none"> • SERVICE PROVIDER reports systems issues to vendor • SERVICE PROVIDER informs LERMS IT MANAGER of tickets opened by SP | <ul style="list-style-type: none"> • City SAs report problems to LERMS IT MANAGER • LERMS IT MANAGER opens ticket with vendor |
| Problem Reporting Management | | <ul style="list-style-type: none"> • LERMS IT MANAGER manages tickets with vendor to ensure the vendor has the necessary information needed to resolve issues and to ensure they are resolved in a timely manner • LERMS IT MANAGER consolidates tickets that are similar in nature • LERMS IT MANAGER verifies that a ticket may be closed by vendor |
| Project Management | <ul style="list-style-type: none"> • SERVICE PROVIDER is responsible for informing LERMS IT MANAGER when the SERVICE PROVIDER determines a project may be needed • SERVICE PROVIDER provides technical expertise in managing projects • SERVICE PROVIDER may | <ul style="list-style-type: none"> • LERMS IT MANAGER is responsible for advising the Steering Committee about potential projects, providing the reasons the project is needed and any staffing or financial resources that will be required • LERMS IT MANAGER provides a user perspective |

| | | |
|--|---|--|
| | <p>manage aspects of projects that primarily concern hardware, interfaces, or software configuration</p> <ul style="list-style-type: none"> • SERVICE PROVIDER is responsible for a communication plan for informing involved parties about the progress of the project in projects managed by the SERVICE PROVIDER | <p>in managing projects</p> <ul style="list-style-type: none"> • LERMS IT MANAGER will have overall management of projects that are not solely technical in nature • LERMS IT MANAGER is responsible for a communication plan for informing involved parties about the progress of the project in projects managed by the LERMS IT MANAGER |
| <p>Coordination of Systems Maintenance</p> | <ul style="list-style-type: none"> • SERVICE PROVIDER is responsible for informing LERMS IT MANAGER when the SERVICE PROVIDER determines maintenance may be needed • SERVICE PROVIDER and LERMS IT MANAGER will determine a schedule for routine maintenance • SERVICE PROVIDER shall inform LERMS IT MANAGER when maintenance will occur at least 24 hours in advance, when possible, of the system being down. | <ul style="list-style-type: none"> • LERMS IT MANAGER coordinates system maintenance with SERVICE PROVIDER except for in case of emergency maintenance • LERMS IT MANAGER shall inform all SAs and/or users when maintenance will occur at least 24 hours in advance, when possible, of the system being down. |
| <p>Management Reporting</p> | <ul style="list-style-type: none"> • SERVICE PROVIDER is responsible for providing requested reports to LERMS for CAD data. | <ul style="list-style-type: none"> • LERMS IT MANAGER is responsible for providing requested reports to LERMS for RMS data. |
| <p>Password Resets</p> | <ul style="list-style-type: none"> • SERVICE PROVIDER will | <ul style="list-style-type: none"> • Local SAs will provide |

| | | |
|--|---|--|
| | provide password resets outside of regular business hours (8am-5pm) | password resets during regular business hours. <ul style="list-style-type: none">• LERMS IT Manager shall ensure local SAs are trained to reset passwords. |
|--|---|--|

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LERMS SERVICE LEVEL AGREEMENT

Exhibit C – Problem Resolution

Problem resolution is expected to occur at the lowest level possible along the Problem Resolution Continuum.

Problem Resolution Continuum

| | LERMS | SERVICE PROVIDER |
|---------|--------------------|------------------|
| Level 1 | City SA | SP Staff |
| Level 2 | LERMS IT MANAGER | SP Supervisor |
| Level 3 | Steering Committee | SP Manager |
| Level 4 | Board | SP Director |

LERMS SERVICE LEVEL AGREEMENT

Exhibit D – Fee Schedule

- A. Total Compensation. In consideration of the Contractor performing the Services, the LERMS CONSORTIUM agrees to pay the Contractor an amount not to exceed one hundred thousand two hundred thirty dollars (\$125,230.00).
- B. Method of Payment. Payment by the LERMS CONSORTIUM for the Services will be paid annually on or before February 28.
- C. Contractor Responsible for Taxes. The Contractor shall be solely responsible for the payment of any taxes imposed by any lawful jurisdiction as a result of the performance and payment of this Agreement.

