

ORIGINAL

SunGard Public Sector LLC
Installation, Integration and Training of TRAKiT,
a Planning, Permitting and Parcel Management Software Solution

AGREEMENT FOR SERVICES #472-S1611

I.

BACKGROUND

WHEREAS, COUNTY issued a certain Request for Proposals entitled "Planning, Permitting, and Parcel Management Software RFP #16-208-019" (the "RFP"); and

WHEREAS, in response to the RFP, CONSULTANT prepared and submitted to COUNTY a certain proposal entitled "Planning, Permitting, and Parcel Management Software Response to RFP #16-208-019 (the "RFP Response") a copy of which is attached hereto as Exhibit C; and

WHEREAS, based upon the RFP and the RFP Response, the parties engaged in good faith negotiations for the acquisition by COUNTY from CONSULTANT certain services, with such good faith negotiations culminating in the parties' execution of this Agreement with the parties intending that this Agreement constitutes the definitive understanding between the parties concerning their respective rights and obligations in connection with the services enumerated in this Agreement.

II.

AGREEMENT

THIS AGREEMENT, made and entered into by and between the County of El Dorado, a political subdivision of the State of California (hereinafter referred to as "COUNTY" or "Customer"), and SunGard Public Sector LLC, a Florida Limited Liability Company duly qualified to conduct business in the State of California, whose principal place of business is 1000 Business Center Drive, Lake Mary, Florida 32746, and whose local address is 2036 Corte Del Nogal, Suite 200, Carlsbad, California 92011, and whose Agent for Service of Process is CT Corporation System, 818 West Seventh Street, Suite 930, Los Angeles, California 90017 (hereinafter referred to as "CONSULTANT" or "SunGard");

RECITALS

WHEREAS, COUNTY desires to procure license, hosting and support services for certain Consultant TRAKiT brand software under the Software License, Hosting and

Maintenance Terms (hereafter referred to as the "License Agreement") attached hereto as Exhibit D; and

WHEREAS, COUNTY has determined that it is necessary to obtain a consultant to assist its Community Development Agency in the installation, integration and training of the TRAKiT software, a planning, permitting and parcel management software solution (the "Services");

WHEREAS, CONSULTANT has represented to COUNTY that it is specially trained, experienced, expert, and competent to perform the special services required hereunder, and COUNTY has determined to rely upon such representations;

WHEREAS, the COUNTY has agreed to engage the CONSULTANT, and the CONSULTANT has agreed to contract with the COUNTY, for performance of Services as described herein and in accordance with the terms and conditions set forth herein;

WHEREAS, it is the intent of the parties hereto that such services be in conformity with all applicable state and local laws;

WHEREAS, COUNTY has determined that the provision of such services provided by CONSULTANT are in the public's best interest, and that these services are more economically and feasibly performed by outside independent Consultants as well as authorized by El Dorado County Charter, Section 210(b)(6) and/or Government Code Section 31000;

NOW, THEREFORE, COUNTY and CONSULTANT mutually agree as follows:

ARTICLE I

Scope of Services:

- A. The Services are to be provided specifically in support of the installation, integration, and training of the TRAKiT software solution (hereinafter referred to as "Project") purchased from CONSULTANT under Exhibit D, marked "License Agreement," both incorporated herein and made by reference a part hereof. Exhibit D shall govern the purchase and use of software and hosting services.
- B. CONSULTANT shall provide and make available CONSULTANT's own personnel and materials necessary to perform the Services identified in Exhibit B, Project Cost Summary, in accordance with Exhibit A, marked "Statement of Work" and Exhibit C, marked "Planning, Permitting, and Parcel Management Software Response to RFP #16-208-019," both incorporated herein and made by reference a part hereof.

Unless otherwise indicated below, and notwithstanding any other provision of this Agreement to the contrary, deliverables for the specific items of work to be provided under Exhibit A shall be as specified therein and shall be submitted in accordance with the timeframes and formats specified in Exhibit A. Adjustments to the

completion times specified in Exhibit A may only be made by mutual agreement of the parties.

- C. In addition to the specific services identified in Exhibit A, Exhibit C, and Exhibit D, should the parties determine Optional Tasks are necessitated, such Optional Tasks may supplement, expand or otherwise modify the Statement of Work and shall be documented in a Change Order which shall include the fees for such Optional Tasks.

Before proceeding with any work concerning Optional Tasks under this Agreement, the parties will identify the specific services under that separate Change Order in accordance with Exhibit A.

The specific services for each Optional Task assignment shall be determined at a meeting or telephone conference between CONSULTANT and COUNTY's Contract Administrator, or designee, to discuss the needs, applicable design standards, required deliverables, specific CONSULTANT staff, on a task-by-task basis and shall be documented in a Change Order signed by the parties.

CONSULTANT shall provide COUNTY's Contract Administrator with the names and titles of CONSULTANT's representatives that are authorized to bind CONSULTANT by signing Change Orders and Change Order Amendments on CONSULTANT's behalf. CONSULTANT's notification of individuals authorized to execute Change Orders and Change Order Amendments on CONSULTANT's behalf shall be communicated to COUNTY in accordance with the provisions of ARTICLE XIV, Notice to Parties, of this Agreement.

In the event of any conflict between or among the terms and conditions of this Agreement, the conflict shall be resolved by giving precedence in the following order of priority:

1. The text of this Agreement;
2. Exhibit B-1 and B-2, Project Cost Summary
3. Exhibit A, Statement of Work
4. Exhibit D, License Agreement;
5. Exhibit C, marked "Planning, Permitting, and Parcel Management Software Response to RFP #16-208-019. Notwithstanding, with respect to the following negotiated subject areas contained in the items 1-4 above, for the avoidance of doubt, the foregoing items 1-4 shall control exclusively: Software or customization functionality or warranties; Software, services, third party or other product selection, pricing, descriptions or payment terms.

Further, with respect to Section B, Functional Requirements, of the Proposal, such Functional Requirements are incorporated only to the extent provided in Exhibit 3 of the License Agreement.

ARTICLE II

Term: This Agreement shall become effective upon the date of the full execution by both parties hereto and shall expire five (5) years thereafter (the "Term").

Notwithstanding the foregoing, so long as COUNTY has paid CONSULTANT in full all undisputed license fees pursuant to this Agreement (COUNTY reserving the right to pursue a claim against CONSULTANT to recover payment of any such license fee amounts that are the subject of a good faith dispute), and so long as COUNTY has not failed to comply in any material respect with its obligations under Sections 3 (License) and 5 (Fees) of Exhibit D, or Article VIII (Confidentiality) of this Agreement, the licenses granted to COUNTY under this Agreement (each a "Continuing License"), shall continue in full force and remain in effect perpetually with regard to each such Continuing License.

ARTICLE III

Compensation for Services: As compensation for the licenses granted herein and for the provision of Services, COUNTY agrees to pay CONSULTANT upon the satisfactory completion and COUNTY's acceptance of work in accordance with Exhibits B-1 and B-2. Payment shall be made within forty-five (45) days following COUNTY's receipt and approval of itemized invoices identifying the services rendered. Notwithstanding, COUNTY will notify CONSULTANT in writing of its acceptance or non-acceptance of the applicable Service within twenty (20) days after receipt of invoice. If Customer fails to give written notice within the specified timeframe, the services will be deemed accepted.

For the purposes hereof, the billing rates for Optional Tasks shall be paid per that separate Change Order in accordance with Exhibit A.

The total amount of this Agreement shall not exceed the sum of the amounts listed in Exhibits B-1 and B-2, or \$1,002,982. This amount is inclusive of travel and living expenses and any contingency budget amounts.

Itemized invoices shall follow the format specified by COUNTY subject to the prior approval of CONSULTANT and shall reference this Agreement number on their faces. Copies of documentation attached to invoices shall reflect CONSULTANT's charges for the specific services billed on those invoices. Invoices shall be mailed to COUNTY at the following address:

County of El Dorado
Community Development Agency
Administration and Finance Division
2850 Fairlane Court
Placerville, California 95667

Attn.: Roger Niello, Interim Director
Community Development Agency

or to such other location as COUNTY directs.

ARTICLE IV

Taxes: CONSULTANT certifies that as of today's date, it is not in default on any unsecured property taxes or other taxes or fees owed by CONSULTANT to COUNTY. CONSULTANT agrees that it shall not default on any obligations to COUNTY during the term of this Agreement.

ARTICLE V

CONSULTANT's Project Manager: CONSULTANT designates Michael Truncale, Project Manager for SunGard's TRAKiT team, as its Project Manager for this Agreement. CONSULTANT's Project Manager, or COUNTY-approved designee, shall be accessible to COUNTY's Contract Administrator, or designee, during normal COUNTY working hours and shall respond within twenty-four (24) hours to COUNTY inquiries or requests. CONSULTANT's Project Manager shall be responsible for all matters related to CONSULTANT's personnel and operations including, but not limited to (1) assigning qualified personnel to perform the required work and to prepare the deliverables required by Exhibit A and in the individual Task Orders and Work Orders issued pursuant to this Agreement; (2) reviewing, monitoring, and directing CONSULTANT's personnel; and (3) providing qualified and appropriate personnel.

ARTICLE VI

Changes to Agreement: This Agreement may be amended by mutual consent of the parties hereto. Said amendments shall become effective only when in writing and fully executed by duly authorized officers of the parties hereto.

ARTICLE VII

Consultant to COUNTY: It is understood that the services provided under this Agreement shall be prepared in and with cooperation from COUNTY and its staff. It is further agreed that in all matters pertaining to this Agreement, CONSULTANT shall act as Consultant only to COUNTY and shall not act as Consultant to any other individual or entity affected by this Agreement nor provide information in any manner to any party outside of this Agreement that would conflict with CONSULTANT's responsibilities to COUNTY during the term hereof.

ARTICLE VIII

Confidentiality: The COUNTY and CONSULTANT shall maintain the confidentiality and privileged nature of all records of the other party, including billing records, together with any knowledge therein acquired, in accordance with all applicable state and federal laws and regulations, as they may now exist or may hereafter be amended or changed. Confidential information of CONSULTANT includes the Software, all third-party software provided with the Software, and algorithms, methods, techniques and processes revealed by the Source Code of the Software and any third-party software provided with the Software. Confidential information does not include information that is publicly known before or after disclosure; in the receiver's possession at the time of disclosure; independently developed by the receiver without use or reference to confidential information; or is approved for release in writing.

Except as otherwise permitted under this Agreement or as required by applicable law or pursuant to the lawful order of a court, COUNTY and CONSULTANT, and all COUNTY and CONSULTANT's staff, employees, and representatives, shall not disclose to any third party, directly or indirectly at any time, any said confidential information of the other party. This confidentiality provision shall survive after the expiration or earlier termination of this Agreement.

ARTICLE IX

Assignment and Delegation: CONSULTANT is engaged by COUNTY for its unique qualifications and skills as well as those of its personnel. CONSULTANT shall not subcontract, delegate, or assign services to be provided, in whole or in part, to any other person or entity without prior written consent of COUNTY. However, the following will not be considered "assignments" for purposes of this Agreement: CONSULTANT's assignment of this Agreement or of any CONSULTANT rights under this Agreement to CONSULTANT's successor by merger or consolidation or to any person or entity that acquires all or substantially all of its capital stock or assets; and CONSULTANT's assignment of this Agreement to any person or entity to which CONSULTANT transfers any of its rights in the Software.

ARTICLE X

Independent Contractor/Liability: CONSULTANT is, and shall be at all times, deemed independent and shall be wholly responsible for the manner in which it performs services required by the terms of this Agreement. CONSULTANT exclusively assumes responsibility for acts of its employees, associates, and subcontractors, if any are authorized herein, as they relate to services to be provided under this Agreement during the course and scope of their employment.

CONSULTANT shall be responsible for performing the work under this Agreement in a safe, professional, skillful, and workmanlike manner and shall be liable for its own negligence and negligent acts of its employees.

ARTICLE XI

Fiscal Considerations: The parties to this Agreement recognize and acknowledge that COUNTY is a political subdivision of the State of California. As such, COUNTY is subject to the provisions of Article XVI, Section 18 of the California Constitution and other similar fiscal and procurement laws and regulations and may not expend funds for products, equipment, or services not budgeted in a given fiscal year. It is further understood that in the normal course of COUNTY business, COUNTY will adopt a proposed budget prior to a given fiscal year, but that the final adoption of a budget does not occur until after the beginning of the fiscal year.

Notwithstanding any other provision of this Agreement, the COUNTY hereby covenants and agrees that it will make appropriate requests for budget appropriations for the fiscal years in amounts as specified herein. CONSULTANT shall not be obligated to provide any Services for which payment has not been appropriated.

In addition to the above, should the Board of Supervisors during the course of a given

year for financial reasons reduce or order a reduction in the budget for any COUNTY department for which services were contracted to be performed, pursuant to this paragraph in the sole discretion of COUNTY, this Agreement may be deemed to be canceled in its entirety by providing CONSULTANT with at least seven (7) calendar days' notice prior to the effective date of such termination. Provided as a strict condition of such right of termination, COUNTY must first remit to CONSULTANT payment in full of (a) all license fee amounts for the Component Systems(s), (b) all fees for Services rendered by CONSULTANT, and (c) all amounts which remain due for Hosting Services as of the effective date of termination.

ARTICLE XII

Audit by California State Auditor: CONSULTANT acknowledges that if total compensation under this Agreement is greater than \$10,000.00, this Agreement is subject to examination and audit by the California State Auditor for a period of three (3) years, or for any longer period required by law, after final payment under this Agreement, pursuant to California Government Code §8546.7. In order to facilitate these potential examinations and audits, CONSULTANT shall maintain, for a period of at least three (3) years, or for any longer period required by law, after final payment under the Agreement, all books, records and documentation necessary to demonstrate performance under the Agreement.

ARTICLE XIII

Default, Termination, and Cancellation:

- A. **Default:** Upon the occurrence of any material default of the provisions of this Agreement, a party shall give written notice of said default to the party in default (notice). If the party in default does not cure the default within thirty (30) days of the date of notice (Time to Cure) to the reasonable satisfaction of the other party, then such party shall be in default. The Time to Cure may be extended at the discretion of the party giving notice. Any extension of Time to Cure must be in writing, prepared by the party in default for signature by the party giving notice, and must specify the reason(s) for the extension and the date in which the extension of Time to Cure expires.

Notice given under this section shall specify the alleged default and the applicable Agreement provision and shall demand that the party in default perform the provisions of this Agreement within the applicable period of time. No such notice shall result in a termination of this Agreement unless the party giving notice so elects in the notice that the Agreement shall be automatically terminated, or the party giving notice so elects in a subsequent written notice, after the Time to Cure has expired.

- B. **Bankruptcy:** This Agreement, at the option of COUNTY, shall be terminable in the case of bankruptcy, voluntary or involuntary, or insolvency of CONSULTANT.
- C. **Ceasing Performance:** COUNTY may terminate this Agreement in the event CONSULTANT ceases to operate as a business, or otherwise becomes unable

to substantially perform any term or condition of this Agreement. Neither party will be liable to the other for any failure or delay in performance under this Agreement due to circumstances beyond its reasonable control, including Acts of God, acts of war, accident, labor disruption, acts, omissions and defaults of third parties and official, governmental and judicial action not the fault of the party failing or delaying in performance.

Termination or Cancellation without Cause: COUNTY may terminate this Agreement OR ANY Change Order issued pursuant to this Agreement, in whole or in part upon seven (7) calendar days' written notice by COUNTY without cause. Provided as a strict condition of such right of termination, COUNTY must first remit to CONSULTANT payment in full of (a) all license fee amounts for the Component Systems(s), (b) all fees for Services rendered by CONSULTANT, and (c) all amounts which remain due for Hosting Services as of the effective date of termination. COUNTY will also pay for satisfactory services rendered as necessary for contract resolution, as agreed to in writing by both parties. In no event, however, shall COUNTY be obligated to pay more than the total amount of any Change Order(s) or the amount of the Agreement, as applicable. Upon receipt of a Notice of Termination, CONSULTANT shall promptly discontinue all services affected, as of the effective date of termination set forth in such Notice of Termination, unless the Notice directs otherwise.

Completion of Work: In the event of termination of the Agreement, for default or without cause, COUNTY reserves the right to take over and complete any work, service, or task by contract or by other means.

- D. The maximum amount for which COUNTY shall be liable if this Agreement is terminated is the total not-to-exceed amount of this Agreement, inclusive of any Change Order(s), as applicable.

ARTICLE XIV

Notice to Parties: All notices to be given by the parties hereto shall be in writing and served by depositing same in the United States Post Office, postage prepaid and return receipt requested. Notices to COUNTY shall be in duplicate and addressed as follows:

To COUNTY:

County of El Dorado
Community Development Agency
2850 Fairlane Court
Placerville, California 95667

Attn.: Roger Niello, Interim Director

With a copy to:

County of El Dorado
Community Development Agency
Administration and Finance Division
2850 Fairlane Court
Placerville, California 95667

Attn.: Michele Weimer
Administrative Services Officer
Contracts & Procurement Unit

or to such other location as COUNTY directs.

Notices to CONSULTANT shall be addressed as follows:

SunGard Public Sector LLC
Attn: Legal Counsel
1000 Business Center Drive
Lake Mary, Florida 32746

or to such other location as CONSULTANT directs.

ARTICLE XV

Change of Address: In the event of a change in address for CONSULTANT's principal place of business, CONSULTANT's Agent for Service of Process, or Notices to CONSULTANT, CONSULTANT shall notify COUNTY in writing as provided in ARTICLE XIV, Notice to Parties. Said notice shall become part of this Agreement upon acknowledgment in writing by COUNTY's Contract Administrator, and no further amendment of the Agreement shall be necessary provided that such change of address does not conflict with any other provisions of this Agreement.

ARTICLE XVI

Indemnity: CONSULTANT shall defend, indemnify, and hold COUNTY and its officers, agents, employees and representatives harmless against and from any and all claims, suits, losses, damages, and liability for damages that COUNTY incurs in connection with a claim asserted against COUNTY by a third party, of every name, kind, and description, including attorneys' fees and costs incurred, brought for, or on account of, bodily injuries to, or death of, any person, including but not limited to workers, COUNTY employees, and the public, or damage to tangible or real property which are claimed to, or in any way arise out of, or are connected with CONSULTANT's services, operations or performance hereunder, and in either instance, to the extent proximately caused by the negligent acts or omissions of CONSULTANT. This duty of CONSULTANT to indemnify and save COUNTY harmless includes the duties to defend set forth in California Civil Code Section 2778. CONSULTANT's obligations under this indemnification are expressly conditioned on the following: (i) COUNTY must promptly notify CONSULTANT of any such claim; (ii) COUNTY must in writing grant CONSULTANT sole control of the defense of any such claim and of all negotiations for its settlement or compromise (if COUNTY chooses to represent its own interests in any such action, COUNTY may do so at its own expense, but such representation must not prejudice CONSULTANT's right to control the defense of the claim and negotiate its settlement or compromise); and (iii) COUNTY must cooperate with CONSULTANT to facilitate the settlement or defense of the claim.

ARTICLE XVII

Insurance: CONSULTANT shall provide proof of a policy of insurance satisfactory to COUNTY's Risk Management Division and documentation evidencing that CONSULTANT maintains insurance that meets the following requirements:

- A. Full Workers' Compensation and Employers' Liability Insurance covering all employees of CONSULTANT as required by law in the State of California.
- B. Commercial General Liability Insurance of not less than \$1,000,000 combined single limit per occurrence for bodily injury and property damage and a \$2,000,000 aggregate limit.
- C. Automobile Liability Insurance of not less than \$1,000,000 is required in the event motor vehicles are used by CONSULTANT in performance of the Agreement.
- D. In the event CONSULTANT is a licensed professional or professional consultant and is performing professional services under this Agreement, Professional Liability Insurance is required with a limit of liability of not less than \$1,000,000.
- E. CONSULTANT shall furnish a certificate of insurance satisfactory to COUNTY's Risk Management Division as evidence that the insurance required above is being maintained.
- F. The insurance will be issued by an insurance company acceptable to COUNTY's Risk Management Division, or be provided through partial or total self-insurance likewise acceptable to the Risk Management Division.
- G. CONSULTANT agrees that the insurance required herein shall be in effect at all times during the term of this Agreement. In the event said insurance coverage expires at any time or times during the term of this Agreement, CONSULTANT agrees to provide at least thirty (30) days prior to said expiration date, a new certificate of insurance evidencing insurance coverage as provided for herein for not less than the remainder of term of the Agreement, or for a period of not less than one (1) year. New certificates of insurance are subject to the approval of Risk Management and CONSULTANT agrees that no work or services shall be performed prior to the giving of such approval. In the event CONSULTANT fails to keep in effect at all times insurance coverage as herein provided, COUNTY may, in addition to any other remedies it may have, terminate this Agreement upon the occurrence of such event.
- H. The certificate of insurance must include the following provisions stating that:
 - 1. (Reserved)
 - 2. The County of El Dorado, its officers, officials, and employees are included as additional insured, on an additional insured endorsement, but only insofar as the operations under this Agreement are concerned. This provision shall apply to the general liability policy.

- I. CONSULTANT's insurance coverage shall be primary insurance as respects COUNTY, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by COUNTY, its officers, officials, employees, or volunteers shall be in excess of CONSULTANT's insurance and shall not contribute with it.
- J. Reserved
- K. Any failure to comply with the reporting provisions of the policies shall not affect coverage provided to COUNTY, its officers, officials, employees, or volunteers.
- L. The insurance companies shall have no recourse against the County of El Dorado, its officers and employees or any of them for payment of any premiums or assessments under any policy issued by any insurance company.
- M. CONSULTANT's obligations shall not be limited by the foregoing insurance requirements and shall survive the expiration of this Agreement.
- N. In the event CONSULTANT cannot provide an occurrence policy, CONSULTANT shall provide insurance covering claims made as a result of performance of this Agreement for not less than three (3) years following completion of performance of this Agreement.
- O. The certificate of insurance shall meet such additional standards as may be determined prior to the execution of this contract by the contracting COUNTY department, either independently or in consultation with COUNTY's Risk Management Division as essential for protection of COUNTY.