**RMS Consortium Asset List
As of December 31, 2014**

| Account Number | Date of Invoice | Invoice # | OI y # | Asset Description | Item Cost | Invoice Total | Serial Number | Location of Asset | Comments/Additional Asset |
|------------------------|-----------------|-----------|--------|---|-----------|-----------------|---------------|-------------------|---------------------------|
| System Hardware | | | | | | | | | |
| | 8/31/2011 | 35360SEA | | Barracuda Web Filter | 2,350.08 | | BAR-YF286507 | TCOMM | LERMS-0122 |
| 682-6902-538.35-00 | 12/23/2009 | 091472-SF | | Server Rack - Chatsworth M1153-141 Cabinet | 3,580.00 | | N/A | TCOMM | LERMS_0001 |
| 682-6902-538.35-00 | 12/23/2009 | 091472-SF | | Message Switch App Server: Dell PowerEdge R610. 1 | 8,870.14 | | 7F0TVH1 | TCOMM | LERMS_0002 |
| 682-6902-538.35-00 | 12/23/2009 | 091472-SF | | RMS Base Application Server: Dell PowerEdge R710. 2 | 15,834.15 | | 79STVH1 | TCOMM | LERMS_0003 |
| 682-6902-538.35-00 | 12/23/2009 | 091472-SF | | Disaster Recovery Server: Dell PowerEdge R710. 2 | 7,271.69 | | 79SVVH1 | TCOMM | LERMS_0004 |
| 682-6902-538.35-00 | 12/23/2009 | 091472-SF | | OpCenter Web App Server: Dell PowerEdge R300. 1 | 3,685.03 | | C1XVHL1 | TCOMM | LERMS_0005 |
| 682-6902-538.35-00 | 12/23/2009 | 091472-SF | | P2C Internet App Server: Dell PowerEdge R300. 1 Intel | 3,685.03 | | 7CYTVH1 | TCOMM | LERMS_0006 |
| 682-6902-538.35-00 | 12/23/2009 | 091472-SF | | Windows Terminal Server: Dell PowerEdge R710. 2 Intel | 14,043.38 | | 7CYWVH1 | TCOMM | LERMS_0007 |
| 682-6902-538.35-00 | 12/23/2009 | 091472-SF | | Data Backup Server: Dell PowerEdge R610. 2 Intel Xeon | 7,811.13 | | 79SSVH1 | TCOMM | LERMS_0008 |
| 682-6902-538.35-00 | 12/23/2009 | 091472-SF | | OSSI Services Internet Server: Dell PowerEdge R300. 1 | 3,685.03 | | 7CYVVH1 | TCOMM | LERMS_0009 |
| 682-6902-538.35-00 | 12/23/2009 | 091472-SF | | Data Backup Server: Back up kit/Large Site-Rack | | | 79SWVH1 | TCOMM | LERMS_0121 |
| | | | | Mount, Tape Rack Enclosure | 3,398.06 | | D8LSZK1 | TCOMM | LERMS_0010 |
| | | | | Aberdeen Ready NAS | | | AB1835999 | TCOMM | LERMS_0011 |
| 682-6902-538.35-00 | 12/23/2009 | 091472-SF | | APC Smart UPS 5000 | 3,000.00 | | LS0930012446 | TCOMM | LERMS_0012 |
| 682-6902-538.35-00 | 4/16/2010 | 18753 | | APC Smart UPS RT5000 | 3,255.00 | 3,255.00 | NS0925006381 | TCOMM | LERMS_0013 |
| | | | | PDU 12 -Port | | | | TCOMM | LERMS_0014 |
| | | | | PDU 12 -Port | | | | TCOMM | LERMS_0015 |
| | | | | PDU 12 -Port | | | | TCOMM | LERMS_0016 |
| | | | | PDU 12 -Port | | | | TCOMM | LERMS_0017 |
| | | | | Asset Total | | 3,255.00 | | | |