ARTICLE XVIII

Interest of Public Official: No official or employee of COUNTY who exercises any functions or responsibilities in review or approval of services to be provided by CONSULTANT under this Agreement shall participate in or attempt to influence any decision relating to this Agreement which affects personal interest or interest of any corporation, partnership, or association in which he/she is directly or indirectly interested; nor shall any such official or employee of COUNTY have any interest, direct or indirect, in this Agreement or the proceeds thereof.

ARTICLE XIX

Interest of CONSULTANT: CONSULTANT covenants that CONSULTANT presently has no personal interest or financial interest, and shall not acquire same in any manner or degree, in either: 1) any other contract connected with or directly affected by the services to be performed by this Agreement; or, 2) any other entities connected with or directly affected by the services to be performed by this Agreement. CONSULTANT further covenants that in the performance of this Agreement no person having any such interest shall be employed by CONSULTANT.

ARTICLE XX

Conflict of Interest: The parties to this Agreement have read and are aware of the provisions of Government Code Section 1090 et seq. and Section 87100 relating to conflict of interest of public officers and employees. CONSULTANT attests that it has no current business or financial relationship with any COUNTY employee(s) that would constitute a conflict of interest with provision of services under this Agreement and will not enter into any such business or financial relationship with any such employee(s) during the term of this Agreement. COUNTY represents that it is unaware of any financial or economic interest of any public officer or employee of CONSULTANT relating to this Agreement. It is further understood and agreed that if such a financial interest does exist at the inception of this Agreement either party may immediately terminate this Agreement by giving written notice as detailed in ARTICLE XIII, Default, Termination, and Cancellation, herein.

ARTICLE XXI

Nondiscrimination:

- A. COUNTY may require CONSULTANT's services on projects involving funding from various state and/or federal agencies, and as a consequence, CONSULTANT shall comply with all applicable nondiscrimination statutes and regulations during the performance of this Agreement including but not limited to the following: CONSULTANT and its employees and representatives shall not unlawfully discriminate against any employee or applicant for employment because of race, religion, color, national origin, ancestry, physical handicap, medical condition, marital status, age, or sex; CONSULTANT shall, unless exempt, comply with the applicable provisions of the Fair Employment and Housing Act (Government Code, Sections 12900 et seq.) and applicable regulations promulgated thereunder (California Code of Regulations, Title 2, Sections 7285.0 et seq.); the applicable regulations of the Fair Employment and Housing Commission implementing Government Code, Section 12990, set forth in Chapter 5 of Division 4 of Title 2 of the California Code of Regulations incorporated into this Agreement by reference and made a part hereof as if set forth in full; and Title VI of the Civil Rights Act of 1964, as amended. CONSULTANT and its employees and representatives shall give written notice of their obligations under this clause as required by law.
- B. Where applicable, CONSULTANT shall include these nondiscrimination and compliance provisions in any of its agreements that affect or are related to the services performed herein.
- C. CONSULTANT's signature executing this Agreement shall provide any certifications necessary under the federal laws, the laws of the State of California, including but not limited to Government Code Section 12990 and Title 2, California Code of Regulations, Section 8103.

ARTICLE XXII

California Residency (Form 590): If CONSULTANT is a California resident, CONSULTANT must file a State of California Form 590, certifying its California residency or, in the case of a limited liability company or corporation, certifying that it has a permanent place of business in California. CONSULTANT will be required to submit a Form 590 prior to execution of this Agreement, or COUNTY shall withhold seven (7) percent of each payment made to CONSULTANT during the term of this Agreement. This requirement applies to any agreement/contract exceeding \$1,500.

ARTICLE XXIII

Nonresident Withholding: If CONSULTANT is not a California resident, CONSULTANT shall provide documentation that the State of California has granted a withholding exemption or authorized reduced withholding prior to execution of this Agreement or COUNTY shall withhold seven (7%) percent of each payment made to the CONSULTANT during term of the Agreement as required by law. This requirement applies to any agreement/contract exceeding \$1,500.00. CONSULTANT shall indemnify and hold COUNTY harmless for any action taken by the California Franchise Tax Board.

ARTICLE XXIV

COUNTY Payee Data Record Form: All independent contractors or corporations providing services to COUNTY who do not have a Department of the Treasury Internal Revenue Service Form W-9 (Form W-9) on file with COUNTY must file a County Payee Data Record Form with COUNTY.

ARTICLE XXV

Business License: County's Business License Ordinance provides that it is unlawful for any person to furnish supplies or services, or transact any kind of business in the unincorporated territory of El Dorado County without possessing a County business license unless exempt under County Ordinance Code Section 5.08.070. CONSULTANT warrants and represents that it shall comply with all of the requirements of County's Business License Ordinance, where applicable, prior to beginning work under this Agreement and at all times during the term of this Agreement.

ARTICLE XXVI

Licenses: CONSULTANT hereby represents and warrants that CONSULTANT and any of its subconsultants employed under this Agreement has all the applicable licenses, permits, and certifications that are legally required for CONSULTANT and its subconsultants to practice its profession or provide the services or work contemplated under this Agreement in the State of California. CONSULTANT and its subconsultants shall obtain or maintain said applicable licenses, permits, or certificates in good standing throughout the term of this Agreement.

ARTICLE XXVII

California Forum and Law: Any dispute resolution action arising out of this Agreement, including, but not limited to, litigation, mediation, or arbitration, shall be brought in El Dorado County, California, and shall be resolved in accordance with the laws of the State of California.

ARTICLE XXVIII

Contract Administrator: The COUNTY Officer or employee with responsibility for administering this Agreement is Roger Niello, Interim Director, Community Development Agency, or successor.

ARTICLE XXIX

Authorized Signatures: The parties to this Agreement represent that the undersigned individuals executing this Agreement on their respective behalf are fully authorized to do so by law or other appropriate instrument and to bind upon said parties the obligations set forth herein.

ARTICLE XXX

Partial Invalidity: If any provision of the Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will continue in full force and effect without being impaired or invalidated in any way.

ARTICLE XXXI

No Third Party Beneficiaries: Nothing in this Agreement is intended, nor will be deemed, to confer rights or remedies upon any person or legal entity not a party to this Agreement.

ARTICLE XXXII

Counterparts: This Agreement may be executed in one or more counterparts, each of which shall be an original and all of which together shall constitute one and the same instrument.

ARTICLE XXXIII

Entire Agreement: This document and the documents referred to herein or exhibits hereto are the entire Agreement between the parties, and they incorporate or supersede all prior written or oral agreements or understandings.

Requesting Contract Administrator Department Concurrence:

By: 
Roger Niello, Interim Director
Community Development Agency

Dated: 12/30/16

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates indicated below.

--COUNTY OF EL DORADO--

By: 
Shiva Frentzen
Board of Supervisors
"COUNTY"


Dated: 1/3/17

Attest:
James S. Mitrison
Clerk of the Board of Supervisors

By: 
Deputy Clerk

Dated: 1/3/17

--SUNGARD PUBLIC SECTOR LLC--

By: 
Name Printed: Lisa Neumann
"CONSULTANT"

Dated: 12/29/16
Title: Controller

CERTIFICATE OF SECRETARY

THE UNDERSIGNED, Debra H. Burgess, Assistant Secretary of **SUNGARD PUBLIC SECTOR LLC**, a limited liability company organized and existing under the laws of the State of Florida (the "Company"), does hereby certify that Lisa Neumann is a duly appointed Authorized Signer of the Company effective as of February 1, 2016 , and that by virtue of such position is authorized to enter into, negotiate, execute and deliver any and all contracts, amendments, bids, proposals, instruments, documents and other agreements between the Company and its customers or in support of a contract with a customer, in the name of, and on behalf of, the Company.

IN WITNESS WHEREOF, the undersigned has caused this Certificate of Secretary to be duly executed this 29th day of July, 2016.


Debra H. Burgess, Assistant Secretary

STATE OF FLORIDA)

COUNTY OF DUVAL)

Sworn and subscribed to before me, Julie A. Rhoden, a notary public in the State of Florida, on this 29th day of July, 2016, by Debra H. Burgess, who is personally known to me.


Notary Public

My Commission Expires: July 15, 2019

SEAL:



CONSULTANT (SunGard Public Sector LLC)

Exhibit A

Statement of Work

PROJECT SUMMARY:

This Agreement encompasses the implementation of the TRAKiT software and the related services (hereinafter referred to as Project) for County of El Dorado, Community Development Agency, as proposed in Exhibit C, marked "Planning, Permitting, and Parcel Management Software Response to RFP #16-208-019" and as agreed to herein CONSULTANT shall assist COUNTY in delivering, hosting and maintaining the TRAKiT computer software.

The Scope of Work (SOW) is intended to be a planning and control document and not the detailed requirements or design of the software.

PROJECT DELIVERY OVERVIEW:

- Data conversion from COUNTY's Land Management Information System database (LMIS) system and other 'legacy systems'
- Create & Track Permits/Projects/Code Enforcement Cases/Citizen Incidents
- Provide ePlan review functions digitally (Bluebeam)
- Automated and manual workflows
- Mobile inspection (iTRAKiT)
- Report and letters
- Online web portal for permit visibility and inspection scheduling, including permit application and payment acceptance (eTRAKiT)
- Integration with financial application and ArcGIS Server

SCHEDULE AND DELIVERABLES:

Unless otherwise indicated below, and notwithstanding any other provisions of this Agreement to the contrary, CONSULTANT shall submit all deliverables in accordance with ARTICLE I, Scope of Services, and as described in the Tasks herein.

Unless otherwise indicated below, CONSULTANT shall submit draft deliverables to COUNTY's Contract Administrator (CA) for review and comment. CONSULTANT shall incorporate CA's comments into the final documents or reports subject to agreement by CONSULTANT and CA.

Draft deliverables shall be submitted in electronic Microsoft Word (Word) or applicable format to the CA unless otherwise stated. Final deliverables shall be submitted in Adobe Portable Document Format (pdf) to the CA unless otherwise stated. The budgeted cost includes up to two (2) rounds of review by COUNTY for all deliverables unless otherwise mentioned.

Due to unforeseen delays, adjustments to the completion times specified in the Tasks herein may only be made with prior written approval of CA.

The statement of work outlines key tasks that are critical to the Project implementation.

The five (5) primary Phases listed below are the required Phases to complete the software implementation portion of the Project. Phase 1, Project Management/Initiation is spread throughout all Phases.

Phase 1 – Project Management/Initiation

Phase 2 – Project Kick-Off / Review and Installation

Phase 3 – Configuration, Integration and Data Conversion

Phase 4 – Test and Initial Training

Phase 5 – Final Training / Go Live

– Contingency Services

Duties & Responsibilities of COUNTY

COUNTY will provide all information necessary for CONSULTANT to establish the software's configuration, including but not limited to:

- (1) Current valuation and fee structures;
- (2) Current Permit, Project, License, and Case type designations and categories;
- (3) Examples of all current reports used by the COUNTY relating to business process management;
- (4) Any exceptions to the typical business processes, or any special lifecycle requirements.

ASSUMPTIONS:

COUNTY's workstations will be compatible with software configurations requested by CONSULTANT. CONSULTANT may, at its discretion, provide a workstation to be deployed on the COUNTY's network for the purpose of demonstrating the configuration of the acquired Software.

COUNTY will ensure staff who will be trained in use of CONSULTANT's software will have sufficient basic knowledge of existing business processes and Microsoft (MS) Windows functions.

COUNTY understands that timely completion of the Project is dependent upon COUNTY providing information to CONSULTANT necessary to complete the Project, including, but not limited to: (a) data obtained from COUNTY's present systems to be incorporated into the new CONSULTANT software; and (b) information relative to desired letters/reports to be incorporated into CONSULTANT's software. Should substantial changes occur that affect the negotiated Project timeline (Appendix 1), CONSULTANT shall provide COUNTY with a request to extend the Project timeline. Extensions to the Project timeline must be approved in writing by CA.

Phase 1: Project Management/Initiation

CONSULTANT's Project Work Plan (PWP) shall consist of the following tools and shall be maintained throughout the Project. The PWP shall be submitted in electronic format and will be approved by CA. CONSULTANT shall maintain the PWP and ensure that tasks and deliverables submitted are complete and accurate. CONSULTANT shall track all issues with resolutions and dates throughout the life of the Project. CONSULTANT shall submit PWP updates at the status meetings.

CONSULTANT shall provide Project management and coordination of Project team members, and quality assurance/quality control of deliverables necessary to facilitate the performance and of the work produced in accordance with the conditions of this Agreement. This includes the following:

- Project Management oversight
- Staffing Plan in coordination with COUNTY
- Implementation Strategy
- Software Installation review with COUNTY Information Technology
- Business Process Review
- Configuration Plan
- Data Conversion and Migration Plan
- Web Configuration Plan
- GIS Strategy, Utilization, and Integration Plan
- Application Interface and Integration Strategy and Plan
- Testing Strategy
- Training Strategy
- Go Live Assistance
- Dates of Project activities and tasks
- Specific resources assigned to Project tasks
- All Milestones and Deliverables
- Task dependencies (if applicable)

1.1 Project Schedule

CONSULTANT shall create a detailed Project schedule encompassing the full scope (all phases, including third party activities) of the Project. The Project schedule shall outline the scheduled onsite visits for CONSULTANT and staff. The Project schedule shall be submitted within thirty (30) calendar days after receipt of notice to proceed. COUNTY will provide comments on the Project schedule. Once COUNTY's comments have been incorporated, COUNTY will approve and accept the Project schedule.

1.2 Agendas

Agendas for all work sessions shall be provided by CONSULTANT's Project Manager at least one (1) week prior to any meeting. Agendas shall include:

- Meeting objective
- Detailed tasks to be performed
- Recommended participants

- Detailed schedule breakdown of meeting topics
- Resources required for each meeting

1.3 Status Meetings

CONSULTANT shall hold at a minimum, bi-weekly meetings with COUNTY on a schedule to be determined. Meeting topics shall include:

- PWP update
- Current activities
- Action items from the last meeting
- Project issues and Risk Log
- Milestones and/or deliverables
- Critical issues impacting the Project
- Decisions needing assistance

1.4 Status Reports

CONSULTANT's Project Manager shall prepare status reports on a bi-weekly basis for the duration of the Project. Status reports shall be used to communicate key Project information to COUNTY. Status Reports shall include:

- Project Status
- Summary of accomplishments
- Late or overdue items
- Status of key milestones deliverables
- Project timeline
- Issues/Risks
- Project budget

1.5 Issues Log

CONSULTANT and COUNTY shall maintain a list of issues (both open and closed) that have been identified for the Project. Any Project risks, key decisions, issues, disputes, or late tasks shall be identified on the Issues Log. CONSULTANT shall provide access to the Issues Log within thirty (30) days after receipt of notice to proceed.

CONSULTANT's Project Manager, COUNTY, and Project team members are responsible for adding items to the Issues Log. For each identified issue, the following information shall be captured:

- Issue Number
- Reported by/date
- Status (i.e., new, open, closed, pending)
- Component unit/business process
- Priority
- Issue
- Comments
- Findings
- Recommendations
- Resolution Assignment

- Date Tested (if applicable)
- Date Closed (if applicable)

CONSULTANT's Project Manager and COUNTY shall review the Issues Log as part of regularly scheduled Project management meetings or more frequently, as required. Once the issue has been assigned, the appropriate Project team members are responsible for completing the assigned follow-up tasks and resolving the issue by the assigned due date.

Items directly related to TRAKiT will be logged by CONSULTANT and COUNTY using CONSULTANT's Helpdesk, and tracked in the case system.

1.6 Deliverable and Milestone Approval

COUNTY will review, approve and provide written sign-off for all Deliverables and Milestones as described below:

1. CONSULTANT shall submit in writing to COUNTY a deliverable or milestone completion form for each completed deliverable or milestone.
2. COUNTY will identify in writing any required changes, deficiencies, and/or additions necessary, within five (5) business days of receipt of the form for each completed Deliverable or Milestone. If CONSULTANT does not receive a signed completion form within five (5) business days and the COUNTY has not requested additional review time, the Deliverable or Milestone will be deemed accepted.
3. CONSULTANT and COUNTY will work together to review deliverables and milestones which have not been approved and create a plan to address them. When the deliverable has been updated or the milestone achieved, a revised form shall be submitted by CONSULTANT. COUNTY will review the deliverable or milestone and provide any additional comments on any required changes, deficiencies, and/or additions necessary within five (5) business days of receipt of the updated completion form. This process will be repeated until the COUNTY grants approval and signoff on the Deliverable or Milestone.
4. In all instances, the terms of section Duties and Responsibilities of COUNTY will apply in that should substantial changes occur or are required that affect the negotiated project timeline, CONSULTANT may provide the Client with a Change Order for additional services to extend the project timeline. If the Project timeline exceeds the term of the Agreement, an amendment, approved by CONSULTANT and COUNTY shall be required.

Upon COUNTY's approval of the deliverable or milestone, COUNTY will sign the completion form and shall return it to CONSULTANT's Project Manager.

Phase 2: Project Kick-Off / Review and Installation

Project Kick-Off/ Review

Begins: Contract Execution

Ends: Workbook completion and 3rd party integrations sign-off by COUNTY and CONSULTANT and all data/documentation provided by COUNTY

Description: This stage of the project involves discussing and documenting how the business processes and systems will function. CONSULTANT shall conduct Business Process Review sessions to document business processes and shall provide suggestions, insight into efficiencies, and long-term implications of doing business in different ways based on experience with other clients. CONSULTANT shall observe and define business processes and shall suggest alternatives and implications of existing processes. CONSULTANT shall provide examples of other agencies' programs, offer suggestions for process improvements and propose potential workflows. It will include meetings, both in person and remote, between the CONSULTANT Project Manager and COUNTY team. The COUNTY will fill out workbooks based on discussions and guidance from CONSULTANT. The CONSULTANT PM will be the COUNTY's main point of contact, and is responsible for the overall design of the system. CONSULTANT's data conversion team will work with COUNTY staff to map and document data to be migrated into TRAKiT.

During this stage of the project, CONSULTANT will create a project plan. This project plan will outline tasks, CONSULTANT resource roles, COUNTY resource roles, duration, dependencies and start/end dates throughout the project. It will be used to help the COUNTY plan its own internal task scheduling as well as provide shared visibility into timelines as the project progresses. CONSULTANT will be responsible for updating the project plan each bi-weekly following a status update call with the COUNTY.

Primary Responsibilities for COUNTY:

- Communicate project goals, value, schedule internally
- Assist in developing project schedule / milestone dates
- Ensure that all appropriate Power Users/ Subject Matter Experts (SME) participate in all relevant discussions
- Provide process flows, source data, and documentation in a timely manner
- Make informed business decisions in a timely manner
- Complete workbooks with assistance from CONSULTANT
- Provide contact information for any relevant 3rd parties

Primary Responsibilities for CONSULTANT:

- Conduct kick-off meeting with COUNTY.
- Make base software available with demonstration data
- Creation and maintenance of shared project plan
- Organize and lead design sessions with COUNTY. As permitting consultant and expert on TRAKiT software, provide guidance on best practices, changes to increase efficiency, and challenge COUNTY's current processes and way of thinking.
- Document TRAKiT configuration requirements, functionality and workflow
- Document interface requirements/mappings
- Services to be provided do not include hardware

Installation Services Scope:

The SOW describes below the installation services identified in the Agreement. These services include the following:

- Installation of two (2) instances of TRAKiT to be completed.
- There will be one (1) initial installation and a copy will be taken to create the second instance (TEST account) prior to the go-live event.
- CONSULTANT will complete all installation remotely.

Requirements and Notes:

(1) CONSULTANT and the COUNTY will mutually agree on the dates and schedule for the installation and other services in this area.

Phase 3: Configuration, Integration and Data Conversion

3.1 Configuration

Begins: Workbook completion and 3rd party integrations sign-off by COUNTY and CONSULTANT and all data/documentation provided by COUNTY.

Ends: COUNTY acknowledgement on Testing Begins letter.

Description: CONSULTANT shall be responsible for configuring all planning and permitting processes for development, transportation, environmental management, and code enforcement application types and fees in TRAKiT. The COUNTY will be responsible for coordinating any 3rd party vendors and assisting CONSULTANT with developing any documentation required for system testing. All communication between the COUNTY and CONSULTANT in this stage is anticipated to be done remotely. The CONSULTANT PM shall be

the COUNTY's primary contact with other CONSULTANT resources utilized as-needed.

Primary Responsibilities of COUNTY:

- Coordinate configuration / development of any 3rd party vendors
- Develop standard operating procedure (SOP) documentation
- Participate in weekly status calls

Primary Responsibilities of CONSULTANT:

- Perform agreed-upon configuration / data conversion
- Coordinate additional information from COUNTY as needed
- Develop testing and training plan
- Lead weekly status calls with COUNTY
- Maintain shared project plan

3.2 Integration

The Integrations with TRAKiT identified in the Agreement are as further described below. During the project, further discussion and discovery will take place and the COUNTY may request that modifications to the integration services scope be performed by CONSULTANT. If the integration scope is requested to be modified by COUNTY, it will become the subject of a separately executed Change Order which will describe changes in scope of work and payment of fees due.

Interface development is the joint responsibility of the COUNTY and CONSULTANT. COUNTY will be responsible for interface development work to/from existing legacy systems. CONSULTANT shall be responsible for interface development work to/from the TRAKiT system.

3.2.1 Financial Management Information System Integration

CONSULTANT shall provide integration services to COUNTY's Financial Management Information System (FAMIS). CONSULTANT will create a stored procedure/batch script routines to export financial data nightly from the TRAKiT system into the FAMIS financial system. COUNTY IT will provide a copy of the current export routines with instructions.

Deliverable: Stored procedure/batch scripts shall be submitted within thirty (30) days of receiving the current routines and instructions

3.2.2 Bluebeam Software Integration

CONSULTANT shall provide integration services for the Bluebeam software. CONSULTANT shall integrate with the Bluebeam software using standard scripting (bFX and bAX file formats). COUNTY will license Bluebeam Revu Standard.

Deliverable: Application Program Interface (API) for digital plan markup for Bluebeam software

3.2.3 California Contractors State License Integration

CONSULTANT shall provide integration services to the California Contractors State License Board via State's website for access to data for verification of contractor status and contact information.

Deliverable: Integration to the California Contractors State License Board

3.2.4 Vendor Payment Gateway Integration

CONSULTANT shall provide standard merchant cashiering suite services. The standard level cashiering suite includes choices of two (2) cashiering components. The choices are: a) eTRAKiT credit card acceptance; b) eTRAKiT eCheck acceptance; c) credit card reader (chip/pin); d) credit card reader signature capture; e) credit card reader debit card acceptance; f) credit card reader Near Field Communication (NFC) collection, or g) cash drawer integration w/ APG Series 4000 cash drawer.

COUNTY will specify the payment gateway. Supported payment vendor gateways not listed will incur an additional cost.

- a. Authorize.NET
- b. USA ePay
- c. Virtual Merchant
- d. PayFlowPro (PayPal)
- e. Cardknox

Deliverable: Integration with County's payment vendor gateway

3.2.5 ArcGIS System Integration

CONSULTANT shall provide integration services to COUNTY Surveyor's ArcGIS system using stored procedure/batch script routine(s) to export data nightly from the ArcGIS system into the TRAKiT system. COUNTY IT will provide a copy of current export routine(s) with instructions.

Deliverable: Stored procedure/batch script routines

3.2.6 Assessor's Property System Integration

CONSULTANT shall provide integration services to COUNTY Assessor's property system using stored procedure/batch script routine(s) to export data nightly from the Assessor's property system into the TRAKiT system. COUNTY IT will provide a copy of export routine(s) with instructions.

Deliverable: Stored procedure/batch script routines shall be submitted within thirty (30) days of receiving the current routines and instructions

Assumptions:

- 1) The COUNTY is responsible for validating all data transferred into TRAKiT and data transferred from TRAKiT to another application
- 2) COUNTY will provide Power Users/ SMEs that are familiar with existing data structures in the legacy system to assist with the interface process.
- 3) The COUNTY resources will provide the expertise in 3rd party data, data mapping and data validation.

3.3 Data Conversion

CONSULTANT shall provide services to: develop conversion software for translation; data conversion; install converted data; and investigate and correct any errors uncovered during conversion balancing and/or system testing.

Data conversion development is the joint responsibility of the COUNTY and CONSULTANT. COUNTY will be responsible for extracting data from the legacy system. CONSULTANT will be responsible for importing the data conversion files received from the COUNTY into TRAKiT using standard imports (where available) or conversion programs.

CONSULTANT does not guarantee the quality of the source data received, but makes reasonable effort to convert all data in the original source that it is provided.

CONSULTANT shall complete the following tasks:

- Review screenshots and reports
- Data mapping process
- Convert data

Deliverables:

- Data conversion data mapping specification
- Converted data from LMIS, three (3) Access databases, and Assessor/ GIS Connect

Assumptions:

- (1) COUNTY understands that data conversion relies on COUNTY's source data format remaining constant once conversion instructions are provided by COUNTY. Any change to the TRAKiT GIS/GeoTRAK integration that is due to data format changes will be subject to a Change Order.
- (2) COUNTY will provide to CONSULTANT all tables and files that are necessary for historical data conversion.

(3) COUNTY to approve the Data Conversion Data Mapping Specification provided by CONSULTANT.

a. While minor changes to this specification are allowed through the testing period at no additional cost, COUNTY acknowledges that they will thoroughly review the specification document, and that the conversion mapping and methodology is correct to the best of COUNTY's knowledge. Minor changes include:

- i. Modifying translation logic for data sources that are included in this document;
- ii. Converting tables/fields that were previously thought to be unnecessary for conversion, provided those data sources are included in the Specification.

b. Major changes include:

- i. Requirements to convert additional data sources;
- ii. Modifications to structure of data sources, including field names or data types;
- iii. Changes requested after the deadline for issue submission;
- iv. Fundamental changes to conversion methodology as mutually determined by both parties

(4) COUNTY will test data converted by CONSULTANT after each delivery and report issues on the Issues Log within the timeframes agreed to in the Project schedule. In the event that unplanned data conversion activities are required, then CONSULTANT and COUNTY will mutually agree on an appropriate change in project cost.

(5) The COUNTY is responsible for validating all data once it is converted into TRAKiT

(6) COUNTY will provide Power Users/ SMEs that are familiar with existing data structures in the legacy system to assist with the conversion process and clean all data and extract data from legacy to comply with CONSULTANT file layouts.

(7) The COUNTY will be responsible to get the legacy data "conversion ready", meaning it is clean (duplicates, typos, missing information, etc. have been corrected) and in a format that CONSULTANT can read for import purposes (Excel spreadsheet, for example).

3.4 Forms and Reporting

CONSULTANT shall provide services for custom report modifications and custom form modifications. CONSULTANT shall provide forty (40) hours for customizations related to forms and reports.

Deliverables:

- One hundred (100) standard reports from TRAKiT's library, along with the following standard libraries:
 - Permit Library including a standard Permit Form, Certificate of Occupancy, Receipt, Invoice, and three Inspection Results Letters
 - Enforcement Library including five (5) standard Violation Letters
 - Plan Corrections Library includes a standard Plan Correction Notice and a standard Planning Commission Staff Report

Assumptions:

- (1) COUNTY will identify and approve the custom forms and the report specifications no later than the initiation of the Testing Phase of the Project, or as defined by the PWP.
- (2) COUNTY will provide information regarding fee formulas, usage, permit and project forms.
- (3) Sign-off on forms/reports specification provided by CONSULTANT:
 - a. While minor changes to specifications are allowed through the testing period at no additional cost, COUNTY acknowledges that it will thoroughly review the specification document, and that the format and content is correct to the best of COUNTY's knowledge. Minor changes include:
 - i. Modifying form/report logic for data sources that are included in the specification.
 - b. Major changes may require additional work. The major changes include but are not limited to:
 - i. Requirements to reformat the report after it has already been approved by COUNTY;
 - ii. Modifications to the structure of content being displayed;
 - iii. Changes requested after the deadline for issue submission.
 - iv. Fundamental changes report format/content as mutually determined by both parties.

- (4) COUNTY will provide written specifications and or current samples for all reports CONSULTANT has agreed to develop.
- (5) COUNTY will use one of CONSULTANT's standard formats. If CONSULTANT standard format does not meet requirements the COUNTY can have a custom form created at additional expense.

Phase 4: Test / Initial Training

CONSULTANT will train both the COUNTY Power Users/ SMEs and End Users as part of this project.

Begins: COUNTY acknowledgement on receipt of Testing Begins letter.

Ends: COUNTY acknowledgement on Testing Ends Letter.

Description: This stage of the project will begin with a CONSULTANT training expert coming onsite to perform Power User/ SME training with COUNTY staff. The COUNTY will then begin its testing process, notifying CONSULTANT as issues / questions arise. There will be remote communication between the COUNTY and CONSULTANT PM regarding issues and their resolution, with a shared portal so that all team members have visibility to the complete list. CONSULTANT will provide revised delivery(s) for configuration and data integration as needed. During this stage, the COUNTY will also be testing integration with other 3rd party systems. The COUNTY will be responsible for communicating issues / resolution with all relevant vendors. The CONSULTANT PM will remain the COUNTY's main point of contact, but this stage will likely see increased involvement from other CONSULTANT team members for testing support.

Primary Responsibilities of COUNTY:

- Provide key staff availability and appropriate facilities for training and testing
- Execute all phases of testing plan, including 3rd party integration
- Provide constructive, detailed feedback to CONSULTANT based on testing results
- Coordinate issues / resolution to 3rd party vendors
- Amend training plan / SOPs as needed
- Participate in weekly status calls
- Participate in system administration and report writing training

Primary Responsibilities of CONSULTANT:

- User training for Power User/ SME Testing
- Assist COUNTY with questions / issues on as-needed basis

- Provide issue tracking portal for team member visibility to issues/status/resolution
- Provide iterative configuration / data conversion deliveries based on testing feedback
- Lead weekly status calls with COUNTY
- Maintain shared project plan

CONSULTANT shall provide Training, Configuration, and Testing as outlined in the Agreement and further described below.

4.1 Testing

Deliverable: Provide Onsite training, Onsite Meetings, and Remote Configuration as outlined in the Testing Strategy and Implementation Plan defined in the PWP.

4.2 Initial Training

Deliverable: Conduct on-site, hands-on End User training at COUNTY office as outlined in the agreement and in the Training Strategy and Implementation Plan. Class size is limited to eight (8) students per day.

Deliverable: Provide System Administrator training at COUNTY facilities for up to three (3) COUNTY staff and provide training guides and user manuals.

Deliverable: Provide Report Writing training at COUNTY facilities for up to three (3) COUNTY staff and provide training guides and user manuals.

Requirements and Notes:

1. Onsite means at COUNTY's facilities
2. Remote means from CONSULTANT facilities

Phase 5: Final Training/ Go Live

Begins: COUNTY acknowledgement on completed Testing Ends letter.

Ends: COUNTY sign-off of completed post go-live follow-up visit from CONSULTANT and any outstanding systems issues clearly identified.

Description: This stage of the project involves using the system in production, as further defined in the Go Live Plan. The COUNTY and CONSULTANT will agree upon a go-live week during which the COUNTY will cease use of the legacy system and will begin using TRAKiT for production use. Immediately prior to go-live, CONSULTANT and the COUNTY will perform data conversion from legacy

system(s) into TRAKiT. During data conversion, the COUNTY understands that services on legacy software may need to be suspended or operations be continued in an alternative manner.

The COUNTY will begin production use of TRAKiT with the CONSULTANT PM onsite for support. Although other CONSULTANT team members will likely be involved with support tasks and the resolution of issues, the CONSULTANT PM will continue to be the COUNTY's main point of contact throughout Go-Live until the system stabilizes and all issues are resolved. A follow-up visit is performed by the CONSULTANT PM roughly 45 days after go-live. The purpose of this visit is to analyze system performance and usage by COUNTY staff, and to provide any suggestions or facilitate configuration changes that would improve attainment of the COUNTY's goals.

Primary Responsibilities of COUNTY:

- Coordinate historical data conversion with CONSULTANT
- Coordinate internal and external communication of Go-Live plan and potential business impacts
- Provide staff availability for end-user training
- Follow standard operating procedures
- Provide staff availability for rapid issue response
- Work collaboratively with CONSULTANT team to rapidly solve any production issues as they occur

Primary Responsibilities of CONSULTANT:

- Convert historical data prior to go live
 - Provide onsite go-live support
 - Work collaboratively with COUNTY team to rapidly solve any production issues as they occur
 - Provide issue tracking portal for team member visibility to issues/status/resolution
 - Lead weekly status calls with COUNTY
 - Maintain shared project plan
 - Perform follow-up visit
 - Train COUNTY End Users
- Provide system administration training at COUNTY facilities.

Contingency Services

CONSULTANT has included \$62,000 in Contingency Services to be billed as incurred. CONSULTANT shall perform the Contingency Services at the request of the COUNTY up to

\$62,000. The work under Contingency Services shall be authorized with a separate written Change Order issued by the CONSULTANT and signed by both parties.

Appendix 1: Project Timeline

Target dates for the tasks and milestones will be established during the planning/kick off phase of the project.

Task	Client Responsibilities	CONSULTANT Responsibilities
1. Contract Execution	Client signs contract.	CONSULTANT signs final contract.
2. Delivery of TRAKiT software and License Key		CONSULTANT provides FTP access to facilitate data exchanges with Client. CONSULTANT delivers Client software and license key via the FTP site.
3. Project Hand-Off Call	Client reviews and sets initial Project Timeline dates with CONSULTANT.	CONSULTANT & Client review Project Timeline; CONSULTANT delivers electronic copies of Configuration Guide.
4. Confirm Hardware & Required Systems	Client provides confirmation that all required hardware, servers, database systems, and related components are ready.	CONSULTANT reviews hardware specifications with Client; CONSULTANT confirms remote access.
5. Initial Data Extract	Client uploads all legacy databases quoted in the contract to CONSULTANT's FTP site.	CONSULTANT reviews initial data upload.
6. Project Timeline Sign-Off SIGN OFF	Client signs-off on remaining project milestone dates.	CONSULTANT provides Client with timeline dates.
7. Software Installation	Client provides remote access to servers.	CONSULTANT installs all TRAKiT software on Client servers. One workstation will also be tested.
8. Database Consultation SIGN OFF	Client conducts meeting with CONSULTANT to discuss the data conversion process and a brief review of the data structure. Client signs-off on Data Source Document.	CONSULTANT provides suggestions to ensure expectations are reviewed.
9. GIS Consultation SIGN OFF	Client conducts meeting with CONSULTANT to discuss the delivery expectations for GIS data.	CONSULTANT offers suggestions to ensure expected delivery is achieved. CONSULTANT provides a sample 'Map Template' to be used within TRAKiT GIS.
10. Map Template Delivered		The sample map template is also delivered to the client.
11. Delivery of Geodatabase	Client uploads geodatabase onto CONSULTANT's FTP site for data mapping.	CONSULTANT begins mapping the source tables to the TRAKiT structure.
12. Screenshots of Existing Software	Client provides screenshots of existing software that relate to the data conversion process.	CONSULTANT reviews screenshots and begins mapping of data; CONSULTANT prepares data mapping document to submit to Client.
13. Demo Existing Legacy Systems	Client conducts an overview of their existing	CONSULTANT reviews current legacy

Task	Client Responsibilities	CONSULTANT Responsibilities
	system for CONSULTANT.	systems with Client.
14. Remote Webinar Training Series	Client attends and participates in remote 2-hour webinar training sessions for each Power User/ SME.	CONSULTANT conducts webinar training sessions prior to onsite meeting.
15. Kick-Off Meeting ONSITE	Client attends and participates in Kick-Off Meeting, which includes a review of the Configuration Guide and Workbook.	CONSULTANT conducts Kick-Off meeting onsite. Reviews Configuration Guide with all Departments, and assists in completing GeoTRAK data fields. CONSULTANT provides workflow samples for future discussions.
16. 1 st Workbook Review Remote Discussion	Client Departments attend review meetings with CONSULTANT.	CONSULTANT conducts a review of business processes with each Department. CONSULTANT ensures that the Configuration Workbook is being updated.
17. 1 st GeoTRAK Workbook Review	Client reviews land data mapping details and configuration information with CONSULTANT.	CONSULTANT reviews configuration workbook and provides feedback as applicable.
18. Initial Workflows	Client provides initial workflows from various Departments for review.	CONSULTANT reviews initial workflows submitted for Business Process Meeting.
19. Business Process Review Meeting ONSITE	Client provides business process workflow and corresponding reports/forms used in daily activities. Sessions are divided among various Departments implementing TRAKiT.	CONSULTANT assists the Client with Workbooks, identifies process adaptations, and reviews specifications for reporting requirements.
20. 1 st Draft of Data Mapping Document	Client to review data mapping document and, when required, participate in a comparison review of legacy data with CONSULTANT.	CONSULTANT to review initial draft of data mapping document with Client.
21. 2 nd GeoTRAK Workbook Review	Client reviews the finalized GeoTRAK workbook.	CONSULTANT reviews workbook and provides additional feedback as applicable.
22. eTRAKiT Credit Card Gateway	Client provides CONSULTANT with eTRAKiT credit card gateway information for integration.	CONSULTANT reviews credit card portal and prepares a scope for expectations.
23. 2 nd Workbook & Workflow Review Remote Discussion	Client Departments attend review meetings with CONSULTANT.	CONSULTANT conducts a review of business processes with each Department. CONSULTANT ensures that the Configuration Workbook & Workflows are being updated.
24. 2 nd Draft of Data Mapping Document	Client to review data mapping document for	CONSULTANT to review draft of data

Task	Client Responsibilities	CONSULTANT Responsibilities
	legacy data provided by CONSULTANT.	mapping document with Client.
25. Final GeoTRAK Workbook Review	Client submits and reviews the finalized GeoTRAK workbook.	CONSULTANT reviews workbook and provides additional feedback as applicable.
26. Final List of Forms/Reports Due	Client delivers final list of forms and reports and defines custom scripts for additional requirements to CONSULTANT to design.	
27. GeoTRAK Workbook Final Collection	Client provides final version of GeoTRAK workbook, including all mapping, custom screen, and spatial join requirements.	CONSULTANT collects GeoTRAK workbook, completes those spatial joins being handled by CONSULTANT, ensures that mapping is consistent with discussed process.
28. 3 rd Workbook & Workflow Review Remote Discussion	Client Departments attend review meetings with CONSULTANT.	CONSULTANT conducts a review of business processes with each Department. CONSULTANT ensures that the Configuration Workbook & Workflows are being updated.
29. Workbook Review Meeting ON SITE	Client provides Workbooks and copies of needed forms/reports; Client attends department meetings to offer insight into workflow; Client provides complete set of source data for conversion.	CONSULTANT collects Client responses to Workbooks; CONSULTANT conducts Department meetings to ensure understanding of responses and discuss procedural needs; CONSULTANT reviews data to convert with Client.
30. COUNTY Survey	Client provides feedback on the CONSULTANT efforts to date.	CONSULTANT conducts a review of the project to date.
31. GeoTRAK Pre-Conversion Review	Client participates in the pre-conversion review.	GIS Specialist and Data Conversion Specialist review GeoTRAK workbook to clarify mapping and conversion details.
32. Identify Bluebeam workflow	Client identifies the workflow(s) used by the Agency for electronically marking submittals.	CONSULTANT receives this information and provides to the assigned CONSULTANT Trainer.
33. Identify Bluebeam stamps	Client identifies all stamps necessary for Bluebeam.	CONSULTANT demonstrates the creation of stamps in Bluebeam to ensure the client can support this in an ongoing manner.
34. Project Workbook Draft	Client provides their completed Project Workbook.	CONSULTANT reviews the submitted workbook.
35. GeoTRAK Workbook SIGN OFF	Client signs-off on GeoTRAK workbook.	CONSULTANT provides finalized GeoTRAK workbook for Client sign-off.

Task	Client Responsibilities	CONSULTANT Responsibilities
36. Initial Forms/Reports Scope SIGN OFF	Client participate in a review of the Forms/Reports requirements and signs-off on the initial Forms/Reports Scope.	
37. Project Workbook SIGN OFF	Client signs-off on final version of the Workbook.	CONSULTANT will utilize the Workbook in configuration of the system.
38. Final Data Mapping Document SIGN OFF	Client approves data mapping document after a review with CONSULTANT's data conversion specialist.	CONSULTANT to provide data mapping documents, layouts, and explanations.
39. Map Services Delivered	Client delivers Map services to CONSULTANT prior to Initial Delivery. Map services may include: <ul style="list-style-type: none"> - eTRAKiT map service - TRAKiT data map service - TRAKiT visual map service 	CONSULTANT configures Map services with data.
40. System Configuration	Client participates and provides additional information as needed by CONSULTANT.	CONSULTANT configures system according to Workbook responses and meeting discussions; CONSULTANT converts historical data; CONSULTANT creates/customizes reports and/or forms (e.g. Permit Form).
41. Power User/ SME Training Planning	Client is introduced to CONSULTANT Trainer and develops plan for User Training	CONSULTANT PM & Trainer meet with client to discuss User Training.
42. Initial Delivery ONSITE	Client will attend the demonstration of the delivery.	CONSULTANT installs and demonstrates configured system with various Departments. eTRAKiT validation/preferences are reviewed with Client.
43. Workflow Processes Delivered	Client receives written workflow processes from CONSULTANT.	CONSULTANT delivers a sample set of workflow processes to Client for review and use during Training.
44. Power User/ SMEs Trained ONSITE	Client will provide meeting space and training computers for up to eight (8) staff.	CONSULTANT provides training materials for initial system configuration.
45. Testing Begins SIGN OFF	Client Power User/ SMEs verify accuracy and placement of converted data, forms & reports; Client tests software configuration; Client tests program interfaces; Client tests software customizations; Client notifies CONSULTANT of desired changes. Client acknowledges the start of the test process.	CONSULTANT receives change requests from Client and makes necessary revisions.

Task	Client Responsibilities	CONSULTANT Responsibilities
46. Bluebeam Service Activated	Client installs Bluebeam licensing and begins testing Bluebeam with initial configuration.	CONSULTANT provides access to Bluebeam integration.
47. 1 st Testing Review	Client reviews data & configuration with project manager via remote sessions.	CONSULTANT schedules remote meetings with each Department to review system configuration and Checklists.
48. 1 st Review of Forms/Reports	Client reviews Forms/Reports provided at Initial Delivery and provides comments or sign-off.	CONSULTANT receives comments or sign-off from Client and makes adjustments as necessary.
49. Initial Delivery Revisions	Client delivers revision list to CONSULTANT.	CONSULTANT receives review comments from Client and begins adjusting configured system.
50. External Interface Review	Client tests any external data interfaces provided by CONSULTANT; includes land update routine, accounting interface, and other data import routines.	CONSULTANT reviews any external data import/export routines prepared for Client.
51. 2 nd Testing Review	Client reviews data & configuration with project manager via remote sessions.	CONSULTANT schedules remote meetings with each Department to review system configuration and Checklists.
52. 2 nd Delivery ON SITE	Client continues review of system.	CONSULTANT delivers revisions to Client.
53. GeoTRAK Update Routine SIGN OFF	Client to review and sign-off on GeoTRAK Update Routine document.	CONSULTANT provide the GeoTRAK Update Routine document.
54. COUNTY Survey	Client provides feedback on the CONSULTANT efforts since the Workbook Review.	CONSULTANT conducts a review of the project since the Workbook review.
55. 3 rd Testing Review	Client reviews data & configuration with project manager via remote sessions.	CONSULTANT schedules remote meetings with each Department to review system configuration and Checklists.
56. 2 nd Review of Forms/Reports	Client reviews Forms/Reports provided at 2 nd Delivery and provides comments or sign-off.	CONSULTANT receives comments or sign-off from Client and makes adjustments as necessary.
57. 2 nd Delivery Revisions	Client delivers revision list to CONSULTANT.	
58. 4 th Testing Review	Client reviews data & configuration with project manager via remote sessions.	CONSULTANT schedules remote meetings with each Department to review system configuration and Checklists.