AGREEMENT
FOR SERVICES

This Agreement is made and entered into, by and between the Thurston County Records Management Consortium hereinafter called "LERMS" and the City of Olympia, a municipal corporation, hereinafter called "Olympia."

WHEREAS, the cities of Lacey, Olympia, Tenino, Tumwater and Yelm (LERMS) have entered into an "Intergovernmental Agreement for Law Enforcement Records Management System" and,

WHEREAS, such Intergovernmental Agreement calls for the use of a System Administrator and there is currently a need for filling such a position, and

WHEREAS, Olympia has the personnel in the nature of Jeanelle Stull who has the skill and training to perform such functions, and

WHEREAS, the executive Board of LERMS met on December 17, 2014 and approved the entry into a contract for such services

NOW, THEREFORE,

IT IS HEREBY AGREED BETWEEN THE PARTIES AS FOLLOWS:

1. Olympia shall provide to the LERMS the services of Jeanelle Stull, an employee of Olympia to perform those functions set forth in Section 2 of this Agreement.
2. The services to be provided shall include the following:
 - A. Serve as System Administrator and IT Manager for LERMS;
 - B. Act as liaison between Sungard, the software vendor and the LERMS users and information staff;
 - C. Serve as project lead regarding implementation of new software and insuring that it is working properly;
 - D. Monitor compliance amongst LERMS agencies with LERMS records standards;
 - E. Identify problems and work with the software vendor to resolve issues;
 - F. Coordinate logistics related to the training for agency staff;
 - G. Advise the LERMS Board on issues related to Consortium IT systems.

3. The term of this Agreement shall be 12 months from the date services are first rendered. However, the parties to this Agreement may extend such Agreement on an annual basis by approval of the LERMS Board.

4. LERMS shall pay to Olympia a fee of \$65,746.00 for these services.

5. This fee shall be included as part of the 2015 billing from Olympia (as Lead Agency) to LERMS members.

6. In the performance of the services called for herein, Olympia shall be an independent contractor and the staff member of Olympia who performs these services shall remain as an Olympia employee. Olympia shall provide for all employee pay and benefits, the same as though this Agreement were not executed. The quality and results of the services to be performed shall meet the approval of the LERMS Board, however, the Olympia staff member providing the services shall not become or be considered to be an employee of LERMS.

7. The City of Olympia agrees to maintain such books, records, and documents which are necessary to provide for adequate documentation of the actions taken pursuant to this Agreement and to provide sufficient information so that the LERMS Board may assure proper accounting of all funds paid or expended pursuant to this Agreement.

8. The term of services under this Agreement shall be from January 28, 2015 to January 28, 2016. Services performed prior to the effective date of this agreement but within its scope are hereby ratified and affirmed.

9. LERMS and Olympia each agree to defend, indemnify and hold the other, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including reasonable attorney fees, arising out of or in connection with each entity's respective performance of its responsibilities under the Agreement, except to the extent such injuries and damages are caused by the negligence of the other.

IN WITNESS WHEREOF, the parties have hereto caused this agreement as of the last authorizing signature affixed hereto.

Signature Page

Signed this _____ day of _____, 20____, by:

For the City of Olympia:

For LERMS:

Dusty Pierpoint
Chief of Police, City of Lacey

Ronnie Roberts
Chief of Police, City of Olympia

John Stines
Chief of Police, City of Tumwater

Todd Stancil
Chief of Police, City of Yelm

John Hutchings
Chief of Police, City of Tenino