Task	Client Responsibilities	CONSULTANT Responsibilities
59. 3 rd Delivery	Client continues review of system.	
60. GeoTRAK Update Routine Delivery	Client provides CONSULTANT with credentials/access to configure the GeoTRAK Update Routine.	CONSULTANT initializes the GeoTRAK Update Routine and Python scripts (in GIS if necessary).
61. GIS Final Review	Client tests map services and updates with CONSULTANT.	CONSULTANT finalizes GIS configuration for Go Live.
62. Final Review of Forms/Reports	Client reviews Forms/Reports provided at 3 rd Delivery and provides comments or sign-off.	CONSULTANT receives comments or sign-off from Client and makes adjustments as necessary.
63. Final Revisions List ON SITE	Client delivers final revision list to CONSULTANT.	CONSULTANT receives review comments from Client and makes final adjustments.
64. System Administrator / Report Writing Training	Client provides System Administrators for training at COUNTY.	CONSULTANT trains Client staff at designated COUNTY facility.
65. eTRAKiT Final Connection Validated	Client validates the configuration settings for eTRAKiT portal.	CONSULTANT provides remote assistance for eTRAKiT payment portal.
66. 5 th Testing Review	Client reviews data & configuration with project manager via remote sessions.	CONSULTANT schedules remote meetings with each Department to review system configuration and Checklists.
67. Final Delivery	Client reviews final items submitted.	CONSULTANT installs modified system.
68. Go Live Dry Run	Client delivers data in preparation for Go Live.	CONSULTANT develops a Go Live schedule for rehearsal with Client prior to actual Go Live.
69. Testing Ends SIGN OFF	Client acknowledges the end of the test process and approves findings before User Training commences.	
70. End User Training Planning	Client develops plan for End User Training.	CONSULTANT PM & Trainer meet with client to discuss Training.
71. Client Support Transition Preparation		CONSULTANT PM assembles materials necessary to transition the knowledge of the implementation to the CONSULTANT Client Support team
72. Client Support Transition Call	Client attends remote discussion with CONSULTANT Client Support team.	CONSULTANT introduces Client Support team along with expectations for using technical assistance after Go Live.

Task	Client Responsibilities	CONSULTANT Responsibilities
73. Transition to Live	Client provides final extract of historical data to CONSULTANT.	CONSULTANT converts data and loads onto Client's server.
74. End User Training ON SITE	Client provides meeting space and training computers for up to eight (8) staff.	CONSULTANT provides training materials for onsite training.
75. General System Administration Training ON SITE	Client End Users attend a mini System Administrator training session prior to Go Live.	CONSULTANT conducts an accelerated System Admin session with End Users for user privilege and general configuration management.
76. Go Live ON SITE	Client Goes Live with TRAKiT, iTRAKiT, and eTRAKiT.	CONSULTANT provides Go Live support onsite.
77. Follow-up Visit ON SITE	Client assembles various Departments for review with CONSULTANT.	CONSULTANT conducts an onsite follow-up visit 45 days after Go Live.
78. COUNTY Survey	Client provides feedback on the overall project.	CONSULTANT conducts a final review of the project implementation.
79. Go-Live System Review REVIEW	Client reviews that CONSULTANT has provided and committed to all project deliverables.	CONSULTANT provides a letter detailing all project commitments.

EXHIBIT B-1

PROJECT COST SUMMARY

PROFESSIONAL SERVICES FEES:**Project Management/Initiation Phase**

Upfront Remote Training	\$6,400	Remote
Onsite Meetings	\$19,866	Onsite

Project Kick-Off/Review Phase

Remote Reviews	\$12,800	Remote
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Configuration, Integration and Data Conversion Phase

Remote Configuration	\$49,000	Remote
Assessor/GIS Connect (Conversion)	\$7,000	Remote
LMIS System (Conversion)	\$25,000	Remote
Financial System: FAMIS (Integration)	\$2,500	Batch Update
Standard Report Library	Included	Reports
Customized Reports	\$9,000	Remote
Permit Library	\$3,500	Library
Enforcement Library	\$2,500	Library
Plan Corrections Library	\$2,500	Library
Enhancements	\$8,000	Remote

Test / Initial Training Phase

Onsite Training	\$19,866	Onsite
Onsite Meetings	\$24,832	Onsite
Remote Configuration	\$35,000	Remote
Onsite Bluebeam Revu	\$1,081	Onsite

Final Training / Go Live Phase

Onsite End User	\$59,598	Onsite
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Remote eTRAKiT Admin	\$1,280	Remote
Onsite Administrator	\$4,326	Onsite
Onsite Report Writing	\$8,381	Onsite
Onsite Go Live Assistance	\$7,450	Onsite

Total		\$309,880
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Contingency Budget for Services*	\$62,000	
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Total with Contingency Budget for Services:		\$371,880
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*Contingency Budget which may be used for the procurement of additional services by Customer, pursuant to mutually signed Change Order.

APPLICABLE TAXES ARE NOT INCLUDED IN THE SCHEDULES ABOVE, AND, IF APPLICABLE, WILL BE ADDED TO THE AMOUNT IN THE PAYMENT INVOICE(S) BEING SENT SEPARATELY TO CUSTOMER.

The amounts noted above shall be payable as follows:

1st Payment	10%	\$30,988	Due upon Contract Execution Date	Tasks 1-2 from Project Timeline
2nd Payment	10%	\$30,988	Due upon Kick-Off Meeting per item 15 of the Project Timeline	Tasks 3-15 from Project Timeline
3rd Payment	20%	\$61,976	Due upon Initial Delivery per item 42 of the Project Timeline	Tasks 16-42 from Project Timeline
4th Payment	25%	\$77,470	Due upon 2nd Delivery Revision per item 57 of the Project Timeline	Tasks 43-57 from Project Timeline
5th Payment	20%	\$61,976	Due upon Final Delivery per item 67 of the Project Timeline	Tasks 58-67 from Project Timeline
6th Payment	10%	\$30,988	Due upon Go Live per item 76 of the Project Timeline	Tasks 68-76 from Project Timeline
Final Payment	5%	\$15,494	Due upon completion of all deliverables per item 79 of the Project Timeline	Tasks 77-79 from Project Timeline

The Milestones payments above are inclusive of travel and living expenses, but exclusive of any contingency budget amounts.

Costs for Professional Services are inclusive of travel and expenses and will be capped at \$309,880 (exclusive of contingency budget amounts). This price is a "not to exceed" amount based on the Services selected by County at the time of the execution of this Agreement. The amount listed above will change if additional services are necessitated by County changes to the scope of the project, or if County chooses additional services, software, or hardware following the execution of this Agreement.

EXHIBIT B-2

PROJECT COST SUMMARY

LICENSING – Component Systems

Core Suite	\$135,000	30	Users (concurrent)
GeoTRAK			
AEC TRAK			
ProjectTRAK			
PermitTRAK			
CodeTRAK			
CRM TRAK			
GIS Engine – Advanced	\$17,500		
Mobility – iTRAKiT Suite: Inspect, Code & Fire	\$30,000		
eCitizen Portal	\$20,000		
ePlan Review Engine			
Server Engine	\$25,000		
Integrations			
N/A	\$0.00		
Sub-total:	\$ 227,500		
Licensing Discount: 20%	-\$45,500		
Sub-total:	\$182,000		
 *Contingency Budget - Product Licensing and Hosting	 \$60,000		

* Contingency Budget which may be used for the procurement of additional licenses or Hosting by Customer, pursuant to mutually signed Change Order.

ANNUAL MAINTENANCE AND HOSTING SERVICES FEES:

Maintenance and Hosting Fees:	Annual Maintenance	Annual Hosting	Total
Year 1	\$0	\$36,600	\$36,600
Year 2	\$48,300	\$36,600	\$84,900
Year 3	\$49,508	\$37,500	\$87,008
Year 4	\$50,745	\$38,438	\$89,183
Year 5	\$52,014	\$39,398	\$91,412
* 5 Year Totals	\$200,566	\$188,536	\$389,102

**Fees do not include items that may be purchased utilizing Contingency Budget funds .*

APPLICABLE TAXES ARE NOT INCLUDED IN THE SCHEDULES ABOVE, AND, IF APPLICABLE, WILL BE ADDED TO THE AMOUNT IN THE PAYMENT INVOICE(S) BEING SENT SEPARATELY TO CUSTOMER.

The amounts noted above shall be payable as follows:

Component Systems License Fee: 100% due on the Contract Execution Date.

Improvements Fees: Improvements are included in the Hosting Services Fee.

Maintenance and Hosting Services Fees: Hosting Services Fee for the first annual period commencing on the Execution Date and continuing for a twelve (12) month period is due upon the Contract Execution Date. Subsequent annual Maintenance and Hosting Services Fee(s) are due thirty (30) days prior to the commencement of each applicable annual period for which such fee is being remitted.

EQUIPMENT: Host(s) or client server configuration(s) and/or combinations of host(s) and client server configuration(s) within the United States of America for which Contractor supports the Software. The County acknowledges that certain Component Systems of the Software may require specific host or client configurations.

A. Letter of Transmittal

SUNGARD PUBLIC SECTOR

www.sungardps.com • 858-451-3030 • 888-279-2043 toll-free

October 29, 2015

Ms. Sue Hennike
County of El Dorado
Procurement and Contracts
360 Fair Lane
Placerville, CA 95667

Re: RFP #16-208-019 Planning, Permitting and Parcel Management Software

Dear Ms. Hennike:

On behalf of SunGard Public Sector (SunGard), we are pleased to submit this proposal in response to the County of El Dorado's Request for Proposal (RFP) for a Planning, Permitting, and Parcel Management Software solution.

The TRAKiT team has more than 20 years of experience in providing integrated Planning, Permitting, and Parcel Management solutions for Community Planning, Development, Engineering, Public Works, Code Enforcement, and Fire Departments. Our proposed solution is in use in more than 180 city, county, and state agencies across the United States. Additionally, the TRAKiT application has a very strong client base in California, with more than 75 agencies state wide.

In June of 2015, SunGard acquired the former CRW Systems and TRAKiT applications. SunGard is a leader in information technology solutions that impact more than 115 million residents in North America. Together, our experience and the corporate strength of SunGard fuel continued development and combined experience to help the County of El Dorado better serve your citizens.

TRAKiT provides a modern, GIS-centric system that fosters collaboration between departments, vastly improves workflow efficiency, and ensures the integrity of information in your database. Designed with a user-friendly interface, TRAKiT is easy to learn and quickly adapted by end users and administrators.

TRAKiT is scalable and can grow with the County as it is easily configurable to meet your current and future business requirements. The capability to interface with various third-party solutions the County currently uses, and others you are exploring, is built in the system.

Finally, TRAKiT gives citizens and contractors the ability to make requests, submit applications, and track their status in real time, via the Web.

SunGard Public Sector Inc. • 2036 Corte Del Nogal, Suite 200 • Carlsbad, CA 92011

Sungard Public Sector LLC

Page 1 of 154

#472-S1611
Exhibit C

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

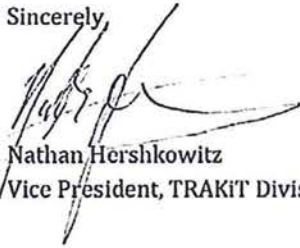
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We offer a complete solution, including software, documentation, onsite implementation, and training. Our team has a long-standing proven record of implementations completed on time and within budget. We dedicate ourselves to developing true business relationships with our clients and invite you to contact them.

This proposal demonstrates our clear understanding of your requirements and we welcome the opportunity to present the many advantages of TRAKiT.

Sincerely,



Nathan Hershkowitz
Vice President, TRAKiT Division

Authorized Representatives:

Jennifer Lewis
Director of Business Development
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B. TABLE OF CONTENTS

A. LETTER OF TRANSMITTAL	I
B. TABLE OF CONTENTS	III
C. EXECUTIVE SUMMARY	C-1
D. FIRM OVERVIEW AND PROJECT MANAGER	D-1
SunGard Overview	D-1
Number of Clients	D-2
Software References	D-3
Project Manager	D-6
Implementation References	D-7
E. RESPONSE TO SCOPE OF WORK	E-1
Section A – Written Plans	E-4
Project Management Strategy, Staffing Plan, and Estimated Timeline	E-4
Implementation Strategy and Plan	E-10
Hardware Specifications	E-17
Software Installation and Setup Plan	E-20
Business Process Design, Gap Resolution Strategy, and System Configuration Plan	E-20
Security Strategy and Configuration Plan	E-21
Data Conversion and Migration Plan	E-21
Web Strategy and Integration Plan	E-23
GIS Strategy, Utilization, and Integration Plan	E-23
Application Interface and Integration Strategy and Plan	E-24
Testing Strategy and Implementation Plan	E-24
Training Strategy and Implementation Plan	E-25
Go Live and System Stabilization Plan	E-28
Section B – Functional Requirements	E-29
Sample Reports	E-31
F. DATABASE SOFTWARE	F-1
G. THIRD-PARTY PRODUCTS/OPTIONAL SOFTWARE	G-1
Third-Party Software	G-1
Optional Software	G-1
H. MAINTENANCE PROGRAM	H-1
Telephone Support	H-1
Upgrades and Product Enhancements	H-1
Users' Group	H-2
Problem Reporting and Resolution Procedures	H-4

Other Support	H-4
Customer Connect Web Portal	H-4
Documentation	H-4
I. COST PROPOSAL	I-1
Proposal Terms and Conditions	I-1
SunGard's Cost Proposal	I-2
Contract Information	I-6
Sample Order Form	I-7
Sample Insurance Certificates	I-15
A.1 APPENDIX 1-1	
Addenda Acknowledgement	1-1
FIS Acquisition Announcement	1-7

Non-Disclosure Statement

The terms and conditions contained in this proposal will automatically expire 120 days from the date of the proposal, unless renewed, extended or terminated earlier by written notice from SunGard Public Sector Inc. Unless otherwise stated; taxes that may be applicable are not reflected and will need to be paid by the client.

Any modification pricing provided in this proposal is an estimate only. Detailed analysis of your specific requirements is needed prior to providing exact pricing.

If applicable, the prices for hardware and system software products and services are subject to change and are submitted for your information only. The terms and policies of the hardware vendor govern any portion of this proposal related to hardware and system software products and services.

If applicable, the prices and information on any third-party products and services are subject to change and are submitted for your information only. The terms and policies of any third-party vendor govern all portions of this proposal related to those products and services.

This proposal is protected by copyright law and contains proprietary information and confidential trade secrets belonging to SunGard Public Sector Inc. This proposal is furnished and accepted on the express condition that portions of it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of SunGard Public Sector Inc. Those confidential portions include, but are not limited to, pricing and client lists. All such proprietary information is clearly marked for your convenience. Any portions of this proposal that are not marked proprietary or confidential shall be available for public disclosure.

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C. Executive Summary

The County of El Dorado is seeking a proven, commercial, off-the-shelf software Planning, Permitting, and Parcel Management system. The proposed TRAKiT™ software suite delivers the features to meet those needs. TRAKiT is a Microsoft Certified® product offering the latest technologies and a user interface prescribed by recommendations from our existing clients, and can be deployed on premise or in our Horizon Cloud Services environment. We offer a solution that is completely flexible and can be continually modified as your business processes evolve. Our proposal is intended to demonstrate how we can provide the tools needed to ensure your goals are met with one streamlined, innovative system.

TRAKiT was developed over the past 20 years by CRW Systems (CRW), a leading developer of solutions for community development organizations. In June 2015, SunGard Public Sector (SunGard) acquired CRW, bringing together two companies with proven track records of innovation and success within the local government market. SunGard is excited to add the TRAKiT solution to their portfolio of software solutions for government.

What do we offer?

Flexibility	TRAKiT is an easy-to-configure and even easier to understand .NET application. Our proven implementation and training services address both current and future organizational changes.
Citizen Access	eTRAKiT enables access by your citizens via the Web. Contractors and applicants can obtain current permit, project, case, or licensing information. Inspection requests permit applications, license registration, plan submittals, fee collections, and complaints can all be submitted online.
Easy User Experience	The use of standard Microsoft functions makes it easy for a user to navigate throughout the system. Routing from one module to another is easily accomplished due to the similar look and feel across the system.
Accuracy	TRAKiT takes advantage of a single, integrated database, and is configured to fit the business rules and workflow procedures of your agency. Selection options from pre-determined tables reduce the amount of manual entry required.
Integration	Exchanging information across existing investments is a true strength of TRAKiT. Standard features include things like working with your Esri ArcGIS server, importing data from the County Assessor, and merging working data directly into other Microsoft applications like Word, Excel, or Outlook. Other interfaces are available for finance systems and document management programs.

Reporting	TRAKiT uses the strength of SunGard Public Sector Analytics with various standard reports included. These reports are intelligent with the ability for on-the-fly creation by simply selecting criteria such as date ranges and sort types.
Mobility	In-the-field usage of TRAKiT on an array of devices allows inspectors to use the full features of being in the office while away from their desk. This real-time access allows inspectors to do more of their work in the field, rather than coming back to the office.
WorkSpace	Every time users log in to TRAKiT, they can view their own unique user-defined WorkSpace which includes a County-wide bulletin section, RSS feeds, individual task list, dashboard, various centers, such as inspection and plan review, and more to help users track all of their assigned tasks. By selecting a related link, users are automatically transported to the specific task they wish to work on.
Limited IT Efforts	TRAKiT requires very limited needs from IT resources, and requires no programming skills to operate or change workflows. Most customers rely on our excellent support to assist users with questions.
Excellent Clients	More than 180 TRAKiT customers can attest to our commitment of having a long-standing business partnership. TRAKiT is an application designed by our clients to meet their growing needs.
Quick Execution	We provide a comprehensive, timely implementation methodology designed to move your staff into production in the least amount of time, while allowing for flexibility.

Why choose us?

Proven Experience	Our experienced team is committed to providing solutions that offer real benefits to our customers – up to, during, and well beyond the sale. As a result of our commitment, client retention for the TRAKiT solution equals 99.9% since 1999. Each year more agencies come to realize the benefits of TRAKiT.
Stability	SunGard's resources, reputation, and expertise in the public sector create benefits and opportunities for our valued TRAKiT customers. With more than 1,600 customers across North America, we are able to understand and respond to the needs of local government with agility and innovation. Through our SunGard Users Group Association (SUGA), we host both a large national event and several smaller regional events to help our customers gain easy access to training and collaboration with their fellow customers and SunGard staff.

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

County of El Dorado, CA

Next Generation Technology	TRAKiT is at the forefront of next generation Web standards not adopted by any other industry solution, including support for SQL 2008 database and Outlook email functionality. TRAKiT enables users the flexibility to operate on various Web-based systems, without the need to require a plug-in. All users automatically receive updates when they log in to TRAKiT, saving the agency time required to add updates to every machine individually.
Outstanding Support	Ongoing technical support services include downloadable updates, version control, eTraining videos, phone assistance, eHelp documentation, and remote access to walk through problems live.
Efficiency	A single screen interface allows users rapid access to all the modules and interfaces within the system. The TRAKiT system's expansive list of features and easy to use interface enable clients to reduce duplication of work and increase efficiencies of administrative and operational processes.
Personal Attention	We are dedicated to our customers and work with each agency individually to automate the way you conduct business. We provide installation, training, data migration, project management, business process consulting, customization and extensive technical support. We ensure that your agency's investment results in the ability to provide citizens with the highest quality and most efficient customer service.
Last Purchase Ever	We propose a solution that doesn't require complicated costly version updates, and we are committed to bringing the latest technology and software support necessary to keep your agency running. This ideal helps to increase your bottom dollar year after year, being the last solution you will ever need.

Which modules?

TRAKiT comes standard with numerous reports, as well as a module for tracking contractor registration (AEC TRAK). Following is a list of proposed and optional modules to consider.

GeoTRAK	PermitTRAK	ProjectTRAK	CodeTRAK	CRM TRAK	LicenseTRAK
Property Data Management	Permits & Inspections	Planning & Related Development	Code Enforcement & Compliance	Citizen Response Management	Business & Other Licensing
GIS	eTRAKiT	MobilePDA	iTRAKiT	VoiceTRAKiT	CivicTRAK
Spatial & Geo Data Integration	Online Customer Access	Inspector Mobile Smartphone & Tablet Access	Inspector Mobile Access via iPad	Interactive Voice Response	City Hall Mobile App via iPhone, iPad, and Android Phone

Summary

Upon review of the County of El Dorado's RFP for a commercial off-the-shelf software solution, we believe that TRAKiT will vastly improve and better integrate the County's current processes. The proposed solution provides additional capabilities, such as interdepartmental communication, mobile field access, business intelligence, electronic plan review, and a public access portal.

This GIS-centric solution integrates with the County's Esri ArcGIS Server so you can view, interact, and report on GIS data directly from a built-in map viewer. This also includes system data, such as permits, code cases, and inspections.

As discussed, TRAKiT is easy to configure and manage with little IT effort required. Through the user-friendly system administrator portal, the County can quickly and easily manage key functionality changes that occur, such as adding or changing user profiles, and fee schedule changes. This includes new process requirements, like reviews and inspections that may occur due to legislation or County-defined business rules.

The workflow engine automates processes, enforces business rules, and helps manage activities. This allows you to streamline permits, projects, and code cases while tracking all activities from beginning to end. TRAKiT records all actions and any conditions of approval for future evaluation. Using attachments, you can scan plans with mark-ups and link as part of the project's history.

The state-of-the-art online citizen and contractor portal provides public access to permit, project, license, code, land, and inspection information. Using Web-enabled screens and functions, citizens can request inspections, pay fees, upload plans, apply for permits, file complaints, and much more. The optional CivicTRAK app gives citizens the power to report issues using a smart phone. The County can also use the app to issue news bulletins and emergency alerts.

We believe that our comprehensive offering demonstrates our ability to meet and exceed your requirements. TRAKiT is a proven system that is in use and operating at more than 180 agencies, including over 75 in the state of California.

We offer you the knowledge we've gained from more than 20 years of providing software solutions to city, county, and state agencies. A key factor in our success over the years has been the depth of experience and quality of our people. Our consultants provide guidance in adapting the County's business practices to the TRAKiT solution. Our goal is to use industry best practices to provide additional capabilities, such as an enterprise solution that offers business intelligence and performance monitoring.

The total price for the proposed TRAKiT solution including the first year of maintenance is \$699,879. We welcome the opportunity to answer any questions, provide additional information, and present TRAKiT to the County of El Dorado, California.

D. Firm Overview and Project Manager

SunGard Overview

The proposed TRAKiT suite was originally developed by CRW Systems (CRW) and acquired by SunGard Public Sector (SunGard) in June of 2015. As a leading developer of Community Development solutions, CRW leveraged more than 20 years of working exclusively with the public sector to offer the County of El Dorado a total solution, including software and implementation services.

Form more than 34 years, SunGard has been providing software and information technology solutions for city and county governments and public safety agencies. Our software and information technology solutions impact more than 115 million residents in North America. The merger of CRW and SunGard brings together two companies with proven track records of innovation and success within the local government market.

The corporate strength of SunGard fuels coordinated development while the combined experience and knowledge helps communities and governments better serve their citizens.

SunGard is a division of SunGard Data Systems' (SunGard Data), one of the world's leading software and technology companies. SunGard Data serves approximately 14,000 customers in more than 100 countries and has more than 13,000 employees.

With annual revenue of about \$2.8 billion¹, SunGard Data provides disaster recovery services, managed IT services, information availability consulting services, and business continuity management software. For more information, please visit www.sungard.com.

SunGard Public Sector At-A-Glance

Parent Corporation:

SunGard Data Systems Inc.
Number of Employees: 13,000
Ownership: SunGard Data is privately held
Annual Revenue: 2014-\$2.8 billion

SunGard Business Unit:

SunGard Public Sector Inc.
2036 Corte Del Nogal, Suite 200
Carlsbad, CA 92011
Number of Employees: 820
Year of Incorporation: 1981

Target Industry:

SunGard focuses on the public sector including Local Government, Public Safety & Justice, Utilities, Transits, Not-for-Profit Agencies, State Government, and Federal Government

Proposed Solution:

TRAKiT Community Development Software

Authorized Contact:

Denise Brousseau, Account Executive
Phone: 858-451-3030
Ext. 1149
denise.brousseau@sungardps.com

www.sungardps.com

TRAKiT

¹ Operating results for the individual units of SunGard Data are provided only to the extent offered in the SunGard Data Systems Annual Report. Copies of SunGard Data's most recent annual reports are available at sungard.com.

SunGard has the resources to provide the County of El Dorado a total solution. We do not use outside implementation firms or subcontractors. The information on the following pages applies only to SunGard.

Number of Clients

SunGard built its reputation as a leader in the industry by demonstrating a solid commitment to customers and establishing lasting relationships. With more than 1,620 non-profit and government agencies in the U.S., Canada, and Caribbean, we are proud to report that 1,192 customers have been with us for 10 years or more, 929 for 15 years or more, and 438 have been customers for more than 20 years.

The following table contains the number of SunGard's public sector clients by geographic region and the percentage of the total client base each region represents.

REGION	NUMBER OF ACCOUNTS	PERCENTAGE OF CLIENT BASE
East	840	52%
Mid-West	351	22%
West	400	25%
Canada & Caribbean	23	1%

The table below contains the number of SunGard's TRAKiT clients by geographic region and the percentage of the total client base each region represents.

REGION	NUMBER OF ACCOUNTS	PERCENTAGE OF CLIENT BASE
East	33	18%
Mid-West	48	26%
West	100	55%
Canada & Caribbean	1	1%

Software References

SunGard is pleased to offer the County of El Dorado the following TRAKiT software references. The TRAKiT team has had the opportunity of implementing and servicing the TRAKiT solution since 1991. Of our more than 180 TRAKiT clients, 75 of them are in the state of California. These references are comparable to the County of El Dorado and have used the proposed software for at least six months.

Because SunGard's client reference list is confidential and is proprietary information, the Software References are provided in the separately sealed envelope labeled Proprietary Information, as per the RFP.

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Proprietary
County of El Dorado, CA

SunGard's client reference list is confidential and is proprietary information. This list is furnished and accepted on the express condition that it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of SunGard.

County of Yolo, CA – 2012

625 Court Street
Woodland, CA 95695

Contact Information	Chris Starkey CSA Analyst Phone: 530-666-8018 Email: chris.starkey@yolocounty.org
Agency Information	Population: 202,288
Products Licensed	TRAKiT v.NET – PermitTRAK, ProjectTRAK, CodeTRAK, eTRAKiT, LicenseTRAK, MobileTRAK, AEC TRAK

County of Yuba, CA – 2003

915 Eth Street, Suite 121
Marysville, CA 95901

Contact Information	Ken Jones Information System Analyst Phone: 530-749-5484 Email: kjones@co.yuba.ca.us
Agency Information	Population: 72,574
Products Licensed	TRAKiT v.NET - PermitTRAK, ProjectTRAK, CodeTRAK, eTRAKiT, iTRAKiT, GeoTRAK, LicenseTRAK, MobileTRAK

City of Fontana, CA – 2010

8353 Sierra Avenue
Fontana, CA 92335

Contact Information	Marcus Tamayo Business Systems Analyst Phone: 909-350-6562 Email: mtamayo@fontana.org
Agency Information	Population: 198,692
Products Licensed	TRAKiT v.NET – PermitTRAK, ProjectTRAK, CodeTRAK, CRM TRAK, eTRAKiT, GIS Integration, LicenseTRAK, MobileTRAK, AEC TRAK

City of College Station, TX – 2015

1101 Texas Avenue
College Station, TX 77842

Contact Information	Bridgette George Development Coordinator Phone: 979-764-3458 Email: bgeorge@cstx.gov
Agency Information	Population: 96,000
Products Licensed	TRAKiT v.9 – Modules licensed include: PermitTRAK, ProjectTRAK, CodeTRAK, CRM TRAK, eTRAKiT, GIS Integration (Professional), iTRAKiT, LicenseTRAK, MobileTRAK, ACE TRAK

City of Sammamish, WA – 2012

486-228th Avenue NE
Sammamish, WA 98074

Contact Information	Darci Donovan Customer Service Permit Center Manager Phone: 425-295-0530 Email: ddonovan@ci.sammamish.wa.us
Agency information	Population: 50,169
Products Licensed	TRAKiT v.NET – ProjectTRAK, PermitTRAK, CodeTRAK, CRM TRAK, eTRAKiT, VoiceTRAKiT IVR, MobileTRAK, and iTRAKiT.

Project Manager

After contract signing, SunGard will assign the County of El Dorado a Project Manager. Each SunGard Project Manager follows the Project Management Institute's (PMI) best practices to provide guidelines for managing risk, scheduling, and budget throughout the life of the project. The Project Manager conducts the project through both onsite and remote meetings.

SunGard identifies implementation team members early in the process and anticipates they will retain their roles throughout the project. In the unlikely event one of the team members becomes unavailable, SunGard has multiple resources that are experienced and able to step in to assist with any implementation. We monitor workloads and capacity and allow for unexpected situations which require alternate resource coverage. SunGard will work with the County to assure mutual agreement on resources.

Implementation References

The projects included in the implementation references took place within the last five years. All of these projects are of similar scope and complexity to the project defined by the County of El Dorado.

These projects were all led by Mr. Michael Truncale, Project Manager for SunGard's TRAKiT team, and the TRAKiT implementation services team.

Because SunGard's implementation reference list is confidential and is proprietary information, the implementation references are provided in the separately sealed envelope labeled Proprietary Information, as per the RFP.

Planning, Permitting, and Parcel Management Software
 County of El Dorado, CA
 Response to RFP #16-208-019

SunGard's client reference list is confidential and is proprietary information. This list is furnished and accepted on the express condition that it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of SunGard.

City of San Marcos, CA – 2012

1 Civic Center Drive
 San Marcos, CA 92069

Contact Information	Paul Waldron IT Analyst Phone: 760-744-1050 Email: pwaldron@san-marcos.net
Agency Information	Population: 85,322
Products Licensed	TRAKiT v.NET -- ProjectTRAK, PermitTRAK, CodeTRAK, TRAKiT GIS, LicenseTRAK, CRM TRAK, eTRAKiT, and iTRAKiT

Town of Parker, CO – 2014

20120 East Main Street
 Parker, CO 80138-7335

Contact Information	Jason Murray GIS Administrator Phone: 303-805-3128 Email: jmurray@townofparker.us
Agency Information	Population: 46,390
Products Licensed	TRAKiT v.9 – PermitTRAK, ProjectTRAK, CodeTRAK, LicenseTRAK, CRM TRAK, eTRAKiT, iTRAKiT, GIS Integration (Advanced)

City of College Station, TX – 20151101 Texas Avenue
College Station, TX 77842

Contact Information	Bridgette George Development Coordinator Phone: 979-764-3458 Email: bgeorge@cstx.gov
Agency Information	Population: 96,000
Products Licensed	TRAKiT v.9 – PermitTRAK, ProjectTRAK CodeTRAK, CRM TRAK, eTRAKiT, GIS Integration (Professional), iTRAKiT, LicenseTRAK, MobileTRAK, ACE TRAK

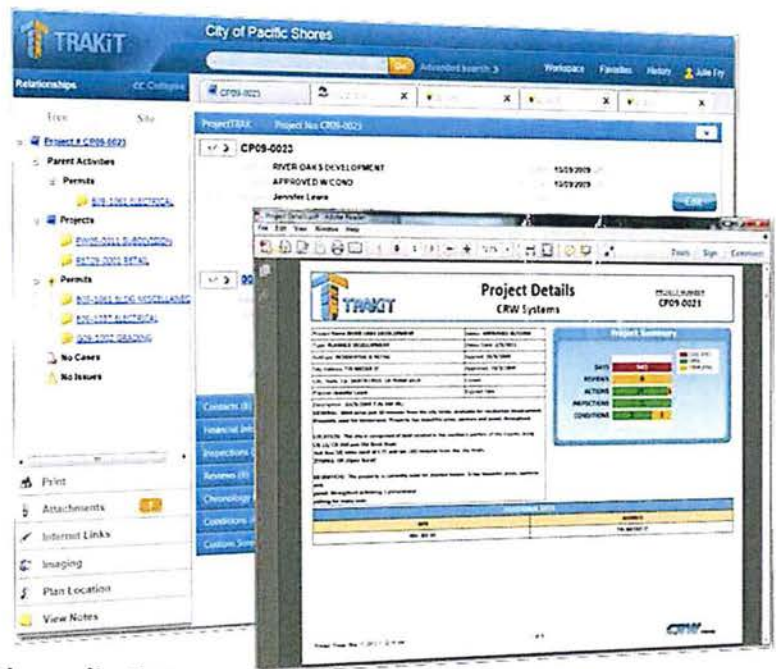
E. Response to Scope of Work

We believe the proposed Scope of Work (SOW) provides the County of El Dorado with the greatest opportunity for success for migrating from your existing Land Management Information System (LMIS) to a more robust state-of-the-art solution. This proposal includes project management, conversions, best practices consultation, training, ongoing maintenance and support, and software.

The proposed software is a fully-integrated system that reduces the number of custom or shadow systems in use at the County today. TRAKiT is easy to implement and easy to use yet highly configurable to address the County's unique business rules. These modules are installed at more than 180 agencies including 75 in the state of California.

The proposed solution for the County of El Dorado includes the following software deliverables:

- GeoTRAK property data management – GeoTRAK is at the heart of our system providing comprehensive land data obtained from the Assessor's office to ensure accuracy. Users can conduct a preliminary screening of a property and then link a project, permit, or code complaint case directly through GeoTRAK.
- PermitTRAK permit management and inspection coordination – Streamline your agency's permitting process by tracking the unique workflows for all types of permits from initial application through issuance. Capture everything you need from contact management, related permit information, plan review tracking, inspector scheduling, financial details, and any other required information.
- ProjectTRAK planning and development management – ProjectTRAK manages the workflow for all types of projects through the project lifecycle, starting with the application through the review and approval process. Record all actions and any conditions of approval for future evaluation. Using attachments, you can scan plans with mark-ups and link as part of the project's history. Include different plan cycles for future reference.
- CodeTRAK code enforcement and compliance management – CodeTRAK provides incident and activity management while tracking the workflow for all types of code enforcement activities. Track all activities beginning when you receive the complaint through compliance. When you



enter a complaint or violation, CodeTRAK has the option to lock down the parcel record and place a flag on all records associated with the property.

- AEC TRAK architect, engineer, and contractor's directory – AEC TRAK provides instant access to all information associated with individuals who do frequent business with the County of El Dorado, as it relates to permits and projects. Track any type of professional and view common information associated the contacts from a single screen for quick accessibility.
- CRM TRAK citizen response management – CRM TRAK provides the tools you need to quickly capture and manage citizen issues. As you receive issues through the phone or Internet, this module monitors opened and closed issues, as well as the exact location of the occurrence. Recurring issues and complainants can be linked together to ensure that issues are handled in an appropriate manner.
- Workspace user-defined dashboard – All users can add customizable widgets to view information pertaining to their role within the County. This allows you to view information the way you want to see it. Workspace includes dynamic charts, personal tasks, and calendar items.
- Reports module – TRAKiT includes a comprehensive set of standard reports to meet the County's needs. All reports are dynamic, allowing you to specify the type, module, date/time, or other parameters. You can use the Workspace to quickly view some reports from within the modules. You can use the reports as is, modify them to suit your needs, or create new reports using the proposed SunGard Public Sector Analytics. The proposed implementation includes training on the report writer.



The following modules are included as optional:

- GIS integration – TRAKiT's state-of-the-art GIS integration allows you to manage all development activities directly from the map, including permits, projects, land management, code enforcement, licensing, and inspections. TRAKiT leverages the County's GIS to enable users to visually search the map for development activity and display results in reports. User controls allow users to view related records associated with the parcel, create permits or code cases directly from the map, and run a query to illustrate search results.
- eTRAKiT online citizen and contractor access – Interactive Web application for public access to permit, project, license, code, land, and inspection information. Using Web-enabled screens and functions, citizens can request inspections, pay fees, upload plans, apply for permits, file complaints, and much more.

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

County of El Dorado, CA

- iTRAKiT/MobilePDA mobile access – Inspectors and officers can access information about permits, code enforcement cases, and related inspections on their iPad, PDA, or tablet PC. Inspectors can modify the inspection status, enter inspection results and notes, schedule inspections, and more while in the field.
- VoiceTRAKiT IVR – VoiceTRAKiT incorporates the latest technologies for IVR solutions to provide inspection details through the use of a touch-tone phone. Contractors can schedule or cancel inspections and obtain inspection results 24-hours a day. Inspectors can result or reschedule inspections in the field providing real-time updates to TRAKiT.
- CivicTRAK smartphone app – Government agencies have long recognized the need to listen to their citizens to accurately identify problems and apply real resolutions. CivicTRAK offers citizens the power to rectify matters and improve communities by reporting issues through the ease of an app.
- Revu – Third-party electronic plan review software from Bluebeam. Revu gives you the power to turn Microsoft Office documents and CAD drawings into PDFs for online plan review. Please refer to Section G Third-Party Products/Optional Software for additional information about Revu.

Section A – Written Plans

Your SunGard Project Manager works with the County to develop a detailed SOW. The following plans are included in the SOW:

- Project Management Strategy, Staffing Plan, and Estimated Timeline
- Implementation Strategy and Plan
- Hardware Specifications
- Software Installation and Setup Plan
- Business Process Design, Gap Resolution Strategy, and System Configuration Plan
- Security Strategy and Configuration Plan
- Data Conversion and Migration Plan
- Web Strategy and Integration Plan
- GIS Strategy, Utilization, and Integration Plan
- Application Interface and Integration Strategy and Plan
- Testing Strategy and Implementation Plan
- Training Strategy and Implementation Plan
- Go Live and System Stabilization Plan

Project Management Strategy, Staffing Plan, and Estimated Timeline

Project Management Strategy

SunGard uses the industry-leading standards of the Project Management Institute Body of Knowledge (www.pmi.org). Our team's professional experience, combined with public sector and application expertise, makes SunGard the ideal solution to meet your current and future technology needs.

Based upon our experiences with other agencies, we provide examples of what other jurisdictions do, offer suggestions for process improvements, and propose potential workflows. Our Project Managers provide insight into the long-term implications of business practices. Throughout the entire process, there is active communication between SunGard and the County of El Dorado to refine the system's setup.

The following describes the strategy of the SunGard Project Manager:

- Collaborate with the County to build a project schedule based on the contract and SOW.
- Drive tasks to timely and quality completion fulfilling Go Live dates as indicated in the project schedule; update the schedule on a weekly or bi-weekly basis.
- Support the County's Project Manager in monitoring and reporting overall implementation progress.
- Monitor and report progress on SunGard's responsibilities.
- Immediately notify the County Project Manager and Project Sponsor of any issues that might delay the project.
- Fulfill all SunGard project deliverables outlined in the SOW.

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

County of El Dorado, CA

- Facilitate weekly status meetings. Provide agendas and status reports.
- Secure resources according to the project schedule.
- Facilitate coordination between all SunGard departments to meet your requirements.
- Monitor the work plan and schedule and make course corrections as necessary.
- Serve as the point person, or first escalation point, for all project issues.
- Provide issue resolution status, tracking, and procedures.

Staffing Plan

SunGard has the resources to provide the County of El Dorado with a total solution. We are the sole provider of implementation services for the TRAKiT Planning, Permitting, and Parcel Management Software.

The following tables represent the staffing requirements for a project of this size. The level of effort required for each functional group may vary after final discovery. The hours are based on a percentage of the workweek depending on the phase of the implementation.

Staffing Plan – County of El Dorado

FUNCTIONAL ROLE	# OF STAFF	% OF TIME
Project Sponsor	1	5%
Project Manager	1	25% - 60%
Power Users	2 – 3	25% - 40%
IT Department	1- 2	5%
End Users	All	5%

Staffing Plan – SunGard

FUNCTIONAL ROLE	# OF STAFF	% OF TIME
Project Manager	1	50%
Trainer / Consultant	1	50%
GIS Developer	1	25%
Conversion Programmer	1	20%
Modification Programmer (if required)	1	20%

Estimated Timeline

The total implementation takes approximately 7 – 12 months. To maximize the learning experience, end-user and System Administrator training takes place just prior to Go Live.

The following sample project schedule represents the steps associated with the proposed implementation. Upon further discovery and scope of the project, a project plan with actual implementation dates will be determined. This typically takes place during the contract phase of the evaluation process.

All dates used are for illustrative purposes only. No dates have been reserved for conversions or training. Upon contract signing, we will work together to develop a detailed plan, including confirmed dates, resources, and tasks which may vary from this plan.

ID	Task Name	Duration
0	Planning, Permitting, and Parcel Management System	526 days
1	Project Initiation	1 day
2	Customer - Contract Amendment Execution	0 days
3	Contract Execution / Notice to Proceed	0 days
4	Project Planning	5.25 days
5	Project Hand-Off Call	0.25 days
6	Deliver Project Workbooks	0 days
7	Project Timeline Development and Sign-Off	5 days
8	Project Execution	232.5 days
9	System Infrastructure Build	5 days
10	Base Hardware/Network	3 days
11	Delivery of TRAKiT software and License Key	0.25 days
12	First Payment Due	0 days
13	Confirm Hardware & Required Systems	25 days
14	DEV Environment	32 days
15	Software Installation	32 days
16	Customer - TRAKiT - Install to TEST	1 day
17	Install TRAKiT to TEST environment	1 day
18	QA Environment	3 days
19	Software Installation	1 day
20	Customer - TRAKiT - Install to QA	1 day
21	Install TRAKiT to QA environment	1 day
22	PROD Environment	3.5 days
23	Software Installation	1 day
24	Customer - TRAKiT - Install to PROD	1 day
25	Install TRAKiT to PROD environment	1 day
26	TRAKiT	231 days
27	TRAKiT, eTRAKiT, Project TRAK, License TRAK, CodeTRAK Implementation	232 days
28	Requirements	63 days
29	Demo Existing Legacy Systems	3 days
30	Remote Webinar Training Series	5 days
31	Kick-Off Meeting	1 day
32	1st Workbook Review Remote Discussion	1 day
33	Business Process Review Meeting	3 days
34	2nd GeoTRAK Workbook Review	1 day
35	eTRAKiT Credit Card Gateway	1.5 days
36	2nd Workbook & Workflow Review Remote Discussion	1 day
37	Final GeoTRAK Workbook Review	1 day
38	Final List of Forms/Reports Due	1 day
39	GeoTRAK Workbook Final Collection	1 day
40	3rd Workbook & Workflow Review Remote Discussion	1 day
41	Workbook Review Meeting	1 day
42	Identify eMarkup stamps	0.5 days
43	Project Workbook Draft	0 days
44	GeoTRAK Workbook	0.25 days
45	SIGN OFF	0.25 days
46	Initial Forms/Reports Scope	5 days
47	SIGN OFF	0.25 days
48	Project Workbook	5 days
49	SIGN OFF	0.25 days
50	Configuration	92.25 days
51	Data Conversion	15 days
52	Initial Data Extract	3 days
53	Database Consultation	5 days
54	SIGN OFF	1 day
55	GIS Consultation	3 days
56	SIGN OFF	0.25 days
57	Map Template Delivered	0.5 days
58	Sungard Public Sector LLC	5 days
59	Screenshots of Existing Software	3 days

ID	Task Name	Duration
60	1st GeoTRAK Workbook Review	1 day
61	1st Draft of Data Mapping Document	5 days
62	2nd Draft of Data Mapping Document	2 days
63	GeoTRAK Pre-Conversion Review	1 day
64	Final Data Mapping Document	0.25 days
65	SIGNOFF	0.25 days
66	Map Services Delivered	1 day
67	System Configuration	16 days
68	System Configuration	10 days
69	iTRAKiT Services Delivered	1 day
70	Initial Delivery	5 days
71	ONSITE	5 days
72	CodeTRAK	3 days
73	LicenseTRAK	2 days
74	ProjectTRAK	5 days
75	eTRAKiT	5 days
76	Workflow Development	15 days
77	Initial Workflows Developed	14 days
78	CodeTRAK	3 days
79	LicenseTRAK	3 days
80	ProjectTRAK	4 days
81	eTRAKiT	4 days
82	Workflow Processes Delivered	1 day
83	Forms Development	18 days
84	CodeTRAK	5 days
85	LicenseTRAK	3 days
86	ProjectTRAK	5 days
87	eTRAKiT	5 days
88	Report Development	18 days
89	CodeTRAK	5 days
90	LicenseTRAK	3 days
91	ProjectTRAK	5 days
92	eTRAKiT	5 days
93	Second Payment Due	0.25 days
94	25% of Services	0.25 days
95	Initial Training - Core TRAKiT Users	12 days
96	Core Users Trained - Onsite	12 days
97	CodeTRAK	3 days
98	LicenseTRAK	3 days
99	ProjectTRAK	3 days
100	eTRAKiT	3 days
101	Testing	54 days
102	System Testing	54 days
103	System Testing Begins	2 days
104	GeoTRAK Update Routine	5 days
105	eMarkup Service Activated	1 day
106	VoiceTRAKiT Service Activated	1 day
107	1st System Testing Review	5 days
108	1st Review of Forms/Reports	3 days
109	Initial Delivery Revisions	3 days
110	External Interface Review	3 days
111	2nd System Testing Review	5 days
112	2nd Delivery	1 day
113	Customer Survey	1 day
114	Third Payment Due	0.25 days
115	25% of Services	0.25 days
116	3rd System Testing Review	5 days
117	2nd Review of Forms/Reports	3 days
118	2nd Delivery Revisions	3 days
119	3rd System Testing Review	3 days
120	3rd Delivery	1 day

Exhibit C

Planning, Permitting, and Parcel Management Software
Response to RFP #16-208019

ID	Task Name	Duration
121	GeoTRAK Update Routine Delivery	2 days
122	GIS Final Review	2 days
123	Final Review of Forms/Reports	2 days
124	Final Revisions List	2 days
125	eTRAKiT Final Connection Validated	1 day
126	5th System Testing Review	5 days
127	Final Delivery	1 day
128	System Testing Ends	0.25 days
129	UAT SIGNOFF	0.25 days
130	Fourth Payment Due	0.25 days
131	25% of Services	0.25 days
132	Final Training - TRAKiT End Users	12 days
133	End User Training	12 days
134	CodeTRAK	3 days
135	LicenseTRAK	3 days
136	ProjectTRAK	3 days
137	eTRAKiT	3 days
138	Transition	6 days
139	Go Live Dry Run	1 day
140	Client Support Transition Preparation	0.5 days
141	Client Support Transition Call	0.25 days
142	General System Administration Training	3 days
143	Transition to Live	1 day
144	Customer - OS PROD - Go-Live	1 day
145	Go Live	1 day
146	Project Closure	287.25 days
147	Final Payment	0.25 days
148	25% of Services	0.25 days
149	Follow-up Visit	3 days
150	ONSITE	3 days
151	Customer Survey	0.25 days
152	Go Live	0.25 days
153	REVIEW	1 day
154	Customer - Project Closed	0.25 days
155	Project Monitoring and Controlling	500 days
156	Weekly Project Monitoring, Planning & Updates	260 days
255	Weekly Project Calls	266 days

Implementation Strategy and Plan

The implementation begins with SunGard and the County of El Dorado working together to create a detailed project schedule. The schedule addresses the following major functional areas:

- Permit processing
- Development review
- Workflow analysis
- Inspection management
- Code enforcement
- Contractor Licensing
- Calendar scheduling
- Project planning
- Internet-based portal
- Online permit processing
- Online fee payments
- Online complaint tracking
- GIS integration
- Land records management
- Facilities licensing
- Address management
- Reporting capabilities
- CRM management
- Inspector mobility
- Third-party interfaces
- Financial system interface

Phases

The implementation plan is broken into six phases that meet the permit, planning, code enforcement, business licensing, and inspection processing needs identified in the RFP. Details of each phase are below.



Stage 1 – Kick-Off

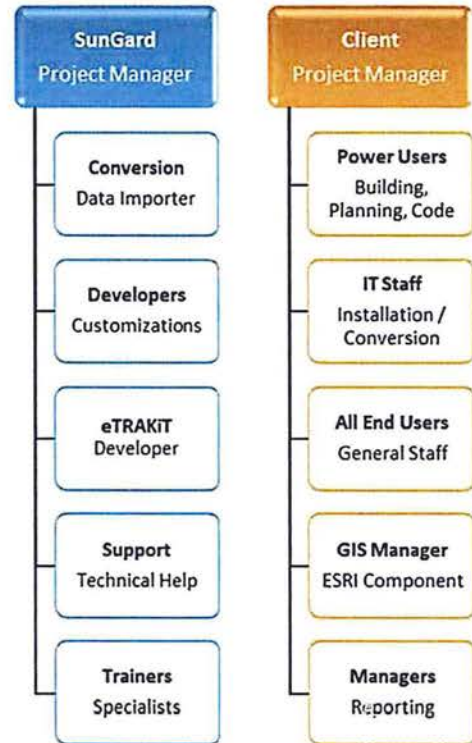
SunGard conducts an onsite Project Kick-Off Meeting to present the proposed method of implementation to the County of El Dorado personnel.

Before the Project Kick-Off Meeting, SunGard sends an Implementation Workbook to use for reviewing your workflow and business processes. The Implementation Workbook is a high level checklist that enables SunGard to set up the system to maximize TRAKiT's effectiveness for your agency. SunGard sends the Workbook to your Project Manager upon contract execution to help you prepare for the meeting. This process also helps you determine what resources are necessary for the implementation.

Typically, SunGard's Project Manager communicates all project details, timetables, change orders, conversion efforts, and other items through the County's Project Manager. The diagram on the right identifies the general roles involved in the implementation.

The following typically takes place during the Kick-Off stage:

- Deliver Project Workbook
- Review hardware and necessary systems
- Assign project team
- Finalize timeline for implementation efforts
- Conduct onsite Project Kick-Off Meeting
- Install of the TRAKiT software in the County's environment
- Provide a test database for review purposes
- Install remote access for configuration needs
- Present the County's source data list



Stage 1 Responsibilities:

- | | |
|----------------------------|--|
| County of El Dorado | <ul style="list-style-type: none"> • Complete Project Workbook • Review and accept milestone dates • Assign Project Manager and coordinate schedule • Prepare all necessary hardware, servers, and software • Participate in Kick-Off Meeting • Submit list of all source data |
|----------------------------|--|

SunGard

- Deliver Project Workbook
- Develop project milestone dates
- Install TRAKiT with demonstration database on server
- Review necessary hardware components
- Conduct Kick-Off Meeting with County staff
- Review source data list

Stage 2 – Review

Our Project Managers provide suggestions, insight into efficiencies, and the long-term implications of doing things in different ways based on experience with other clients.

During Stage 2, we provide examples of what other agencies do, offer suggestions for process improvements, and propose potential workflows. Our Project Managers also provide insight to the long-term effects of changing business practices. Throughout this entire process, there is active communication between SunGard and the County of El Dorado to help refine the system setup.

The following items typically occur during the Review stage:

- Begin review of responses provided in the Project Workbook
- Review department-specific workflows and offer suggestions
- Observe and define business processes
- Suggest alternatives and implications of existing processes
- Analysis to determine expectations
- Identify any Change Order requests based on customization requirements
- Create a roadmap for progression of workflows

Change Orders

During the Review stage, system functionality not addressed by the RFP process may be uncovered. This might come in the form of a new report, form, script, database conversion, or source code customization.

SunGard works closely with the County to determine if a Change Order is required. If so, SunGard provides a scope of work and fixed cost. Many times, the change order can be implemented in time for the agreed Go Live date. If additional time is required, the County can either choose to push the Go Live date back or implement the change after Go Live.

Workflow diagrams help determine which steps are no longer necessary due to the automation provided within TRAKiT.

Stage 2 Responsibilities

County of El Dorado

- Participate in Business Process Review discussions
- Project Workbook presentation
- Prepare data mapping document with SunGard
- Provide screenshots of existing system
- Workflow review
- Provide third-party interface contacts

SunGard

- Conduct Business Process Review meeting
- Offer examples of workflows
- Review screenshots and begin data mapping
- Consult with County staff

Stage 3 – Configure

Data conversion and system configuration begins according to responses in the Project Workbook and other discussed process changes.

Stage 3 begins with automating and developing the processes discussed during the onsite business meetings and in the Project Workbook. This stage typically takes between 30 to 60 days to complete, depending on the complexity of workflows described and the data presented. Through TRAKiT's Utilities and Maintenance module, the Project Manager configures the system to meet the needs addressed within the RFP and the Workbook.

Configuration begins with all permit, project, engineering, code, license, and application types. The necessary workflows are automated for any associated fees, valuations, inspections, email notifications, conditions, standard comments, and custom screens. Additionally, our Programming team executes any modifications for initial delivery and testing.

The data conversion begins by mapping data from your existing applications into the TRAKiT system using a conversion script. Once the data conversion is complete, and the data is available for review, there are typically many questions about exactly how the data should look. SunGard modifies the script and re-runs the conversion until the County of El Dorado is comfortable with the results.

The following are typical components of the Configure stage:

- Set up application types and sub-types
- Configure workflows according to business rules, including custom screens, inspections, and conditions
- Create custom forms and reports, such as the Permit Form, Inspection Card, and Receipt
- Incorporate fee schedules for all types
- Set up of user security levels according to your preferences
- Convert data
- Create third-party interfaces
- Implement change orders, if necessary

Stage 3 Responsibilities

El Dorado County

- Provide completed Project Workbook
- Provide all data for conversion
- Provide any reports or forms for creation
- Sign off on final data mapping document
- Participate and provide additional information, as needed

SunGard

- Configure types, fees, workflows, and other information
- Convert initial subset of data
- Create reports and forms according to samples
- Customize any system modifications
- Automate processes described in Workbook
- Work with County to refine details

Stage 4 – Test

Testing ensures the County of El Dorado receives TRAKiT according to the configuration needs addressed in the prior stages.

Testing addresses all data conversion anomalies and software configuration issues. The primary role of the County of El Dorado is to test the TRAKiT system as it operates in your environment. This includes verifying the data converted from your existing databases and testing the configuration based on your needs.

The system testing standards include SunGard's proposal responses to this RFP, any mutually agreed-to clarification to those responses, and all documented entries within the Project Workbook. Throughout testing there are several delivery revisions, as well as continued communication with SunGard's Project Manager to establish the refinement of enhancements, data variances, or configuration irregularities. Weekly reports are prepared to show the progress of changes and move the process along.

Stage 4 Responsibilities

County of El Dorado

- Provide facility for training
- Participate in training
- Test all aspects of TRAKiT system
- Provide feedback for any changes required
- Review data with SunGard during remote meetings
- Test all final adjustments made to TRAKiT
- Provide sign-off

SunGard

- Train Power Users
- Deliver initial configuration
- Provide assistance during testing
- Provide weekly reports for updated changes
- Change system settings according to feedback
- Deliver all revisions/enhancement to the County
- Conduct remote meetings for revised deliveries

Please refer to Testing Strategy and Implementation Plan below for additional information.

Stage 5 – Train

SunGard trainers arrive onsite to begin the knowledge transfer of the TRAKiT system to all end users.

Once the final configuration of the system is complete, onsite training and Go Live preparation begin. Training typically occurs two weeks after testing to prepare trainers for the final details of any last-minute configuration changes. SunGard and the County of El Dorado develop a training plan during this time to ensure training of the proper end users occurs in each class. The County works with SunGard to decide how many days of training to devote to the core modules, such as PermitTRAK and CodeTRAK.

The County of El Dorado must provide training facilities for up to eight individuals per classroom. Trainers arrive onsite with the County's TRAKiT configuration installed on their laptops. Additionally, we provide training manuals and any other unique customization notes specific to the County. Each end user can anticipate at least one full day of training. The users' skill set determines the total number of training days.

System Administrator and report writing sessions take place at remote locations across the country to facilitate advanced functions for changing system preferences, settings, and customizing reports. Depending on the agency size, these courses can also be conducted onsite.

Depending on the modules selected, SunGard trains all end users on the core modules listed below. Each sessions is one, full, eight-hour day:

- PermitTRAK – Permit management
- ProjectTRAK – Planning, engineering
- CodeTRAK – Code enforcement

The following positions also receive mini-sessions:

- Management – Two-hour session
- Inspectors – Four-hour session
- Cashiers – Two-hour session
- Plan Reviewers – Two-hour session
- CRM Personnel – Four-hour session

Stage 5 Responsibilities

County of El Dorado	<ul style="list-style-type: none">• Provide facility for training• Develop training plan with SunGard• Participate in end-user training courses
SunGard	<ul style="list-style-type: none">• Train all end users on configured system• Prepare a training plan for required courses• Assist with questions

Stage 6 – Go Live

SunGard arranges for a smooth transition of existing data. Additionally, SunGard personnel ensure all users are comfortable with TRAKiT in a real-time environment.

After training, SunGard begins preparing the County of El Dorado for productive use of TRAKiT. This stage is the final piece to deploying TRAKiT for use by the County and begins with the final data conversion. Typically, about 24 hours prior to Go Live, our Data Conversion Specialist works with the County's IT Department to convert the required data from the legacy system.

During the final data conversion, it is critical to address any issues that arise while the conversion script executes. When the final conversion is complete, SunGard's Project Manager and Technical Support Specialist arrive onsite to ensure a smooth Go Live. Our team of implementation specialists facilitate the transition and provide side-by-side support.

The following elements are included in the Go Live stage:

- Final data conversion
- Onsite Go Live support
- Immediate resolution of end user's questions

Stage 6 Responsibilities

County of El Dorado	<ul style="list-style-type: none">• Work with SunGard to run conversion script• Prepare end users for Go Live
SunGard	<ul style="list-style-type: none">• Convert data• Provide onsite Go Live support• Assist with any questions during Go Live

Hardware Specifications

SunGard works with your technical team to develop appropriate hardware sizing and configuration given the applications purchased and the number of users. We ensure the hardware delivers the needed system performance to support your business requirements. The recommended hardware specifications are flexible enough to allow for system growth with the demands of various departments. TRAKiT can be managed within a virtualized server environment, allowing the County of El Dorado to eliminate unnecessary hardware expenditures.

Database Server

COMPONENT	REQUIREMENT
Operating System	SQL Server 2008 R2 Service Pack 2 or later
CPU	Minimum 4 GHz+ Quad Core
RAM	16 GB+
Hard Drive	100 GB+ data space

Application Server

COMPONENT	REQUIREMENT
Operating System	Microsoft Windows Server 2008 R2 Service Pack 2 or later
CPU	3 GHz multi-core
RAM	16 GB+
Hard Drive	100 GB+
Network	TCP/IP; 100 minimum, 1 GB Ethernet recommended
Web Browsers	Internet Explorer 10 or later
Other Software	.NET Framework 3.5 sp1 and 4.0 Microsoft IIS 7.x or later Web server ASP.NET, AJAX

User Workstations/Laptops

COMPONENT	REQUIREMENT
Operating System	Windows 7 or 8
CPU	2 GHz+
RAM	2GB+
Hard Drive	10GB
Web Browsers	Internet Explorer 10 or later

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

County of El Dorado, CA

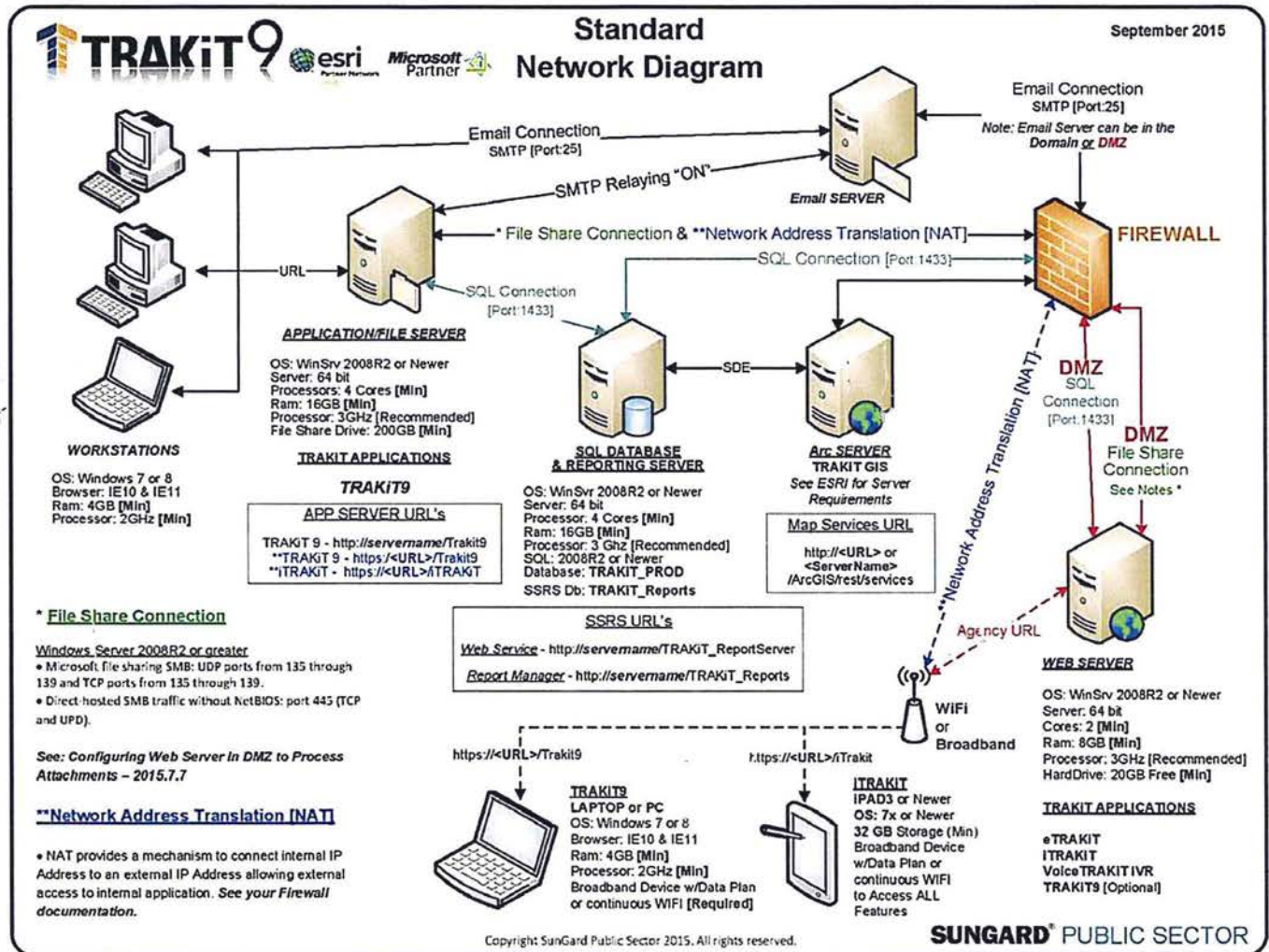
End-User Mobile Units

COMPONENT	REQUIREMENT
Smart Devices	Windows Mobile v4 and above, Blackberry v4.7, Android 2.1 and above, iPhone, iPad2 and above
Synchronization	Wireless access
RAM	4GB+

eTRAKiT or Citizen Access

COMPONENT	REQUIREMENT
Web Browsers	Internet Explorer 10 or later; Safari 3.0 or later; Google Chrome
Other Software	HTML

Standard Network Diagram



Software Installation and Setup Plan

Once all County hardware and network requirements are confirmed, SunGard remotely installs the TRAKiT solution. SunGard sets up a training or test environment during implementation to be used during application training classes. Prior to going live, the training data is cleared and prepared for live data entry.

Upon execution of the contract, SunGard sends the County's Project Manager an Implementation Workbook. This is the first step in the review of your workflows and business processes. This high-level checklist includes specifications that enable SunGard to set up your system to maximize its effectiveness for the County. This information helps you prepare for the first onsite visit—the Project Kick-Off Meeting.

Business Process Design, Gap Resolution Strategy, and System Configuration Plan

Business Process Design and Gap Resolution

SunGard has more than 20 years of experience partnering with local governments in the implementation of Planning, Permitting, and Parcel Management solutions. Our experience with hundreds of software implementations helped develop insight into industry best practices.

Experienced SunGard Consultants conduct the proposed Business Process Review (BPR) with key staff members from the County of El Dorado. The proposed BPR helps us understand how the County conducts business. This includes areas that you feel present challenges or need improvement.

Our consultants provide guidance in adapting the County's business practices to the TRAKiT solution. The goal is to use industry best practices to provide additional capabilities, such as interdepartmental coordination, business intelligence, and performance monitoring.

These discussions result in decisions about go-forward recommendations gap resolution. Detailed specifications for each development item are included in the project's scope. This provides clear direction to team members and the steering committee.

System Configuration

SunGard begins the configuration process based on our discussions and the completed Project Workbook. Through TRAKiT's Utilities and Maintenance module, the SunGard Project Manager configures the system to meet your needs. This stage typically takes between 30 to 60 days to complete, depending on the complexity of your workflows and data.

Please refer to Stage 3 – Configuration in the Implementation Strategy and Plan section above for additional information.

Security Strategy and Configuration Plan

TRAKiT includes robust tools for defining and managing security. The Utilities and Maintenance module gives System Administrators ease and flexibility when configuring user security rights on an individual or group basis without programming knowledge or reliance on IT.

When each user logs into TRAKiT, they are given the rights and access assigned to their user login. You assign user rights at the functional level, via an extensive series of privilege and deny rights and on an individual basis or group basis for various role designations. Many fields may be hidden, such as complainant information, FEIN, and SSN.

TRAKiT includes full audit trail capabilities. All changes registered within TRAKiT show the user ID and time/date stamp next to each event.

Comprehensive reporting further supports audit controls. The ad hoc reporting tools allow cross-application reporting and cross-application drill down analysis to provide immediate supporting data for higher or lower level reports.

Data Conversion and Migration Plan

SunGard offers comprehensive and complete data conversion services, providing this service to users of varying platforms for more than 20 years.

Data conversion is accomplished by using a conversion script to map data from your existing applications into the TRAKiT system. Once the initial set of data is converted, the data is available for review. SunGard then modifies the script and re-runs the conversion until the County is comfortable with the results.

The final data conversion typically takes place about 24 hours prior to Go Live. Our Data Conversion Specialist works with the County's IT Department to convert all historical data maintained within the existing application up to this point.

Data conversion is the final step, and most critical. It is important to ensure that SunGard and the County address any issues that arise at the time the conversion script executes.

Migration Plan

The following table identifies the data migration plan. Please see the sample timeline in Project Management Strategy, Staffing Plan, and Estimated Timeline for the estimated number of days for each task.

TASK	SUNGARD RESPONSIBLE PARTY	COUNTY OF EL DORADO RESPONSIBLE PARTY
Project Kick-Off Meeting Includes a review of the Workbooks and discussion of data conversion and interfaces.	Project Manager	Project Manager User Specialists System Analysts Database Administrator
Business Process Meeting An initial review of the completed or semi-completed Workbooks. Review the status of data conversion and interfaces.	Project Manager	Project Manager User Specialists Database Administrator
Initial Data Extract County uploads all legacy databases quoted in the contract to SunGard's FTP site. SunGard provides FTP access for uploading all source files. SunGard reviews initial data upload.	Project Manager	Project Manager User Specialists
Database Consultation County and SunGard meet to discuss the data conversion process and review the data structure. County signs-off on Data Source Document. SunGard provides suggestions to ensure expectations are met.	Project Manager Data Conversion Specialist	Project Manager User Specialists
Delivery of Geodatabase County uploads geodatabase to SunGard's FTP site for data mapping. SunGard begins mapping the source tables to the TRAKiT structure.	Project Manager Data Conversion Specialist	Project Manager User Specialists
1st GeoTRAK Data Map Review SunGard provides a draft of the land data map based on GIS data provided. County reviews land data mapping document with SunGard.	Project Manager Data Conversion Specialist	Project Manager User Specialists
GeoTRAK Data Map Sign Off SunGard finalizes data map document and County signs off on GeoTRAK data mapping.	Project Manager Data Conversion Specialist	Project Manager User Specialists

Web Strategy and Integration Plan

Web and mobile access are available to both citizens and staff. TRAKiT is a 100% Web-based system that you can access anywhere with an Internet browser and connection.

Your inspectors and officers can access information in the field about permits, code enforcement cases, and related inspections on their iPad, PDA, or tablet PC. Inspectors can modify the inspection status, enter inspection results and notes, and schedule inspections.

The proposed eTRAKiT module gives citizens Web-based access to permit, project, license, code, land, and inspection information. Citizens can request inspections, pay fees, upload plans, apply for permits, file complaints, and much more.

CivicTRAK offers citizens the power to accurately identify and report problems with the ease of a smart phone app. Users simply select the type of issue, snap a photo, add comments, and submit. The app then routes the issue to the proper department for resolution. The County of El Dorado can also use the app to issue news bulletins and emergency alerts.

GIS Strategy, Utilization, and Integration Plan

TRAKiT has a state-of-the-art GIS integration which allows you to manage all development activities such as permits, projects, land management, code enforcement, licensing, and inspections directly from the parcel fabric. TRAKiT leverages your agency's GIS to enable users to visually search the map for development activity and display results in reports. Included with TRAKiT's GIS functions are enhanced user controls, allowing users to view related records associated with the parcel, create permits or code cases directly from the map, and even run a query to illustrate search results.

Integration Plan

SunGard offers three levels of GIS integration:

- Standard – Requires ArcGIS Server with basic connection to existing geodatabase with potential to mash-up other geo-services from outside agencies. The Standard GIS viewer allows you to manage all development activities, such as permits, projects, land management, code enforcement, licensing, and inspections directly from the parcel fabric.
- Advanced – Requires ArcGIS Server with spatial rules developed from varying layers within the existing geodatabase. The Advanced GIS Viewer includes all features available in the Standard viewer with the following additional benefits:
 - spatialAdvisor – Create workflows based on the relationships between features in a geodatabase. Add inspections, fees, reviews, and alerts based on intersection, buffer, and attribute values of features when creating permits, projects, and cases.
 - eTRAKiT GIS Viewer – Provides for citizen access and public use of TRAKiT tools

- Professional – Accommodates several GIS applications to provide superior public services. Requires a live connection to a GIS-centric solution with full suite of integration tools. The Professional GIS Viewer includes all features available in the Standard and Advanced viewers with the following additional benefits:
 - Customizable scripts for unique workflow events of the spatialAdvisor (up to 5).
 - spatialConnect provides a live connection to the County's enterprise geodatabases. Features and attribute information are immediately available for use in TRAKiT after feature creation and edits.

Application Interface and Integration Strategy and Plan

Exchanging information across the TRAKiT suite and among third-party applications is one of our strong points. The proposed TRAKiT planning, permitting, and parcel management modules were designed from the ground up to be completely integrated. Additionally, integration with Esri GIS, importing data from the assessor's office, and merging TRAKiT data directly into Microsoft applications like Word, Excel, and Outlook are standard functionality.

SunGard also has extensive experience integrating TRAKiT with other third-party solutions, such as finance systems and document management programs. Depending on the type of integration and the functionality required, TRAKiT integrates via Web services, direct database calls, and batch export routines. The method of integration is driven by the desired functionality.

If development efforts are required, SunGard is available to provide services. We maintain a successfully proven methodology to support you through the discovery, development, and testing phases.

Testing Strategy and Implementation Plan

The testing plan begins with training of your power users. Depending on the applications purchased, SunGard's trainers arrive onsite with laptops that contain TRAKiT configured to your business requirements. Each class contains no more than eight individuals who learn one application per day. Upon completion of the course, the core group is ready to begin testing the initial version of TRAKiT.

Part of the testing process is to identify and address all data conversion anomalies and configuration issues. The primary role of the County is to test the TRAKiT system that includes your converted data configured according to the County of El Dorado's needs. The testing standards include SunGard's responses to this RFP, any mutually agreed-to clarification to those responses, and all documented entries within the Project Workbook. Throughout testing, there are several delivery revisions, as well as continued communication with SunGard's Project Manager to establish the refinement of enhancements, data variances, or configuration irregularities. Weekly reports are prepared to show the progress of changes and move the process along.

The following takes place during the Testing stage:

- Core users are trained
- Refined iterations of TRAKiT are delivered for continued testing
- Data abnormalities are identified and fixed
- Forms and reports are created
- Workflows are tested, such as ensuring the proper fees or inspections are occurring with different types
- Weekly updates are provided for communication purposes
- Any additional requests are addressed

If a major system error or problem arises that renders TRAKiT inoperable, SunGard immediately addresses and corrects the issue. The Project Manager adjusts the Testing phase of the schedule to accommodate the time required to correct the error.

The SunGard Trainers and Project Manager are responsible for helping the County identify proper testing procedures and timelines to support the testing process. However, it is imperative that the County lead and perform the actual testing processes to validate the results and confirm that the system meets your business requirements.

Testing Plan

The basic types of testing include:

- System testing – SunGard performs system testing in tandem with the installation process to ensure the system operates effectively in your environment. Our application experts test each application prior to starting any consulting or training.
- Integration testing – SunGard assists the County with integration testing. Our consultants do basic testing and ensure the configuration is working properly; however, it is important that the County validates the integration conforms to your standards.
- User acceptance testing (UAT) – UAT testing is performed prior to Go Live to ensure all functional requirements outlined in the RFP and BPRs are met. The County leads this testing and SunGard staff act in a support role.

Training Strategy and Implementation Plan

It is our goal to maximize your investment with superior training and service. SunGard provides training programs for users and System Administrators. Additionally, we offer classes in report writing to assist you in creating and customizing your own reports.

SunGard does not believe in a one size fits all approach to training. Our instructors work closely with both the SunGard Project Manager and the County's subject matter experts to design a customized training plan that meets your unique requirements. We believe that the training program should mirror the daily activities performed by the user.

Evidence shows that realistic hands-on training is the most efficient way for new users to learn. SunGard instructors go beyond just teaching the functions of the software. Our training sessions demonstrate how to integrate TRAKiT into your daily activities and workflow using actual County data and configuration. To maximize the learning experience, training sessions are limited to eight users. We believe a smaller class size provides a more personal experience for the participant.

In support of this learning model, we recommend the following approach. First, users attend a comprehensive TRAKiT course designed specifically for their functional area. Here they learn how to integrate TRAKiT into their daily activities. Next, users attend a TRAKiT lab session. During this session, real-world scenarios facilitate the learning experience. This provides users with the ability to test their knowledge and level of competence with the TRAKiT application. It also provides a real-world experience where managers can assess the quality and effectiveness of mission critical processes. Our curriculum builds on concepts and develops the learner's expertise in an organized, manageable fashion.

All of our training courses include training documentation. The facilities, student materials, and lecturing are all monitored for effectiveness by analysis of post-course questionnaires.

Implementation Plan

When the final configuration of the system is complete, end-user training begins. End-user training typically occurs two weeks after testing to allow time to arrange travel schedules and accommodate any last-minute configuration changes. SunGard works with the County of El Dorado to develop a training plan that ensures the proper end users are in each class and how many days to devote to the core modules (GeoTRAK, PermitTRAK, ProjectTRAK, CodeTRAK, AEC TRAK, CRM TRAK, WorkSpace, and Reports).

The County provides a training facility for up to eight individuals per classroom. Trainers arrive onsite with the County's TRAKiT configuration installed on laptops. SunGard provides training manuals and any other unique customization notes specific to the County. Each end user should anticipate at least one full day of training or more, depending on job duties. The total number of training hours is included in Section I – Cost Proposal.

System Administrator and report writing sessions take place at remote locations across the country. These classes offer advanced functions for changing system preferences, settings, and customizing reports. These courses can also be conducted onsite.

End users receive training on the following core applications. Each of the following sessions is one full eight-hour day:

- PermitTRAK – Permit management
- ProjectTRAK – Planning, engineering
- CodeTRAK – Code enforcement

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

County of El Dorado, CA

The following positions receive mini sessions

- Management – Two-hour session
- Inspectors – Four-hour session
- Cashiers – Two-hour session
- Plan Reviewers – Two-hour session
- CRM TRAK – Four-hour session

Responsibilities

County of El Dorado	<ul style="list-style-type: none"> • Provide facility for training • Coordinate training plan with SunGard • Participate in end-user training courses
SunGard	<ul style="list-style-type: none"> • Train all end users on laptops with configured system Deliver project workbook • Prepare a training plan for required courses • Assist with any questions during Go Live

The following pages contain course descriptions, knowledge requirements, and additional training offerings.

Course Descriptions

SYSTEM ADMINISTRATOR	END-USER	REPORT WRITING
Administrators learn how to easily make changes to the TRAKiT configuration to meet the County's changing business requirements.	Training is for any user of the TRAKiT software.	Comprehensive training to enable users to create new reports or modify existing reports at any time without SunGard assistance.
Covers installation of the TRAKiT software/updating procedures, application setup, and database maintenance through our Utilities and Maintenance module.	Covers user functions to provide an overview of TRAKiT and how it enables users to easily complete their tasks in a more efficient manner.	Covers modification of existing standard reports and creation of customized reports.

Knowledge Requirements

SYSTEM ADMINISTRATOR	END-USER	REPORT WRITING
Individuals with business process knowledge Microsoft Windows Functions for file and directory manipulation Hardware configurations Database concepts	Microsoft Windows Functions for file and directory manipulation Use of mouse, keyboard, and printer Basic understanding of the business process user tracks	Database concepts Attends previous TRAKiT software training

Additional Training Offerings

WEBINARS	ONLINE TUTORIALS	ANNUAL USER CONFERENCE
<p>Monthly webinars provide current and prospective clients with insight in how TRAKiT can streamline your business processes to save you time and money.</p> <p>Prospective clients get a glimpse into the features of TRAKiT and how it will benefit their agency. Current clients are able to see the latest enhancements added to TRAKiT and obtain a knowledge refresher regarding the features available for their use with the TRAKiT suite.</p>	<p>SunGard offers a variety of online training resources including just-in-time end-user training videos. These online tutorial videos provide users step-by-step information on major functional areas/features and common TRAKiT FAQs.</p>	<p>SunGard offers an Annual Users' Group Conference for users to gain knowledge from peers and industry experts familiar with the TRAKiT system. The Users' Group Conference introduces clients to new features to enhance the TRAKiT experience.</p> <p>Learn how other agencies are maximizing their TRAKiT investment and meeting their business requirements by leveraging the technology available. Through this process SunGard gains knowledge on how users are using the system and offers suggestions to improve business processes. The Users' Group Conference also provides clients the opportunity to share feedback on how we can continuously enhance the TRAKiT suite to meet your needs.</p>

Go Live and System Stabilization Plan

After Go Live, SunGard continues to support the County to ensure the software performs as expected. The County becomes familiar with our Help Desk procedures and a smooth transition from consulting to Help Desk support takes place.

Additionally, the County of El Dorado transitions from working with a Project Manager to an assigned Client Success Executive (CSE). With the exception of support issues, the CSE serves as the primary point of contact for your ongoing relationship with SunGard.

Your CSE becomes familiar with your organizational goals and challenges and provides relevant, benefit-driven solutions that enhance your SunGard experience. Through ongoing communication, your CSE assists you in achieving excellence in the use of your SunGard products.

Please refer to Stage 6 – Go Live in the Implementation Strategy and Plan above for additional information about the Go Live and post-live phase of the proposed project.

Sungard Public Sector LLC

Page 46 of 154

#472-S1611

Exhibit C
Page E-28

Section B – Functional Requirements

SunGard made a good faith effort to respond to your RFP in a timely and accurate manner. SunGard believes the proposed TRAKiT applications meet the County of El Dorado's functional requirements. It's possible our interpretation of a certain requirement may not match yours. We request the right to update the checklist and review or clarify the meaning of each requirement during any contract negotiations.

		County of El Dorado - Planning, Permitting and Parcel Management System Functional Requirements														
Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, answers, or information regarding 3rd party software and/or modification costs must be provided in the Comments column. Blank rows will be scored as Not Available.																
Legend:																
Standard - Current		Available in current software release														
Standard - Configurable		Requires configuration														
Standard - Next Release		Guaranteed available in next release of software														
Report Writer		Report Writer function through Standard Reports or Ad Hoc Report Writer														
3rd-Party Application		Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.														
Custom Modification		Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation).														
Not Available		Not available in current or next release; interfaced/integrated third-party application or through custom modification.														
Application		Feature Number	Feature / Function / Capability						Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answer
Planning			Planning													
Planning		1.000	GENERAL													
Planning		1.001	TRACK PLAN SETS - Ability to track location of plan sets by user (planner/reviewer).						1							
Planning		1.002	ALERTS - Ability to flag entire projects or individual project conditions so as to alert or warn any personnel of a project or special condition.						1							
Planning		1.003	ALERTS - Ability to add flags as needed by County personnel for any County defined alert such: as stop work notices, permit holds, open code enforcement cases, overdue deposits, etc.						1							
Planning		1.004	ALERTS - Ability to add flags as needed by County personnel to any parcel (e.g., Environmental Habitat, Historical Designation Property, Fault Zone, Red tag building, wells on site, etc.)						1							
Planning		1.005	PROJECT DESCRIPTION - Project Description shall include the ability to enter unlimited free form text to describe the property.						1							
Planning			PROJECT DESCRIPTIONS - Project Descriptions shall include the ability to capture the following data, at a minimum:													
Planning		1.006	Existing and proposed use						1							
Planning		1.007	Number of buildings, stories, units, rooms						1							
Planning		1.008	Size (size of acreage, building height/square footage)						1							
Planning		1.009	Geographic location on the parcel						1							

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Planning	1.010	MULTIPLE CONTACT TYPES - Ability for the County to record multiple individuals per application to include (but not limited to) Property Owner of Record, Authorized Agent (if different from Property Owner), and Applicant (if different from Property Owner), Developer, etc. Information captured to include name, address, multiple phone numbers, fax number, and e-mail address, at a minimum.	1							
Planning	1.011	EXTERNAL WEBSITES - Ability to select from State Contractor, Architect, Engineer and Land Surveyor websites.	1							
Planning	1.012	PROJECT LOOK-UP - Ability to look-up project status to determine tasks not completed by due dates.	1							
Planning	1.013	PLAN CHECK WORK FLOW REQUIREMENTS - Ability to set up different plan check requirements (e.g., commercial landscape development project, etc.).	1							
Planning	1.014	PROPERTY ZONE/DESIGNATION - Ability to set up a property zone/designation and apply zone/designation to multiple parcels at one time.	1							
Planning	1.015	SPECIAL CONDITIONS - Ability to note any restrictions or special conditions established by reviewing departments as a prerequisite within the permit process.	1							
Planning	1.016	CONDITIONS OF APPROVAL - Ability to apply project-specific conditions of approval or mitigation measures to each address or parcel within that project.	1							
Planning	1.017	CONDITIONS OF APPROVAL - Allow conditions of approval and mitigation measures to be entered and maintained by multiple departments.	1							
Planning	1.018	CHANGE COA - Ability to add, modify or delete conditions of approval during the project approval process.	1							
Planning	1.019	STANDARD COA - Provide a County defined table of standard or recurring conditions that can be accessed and applied to a project during project processing, thereby eliminating the need to enter repetitive "boilerplate"	1							
Planning	1.020	ACCUMULATE COMMENTS AND COA - Provide for electronic collection of County comments and conditions as review progresses.	1							
Planning	1.021	CONDITIONS OF APPROVAL - Ability to apply project-specific conditions of approval and mitigation measures to each address within that project for all future permits.	1							
Planning	1.022	STANDARD COA - Ability for external entities, such as Engineering, Fire, etc. to establish standard conditions of approval, standard special condition comments, and free-form comments on demand.	1							

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Planning	1.023	PARCEL INQUIRY - Ability to tie all conditions of approval to the parcel inquiry screen	1							
Planning	1.024	HISTORY - Ability to show all permit history when entering application information.	1							
Planning	1.025	PERMIT ISSUANCE RESTRICTIONS - Provide for restriction of permit approval until conditions or restrictions have been satisfied.	1							
	1.026	ASSOCIATIONS - Ability to associate Special Studies, documents and attachments to a geographic location.	1							
Planning		PROJECT TRACKING AND ROUTING - WORKFLOW								
Planning	1.027	ASSIGNEE STATUS - Ability to track status by assigned planner.	1							
Planning	1.028	WORKFLOW - Need work flow capability to establish required planning process steps and prerequisite requirements.	1							
Planning	1.029	WORKFLOW - Provide for the user-definition of application work flow within multiple departments and to external agencies based on the type of application.	1							
Planning	1.030	SUB-TASKS - Ability to set up multiple plan review steps and sub-tasks.	1							
Planning	1.031	TRACK COMMENTS AND COMPLETIONS - Ability to monitor staff review comments and completions.	1							
Planning	1.032	ELECTRONIC PLAN REVIEW - Capable of online plan review with ability to markup plans and add comments.					1			This is available with the proposed Revu application from Bluebeam. Please refer to section I - Cost Proposal for pricing information.
Planning	1.033	WORKFLOW ROUTING - Automatic routing of projects through various user-defined processes consisting of County and external agencies.	1							
Planning	1.034	REVIEW AND EXPIRATION DATES - Provide the ability to establish review and expiration dates for all events.	1							

Exhibit C

Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Planning	1.035	PROJECT NUMBER CHANGE - Ability to change project number after initial application entered without losing historical data.		1						This is not standard, out-of-the box functionality nor is it recommended. TRAKIT provides functions to manage projects without compromising the history or data of records created in the system, such as editing the record status or breaking the linked relationship. Additional information is required to ensure compliance.
Planning	1.036	SUB-PROJECTS - Ability to setup unlimited sub-projects within a single master project (e.g., multiple use projects - residential, commercial, multi-family). NOTE: Some master projects take years between workflow processes due to economic and ownership changes. Need to continue on with same overall project, but track as separate projects (e.g. General Plan Change, Annexation, Rezone, entitlement, preliminary site plan, final site plan, etc.)	1							

Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Exhibit C

#472-S1611
Exhibit C

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Planning		SCHEDULING								
Planning	1.037	MASTER CALENDAR - Ability to provide a master calendar with all participants included from all departments showing outstanding projects and tasks due.	1							
Planning	1.038	FUTURE PLANNING CALENDAR - Ability to create future project planning calendar (schedule of all future hearings/meetings by type and date).	1							
Planning	1.039	DATE ADJUSTMENTS - Ability to manually adjust dates/wait periods.	1							
Planning	1.040	AUTOMATIC RE-DATE UPON STEP COMPLETION - Provide an automatic date calculation for next step when a prerequisite review step is completed.	1							
Planning		FEES								
Planning	1.041	AUTO-CALCULATE FEES - Calculate standard planning fees using County-supplied criteria .	1							
Planning	1.042	EFFECTIVE DATES - Provide for calculation of standard fees with effective dates using County-provided formulas or tables based upon application dates.	1							
Planning	1.043	EFFECTIVE DATES - Provide for calculation of standard fees with effective dates using user-provided formulas or tables.	1							
Planning	1.044	FIXED AND VARIABLE FEES - Ability to set up fixed, minimum and variable fees.	1							
Planning	1.045	UNIT COST - Ability to set up flat fees per unit cost.	1							
Planning	1.046	PERCENTAGE FEES - Ability to calculate fees as a percentage of planning fee.	1							
Planning	1.047	FEES ON DEMAND - Ability to charge any or all fees by specific project requirements (e.g., create fees on demand).	1							
Planning	1.048	MISCELLANEOUS FEES - Ability to calculate and track unlimited miscellaneous fees collected in conjunction with project (e.g., copies).	1							
Planning	1.049	WAIVE FEES - Ability to waive or override default fees.	1							
Planning	1.050	CONSULTANT FEES - Ability to track and charge purchased fees (e.g., purchasing an Environmental Impact Report from a third-party consultant).	1							

Exhibit C

Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

#472-S1611
Exhibit C

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Planning	1.051	FEE CHANGE NOTES - Ability to track notes for fees that are manually changed.	1							
Planning	1.052	DEPOSITS - Track fees, deposits/collections, receivables, balance due, and refunds.	1							
Planning	1.053	DEPOSIT REQUIREMENT ADJUSTMENTS - Ability to adjust deposit amounts at any time (discretionary).	1							
Planning	1.054	COLLECT FEES - Provide for the collection of planning fees including tracking partial payments.	1							
Planning	1.055	FEES BY PROJECT TYPE - Planning fees should be automated by project type.	1							
Planning	1.056	FEES BY TASK TYPE - Planning fees should be automated by task type.	1							
Planning	1.057	RESPONSIBILITY - Ability to track financially responsible party.	1							
Planning		LETTERS								
Planning	1.058	STANDARD NOTICES - Ability to set up "unlimited" standard notices by project, review step, hearing, etc.	1							
Planning	1.059	FLAG COMMENTS AND NOTES FOR INCLUSION - Ability for notices and letters to incorporate user-designated field information, comments, notes, etc.	1							
Planning	1.060	MEETING NOTIFICATION - Provide a method of automatically generating user-defined notifications to property owners and others regarding projects and meetings associated with these projects, based on parcel selection (i.e., Public Hearing notices).	1							
Planning	1.061	NOTIFICATION TRACKING - Ability for system to track and maintain all notices sent associated to each project.	1							
Planning	1.062	AREA/ VICINITY MAP - Automatically generate area map to accompany notice above. Cartographic capabilities.	1							This is available through the GIS Integration module.

Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Exhibit C

#472-S1611
Exhibit C

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Planning	1.063	PROPOSED CHANGE NOTIFICATION - Provide for automatic mail out notice to selected parcel owners and residents regarding proposed changes to related parcels by defined radius map, including buffer zone.	1							
Planning	1.064	AD HOC ADDITION OF PARCEL TO NOTIFICATION LISTS - Ability to pick discretionary, impacted parcels to add to notification lists.	1							
Planning		INQUIRY & REPORTS								
Planning	1.065	DEVELOPER TRACKING - Track deposits, payments, and balances by developer, not just by single project or permit.	1							
Planning	1.066	STAFF REPORTS - Ability to automatically generate user-defined staff reports and resolutions with the ability to edit before finalizing.	1							
Planning	1.067	STAFF REPORTS - Ability to setup template staff reports that will insert project conditions of approval and then allow for editing remaining report using Microsoft Office.	1							
Planning	1.068	PROJECT STATUS REPORTS - Ability to produce project status reports by project type, due dates, planner staff, outstanding tasks, etc..				1				For items 1.068 - 1.072: Numerous standard reports are provided with TRAKIT. If an existing report does not exactly match your requirements, many reports can be easily modified or new reports can be created with SunGard Public Sector Analytics. Training on report writing is provided. If you do not wish to modify or create reports, reporting services are available from SunGard for an additional charge.

Exhibit C

Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Planning	1.069	MEETING DOCUMENTS - Provide a function for producing summary documents for a project from the comments and conditions entered during the project review without the user having to retype these comments and/or conditions.				1				
Planning	1.070	MEETING DOCUMENTS - Provide a method of producing meeting documents (such as agendas) for all projects scheduled for a particular meeting and date.				1				
Planning	1.071	MEETING DOCUMENTS - Meeting documents should have the capability of printing all previously entered comments and/or conditions as part of the individual project reviews.				1				
Planning	1.072	PLANNING ACTIVITY REPORTS - Ability to report planning activity by multiple activity types (e.g., property usage, affordable units, environmental documents, project types, etc.).				1				
Planning		RESPONSE REQUIRED - use additional pages as necessary								
Planning	1.073	PROJECT NUMBER - What is the format for planning project numbers?	1							Project numbers are user defined.
Planning	1.074	LAND USE CLASSIFICATIONS - How many user-defined plan designation codes are available?	1							This is unlimited.
Planning	1.075	APPLICATION TYPES - How many application types per project are available?	1							This is unlimited.
Planning	1.076	PLAN APPLICATION - How many user-defined planning project application requirements fields are there?	1							This is unlimited.
Planning	1.077	TEMPORARY ADDRESSES - What is the process for assigning temporary addresses to a parcel?	1							TRAKiT provides the ability to either automatically generate a temporary parcel number or you can enter it manually. Temporary addresses can be manually entered.
Planning	1.078	PROPERTY ASSOCIATION - How many existing parcels can be associated with a new project?	1							This is unlimited.

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Planning	1.079	DATA ASSOCIATION - How are documents associated with geographic locations?	1							Each TRAKiT module is linked to the land records that the County manages. Any supporting files or documents are associated as attachments.
Planning	1.080	CONFIDENTIALITY - How are confidential documents segregated from other documents so they are not viewable by public?	1							The County defines what information is viewable to the public .
Planning	1.081	CONDITIONS OF APPROVAL - Describe how the various conditions of approval and mitigation measures are managed.	1							Conditions of approval are managed through workflow defined by the County's business rules.

Exhibit C

Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Page 56 of 154

#472-S1611
Exhibit C

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Sungard Public Sector LLC Planning Page 57 of 154	1.082	PARCEL SPLIT - Describe how information is tracked when a parcel splits, combines, is renumbered, deleted, etc.	1							<p>Standard functionality within TRAKiT provides the ability to track history on a parcel, such as parcel splits, change in ownership, land use, as well as all other County-defined data.</p> <p>Changes in a parcel status can be easily tracked and quickly reported on, such as parcel splits, combines, and County-defined classifications, including moving from active status to retired.</p> <p>Through workflow, the County can renumber parcels automatically or manually. Parent/child relationships support the history of the relationship of split or combined parcels.</p>

Planning, Permitting, and Parcel Management Software

Exhibit C

Response to RFP #16-208-019

#472-S1611
Exhibit C

County of El Dorado - Planning, Permitting and Parcel Management System Functional Requirements										
Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, answers, or information regarding 3rd party software and/or modification costs must be provided in the Comments column. Blank rows will be scored as Not Available.										
Legend:										
Standard - Current	Available in current software release									
Standard - Configurable	Requires configuration									
Standard - Next Release	Guaranteed available in next release of software									
Report Writer	Report Writer function through Standard Reports or Ad Hoc Report Writer									
3rd-Party Application	Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.									
Custom Modification	Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation).									
Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Permitting		Building Permits								
Permitting	2.000	INTAKE								
Permitting	2.001	APPOINTMENTS - Ability to schedule customer appointment.	1							
Permitting	2.002	APPOINTMENTS - Ability to notify staff of scheduled customer.	1							
Permitting	2.003	PRE-APPLICATION - Ability for customer to pre-fill application on site prior to scheduled appointment.	1							
Permitting	2.004	CALL LOG - Ability to track customer calls including date, time, contact information, purpose, etc.	1							
Permitting	2.005	MULTIPLE CONTACTS PER PERMIT - Ability to change contact that did certain aspects of construction (e.g., who did the electrical, plumbing, etc.) any time during the process with audit trail of change.	1							
Permitting	2.006	SECURITY - Ability to restrict access to create temporary/permanent address entries.	1							
Permitting	2.007	TEMPORARY PARCEL NUMBERS - Allow assignment of pseudo or temporary parcel numbers to be used for permitting purposes until actual parcel numbers are available.	1							
Permitting	2.008	COMBINATION PERMITS - Ability to setup a "parent" permit with numerous "children" permits (e.g., signs, plumbing, building, electrical, mechanical, pools, etc.) with separate conditions, requirements, fees, inspections, and final	1							

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Permitting	2.009	NOTES TYPE AND DATE STAMP - Ability to add Notes and Comments throughout the permitting process, including Type and Date Stamp.	1							
Permitting	2.010	PERSON/ENTITY INFORMATION - Persons entered into database should be retrievable to populate persons information on future applications.	1							
Permitting	2.011	PERMIT STATUS TRACKING - Ability to inquire on all permits for a specific contractor(s) and view status and expiration dates.	1							
Permitting	2.012	PERMIT STATUS TRACKING - Ability to track the status of a permit application (e.g., open, pending, paid, issued, etc.) depending on the workflow tasks completed.	1							
Permitting	2.013	REQUIRED SIGNATURES - Ability to print mandatory forms during intake process.	1							
Permitting		FEES								
Permitting	2.014	FEE EFFECTIVE DATES - Ability to calculate standard fees with effective dates using user-provided formulas or tables.	1							
Permitting	2.015	FEE COLLECTION AND RECEIPTS - Track fee collections, receivables, balance due, credits and refunds.	1							
Permitting	2.016	REFUNDS - Track refunds by permit record, customer, address, parcel and refund type.	1							
Permitting	2.017	FEES - Ability to set up fixed, minimum and variable fees.	1							
Permitting	2.018	FLAT FEES AND UNIT COST - Ability to set up flat fees plus a per unit cost times tiered valuation.	1							
Permitting	2.019	AUTOMATIC FEE CALCULATION - Ability for system to calculate fees automatically based on user-defined fee structures.	1							
Permitting	2.020	AUTOMATIC FEE CALCULATION - Ability for system to calculate fees automatically based on geography/location.	1							This is available through spatial rules coordinated through the advanced level of integration with the County's GIS.
Permitting	2.021	AUTOMATIC DISCOUNT CALCULATION - Ability for system to calculate discounted fees automatically based on user-defined fee structures.	1							
Permitting	2.022	PRINT DISCOUNT - Ability to print discounted amount on customer receipt.	1							
Permitting	2.023	BUILDING CONSTRUCTION VALUATION - Allow for user-defined valuation calculations based on a user-defined table of construction values.	1							
Permitting	2.024	SQUARE FOOT CALCULATIONS - Allow user-defined square footage calculations based on a user-defined table of square footage values.	1							
Permitting	2.025	PERCENTAGE FEES - Ability to calculate fees as a percentage of the building permit fee.	1							

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Permitting	2.026	FEES ON DEMAND - Ability to charge any or all fees by specific project requirements (e.g., set up fees on demand).	1							
Permitting	2.027	MISCELLANEOUS FEES - Ability to calculate and track unlimited miscellaneous fees NOT in conjunction with building permits (e.g., copies, AQMD rebate, etc.) at any time during the process.	1							
Permitting	2.028	WAIVE FEES - Ability to waive or override any standard/default fees with proper security controls.	1							
Permitting		ROUTING								
Permitting	2.029	ADD CORRECTION ITEMS - Allow entry of plan correction items as part of plan review.	1							
Permitting	2.030	WORKFLOW - Ability to pre-establish workflow and task requirements by permit type (reviews, plan checks, verifications, inspections, other agency approval requirements, etc.).	1							
Permitting	2.031	WORKFLOW - Ability to modify workflow and task requirements as needed.	1							
Permitting	2.032	WORKFLOW - Ability to manage and approve hierarchies (e.g., approval paths based on item or document to be routed).	1							
Permitting	2.033	USER-DEFINED ROUTING - Allow user-defined plan review routing based on type of work performed by multiple users/departments (e.g., specific staff, planning, fire, engineering, etc.).	1							
Permitting	2.034	APPROVALS - Do not allow permit to be issued until all required plan review steps are completed.	1							
Permitting	2.035	ASSIGN TASKS - Ability for departments to assign tasks and re-assign to specific staff.	1							
Permitting	2.036	ASSIGN TASKS - Ability to either assign staff or leave task completion at the department level.	1							
Permitting	2.037	USER DASHBOARD - Provide a user specific dashboard with statistics and assignments.	1							
Permitting	2.038	PERMIT APPROVAL - Ability to email online permit approvals to applicants.	1							
Permitting	2.039	PERMIT APPLICATION TO INSPECTION - Ability to prompt an inspection from a permit application.	1							
Permitting		PROCESSING								
Permitting	2.040	CORRECTIONS LIST - Ability to generate a department specific or overall corrections list.	1							
Permitting	2.041	CUSTOMER CORRECTIONS LIST - Ability for system to generate a corrections list (letter) for customer.	1							
Permitting	2.042	PRINT PLAN CHECK COMMENT - Ability to print plan check comments on plan check review letter.	1							

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Permitting	2.043	NOTIFICATIONS WITH ATTACHMENTS - Ability to combine standard notifications/letters/permits, certificates, etc. with pre-determined and unique attachments .	1							
Permitting	2.044	SPECIAL CONDITIONS - Ability to note any restrictions or special conditions established by reviewing departments as a prerequisite within the permit process.	1							
Permitting		PERMITTING / ISSUANCE								
Permitting	2.045	PERMIT REINSTATEMENT - Ability to relate an expired permit to a new permit.	1							
Permitting	2.046	ALERT - Provide an alert at Certificate of Occupancy or Permit Final if any open conditions or fees owed.	1							
Permitting	2.047	ABILITY TO BLOCK - Allow the ability to block Certificates of Completion or Final Occupancy permit until all required sign-offs and inspections are completed.	1							
Permitting	2.048	PRINT NOTES ON PERMIT - Allow notes from plan review and general application to be flagged to print on the permit.	1							
Permitting	2.049	ASSESSOR - Ability to automatically notify the Assessor's Office of permit or certificate of occupancy issuance.	1							
Permitting	2.050	MANDATED - Permit must meet all State of California legal requirements.	1							This is available as defined by the workflow that is set up to meet the County's business rules.
Permitting	2.051	PERMIT EXPIRATION - Track permit expiration date, as delineated by County ordinance.	1							
Permitting	2.052	PERMIT EXPIRATION - Provide a report of permits that will expire within a specified number of days, and export the information to Word mail merge to generate permit expiration letters.				1				This is available through the proposed SunGard Public Sector Analytics. Numerous standard reports are provided with TRAKiT. If an existing report does not exactly match your requirements, many reports can be easily modified or new reports can be created . Training on report writing is provided.

Planning, Permitting and Response RFP #16-208-019-A

#472-S1611
Exhibit C

Not Available		Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Permitting	2.053	PERMIT EXPIRATION - Ability to change the status of an expired permit.	1								
Permitting	2.054	PERMIT EXPIRATION - Allow the expiration date to be extended. Record the original expiration date, the modified expiration date and create an audit record identifying the user that made the change.	1								
Permitting		RESPONSE REQUIRED - use additional pages as necessary									
Permitting	2.055	MULTIPLE CONTACTS PER PERMIT - How many owners, agents, contractors, engineers, architects, surveyors, other contacts can be tracked per permit?	1								For items 2.055, 2.057, 2.059, and 2.063: This is unlimited and defined by the County's business rules.
Permitting	2.056	VALID ADDRESSES - How many ways does the system validate permit location (e.g. address, GPS coordinate, etc.)?	1								All locations are verified through the land records tracked by the County within the GeoTRAK module. Common examples include address and APN number.
Permitting	2.057	PERMIT DATA - Allow for an unlimited number of names, addresses, and phone numbers to be entered for a permit application. If limited, please explain limitation.	1								
Permitting	2.058	ALERTS - How many alerts does the system have (e.g., outstanding code enforcement violations, stop work order, etc.) on which fields can they be applied?	1								TRAKiT alerts are defined and managed through workflow. Some alert tools include status, flag, pop-up notifications, and email notifications.
Permitting	2.059	UNLIMITED ALERTS - How many alerts can be placed on a parcel?	1								
Permitting	2.060	STANDARD ROUTING - What are the criteria for automatically routing work?	1								Routing is defined within the workflow. TRAKiT is configurable down to the type and subtype levels within each module.

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Permitting Sungard	2.061	MASTER PLANS - How are master plans processed?	1							For items 2.061 & 2.062 - This is standard functionality within ProjectTRAK and PermitTRAK through parent/child relationships.
Permitting Public Sector	2.062	MULTIPLE PERMITS - How does the system create a master permit and generate multiple copies for disasters or other purposes?	1							
Permitting LLC	2.063	FEES AND TYPES - How many standard fees using County-provided formulas or tables are available?	1							
Permitting Page 63 of 154	2.064	PRINT CERTIFICATES - How many different user-defined print formats for certificates are available (different formats for different types)?	1							Unlimited. TRAKiT works with the County's process rules and supports Microsoft Word Mail Merge templates as well as templates defined by the County using Sungard Public Sector Analytics.
Permitting	2.065	SCHEDULING - Describe your customer scheduling process and available tools.	1							Scheduling is an integrated function within TRAKiT for tasks and inspections. Customers can submit their inspection requests through the public Web portal, eTRAKiT, as well as through TRAKiT's integrated IVR solution, VoiceTRAKiT.

#472-S1611
Exhibit C

		County of El Dorado - Planning, Permitting and Parcel Management System														
		Functional Requirements														
Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, answers, or information regarding 3rd party software and/or modification costs must be provided in the Comments column. Blank rows will be scored as Not Available.																
Legend:																
Standard - Current		Available in current software release														
Standard - Configurable		Requires configuration														
Standard - Next Release		Guaranteed available in next release of software														
Report Writer		Report Writer function through Standard Reports or Ad Hoc Report Writer														
3rd-Party Application		Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.														
Custom Modification		Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation).														
Not Available		Not available in current or next release; interfaced/integrated third-party application or through custom modification.														
Application		Feature Number	Feature / Function / Capability					Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answer	
Inspections			INSPECTIONS													
Inspections		3.000	GENERAL													
Inspections		3.001	STOP WORK ORDER - Ability to issue stop work order (e.g., prevent other inspections, permits, etc.) on any open permit.					1								
Inspections		3.002	INSPECTION CONFIRMATION NUMBER - Ability to generate inspection confirmation numbers.					1								
Inspections		3.003	INSPECTION CONFIRMATION E-MAIL - Ability to generate confirmation e-mail to inspection requestor.					1								
Inspections		3.004	ATTACHMENTS - Ability to scan and/or attach files to the inspection record.					1								
Inspections		3.005	ALTER INSPECTION SEQUENCES - Ability to alter inspection sequences for individual permits as required.					1								
Inspections		3.006	INSPECTION SEQUENCE EDIT - Ability to edit inspection sequence during inspection processing to assure that inspections are being performed in the correct order as specified by this sequence.					1								
Inspections		3.007	SCHEDULING HOLD - Ability of the system not to allow the system to schedule an inspection if applicant has an amount due balance.					1								
Inspections		3.008	INCOMPLETE APPROVAL SCHEDULING HOLD - Ability to restrict or hold inspection scheduling if all approvals have not been completed.					1								
Inspections		3.009	RE-INSPECTION FEES - Ability to manually apply a discretionary re-inspection fee.					1								
Inspections		3.010	BUILDING CODE - Allow sections of California and International Building Codes to be accessed during results entry.					1								

Page 64 of 154

#472-81614

Exhibit C

Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Inspections	3.011	INSPECTION RESULTS COMMENTS / NOTES - Allow unlimited inspection notes, free text comments or result comments to be entered during inspection results entry.	1							
Inspections	3.012	MOBILE PRINTING - Ability to print any documents or attachments on location.	1							
Inspections	3.013	PHOTO / DOCUMENT ATTACHMENT - Ability to attach photos or documents to each inspection record.	1							
Inspections		SCHEDULING								
Inspections	3.014	SCHEDULING - Ability for system to cut off daily inspection scheduling at "X:XX" time each day.	1							
Inspections	3.015	SCHEDULING WINDOW - Ability to schedule inspections for A.M. or P.M.	1							
Inspections	3.016	CONFIRMATION OF SCHEDULED INSPECTION - Ability to generate an e-mail, text message, or phone call confirmation of scheduled inspection window to customer.	1							
Inspections	3.017	ONLINE INSPECTION SCHEDULE CHECK - Allow citizens to view/check their scheduled inspection window.	1							
Inspections	3.018	FINAL INSPECTION APPROVAL - Ability to disallow final inspection to be scheduled if all other approvals are not completed, or without Development Services Director override.	1							
Inspections	3.019	FIELD INSPECTIONS - Ability to add inspections to a list that is retrievable by an inspector already in the field.	1							
Inspections	3.020	DRAWINGS - Ability to access approved plans and documents while on location.	1							
Inspections	3.021	ROUTING - Ability to route by region.	1							
Inspections	3.022	ROUTING - Ability to reassign inspector.	1							
Inspections	3.023	ROUTING - Ability to reassign a parcel to an inspector permanently.	1							
Inspections	3.024	MAPS - Ability to map an inspectors daily stops in GIS.	1							
Inspections	3.025	WORKFLOW - Processing includes sequential and parallel steps.	1							
Inspections	3.026	WORKFLOW - System can handle simultaneous and independent inspection approvals.	1							
Inspections	3.027	WORKFLOW - Workflow approvals can be re-routed to secondary approver if primary approver is out or does not respond in pre-defined period of time.	1							
Inspections	3.028	WORKFLOW - If multiple approvals are needed at the same approval level all must approve in order for the approval process to continue.	1							
Inspections	3.029	WORKFLOW - Ability to issue partial approvals to allow some workflow to continue (e.g., issuance of foundation permit).	1							
Inspections	3.030	WORKFLOW - If user is in two roles or levels in the approval process they only need to approve once.	1							
Inspections	3.031	WORKFLOW - Ability to post, update, and clear building code violations found during an inspection.	1							

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Inspections		RESPONSE REQUIRED - use additional pages as necessary								
Inspections	3.032	NOTICE OF VIOLATION - How are inspection violation notifications generated?	1							TRAKiT provides various options for notification delivery, such as manual or automatic email, printed notifications, and through the citizen Web portal.
Inspections	3.033	RESULTS NOTIFICATION - How is a notification of inspection results generated to specified parties?	1							TRAKiT provides various options for inspection results delivery, such as manual or automatic email, printed notifications, and through the citizen Web portal.
Inspections	3.034	INSPECTION TYPES - How many inspection types are available?	1							Items 3.034 & 3.035 are unlimited and defined by the County.
Inspections	3.035	STANDARD COMMENTS - How many commonly used inspection comments are available?	1							
Inspections	3.036	STANDARD COMMENTS - How are commonly used inspection comments organized?	1							This is available through County-defined standard notes, checklists, and custom fields.
Inspections	3.037	INSPECTION DAYS - How are inspections prevented from being scheduled on specific days of the week or by geographic location?	1							Through the TRAKiT Agency calendar, the County can define days allowed for inspection scheduling down to the type of inspector. Prevention of inspections by location is a function of the Spatial Advisor tool that is available within the Advanced Level of GIS integration.
Inspections	3.038	SCHEDULING TOOL - Describe the process for managing inspection assignments electronically with tools to help balance inspectors daily workload.	1							TRAKiT provides out of the box scheduling tools and functions. Users can view multiple inspectors' calendars side-by-side and easily drag-and-drop to re-assign inspections to another inspector with proper user rights. Inspectors can also result inspections directly from the calendar. Supervisors can also balance inspector's workload and reassign inspections from the Inspection Center in Workspace.

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Inspections	3.039	REAL-TIME UPDATE - How are inspectors notified of real-time updates to inspection schedules in the field and their new sequences/route?.	1							This is available through WorkSpace or through the iTRAKiT suite upon refresh.
Inspections	3.040	ROUTING - How does the system auto-recommend the daily route?	1							This is available through the routing function available within iTRAKiT as well as within the GIS map viewer.
Inspections	3.041	ROUTING - What are the criteria for assigning inspectors?	1							Inspectors can be manually assigned or auto assigned by record type or subtype, trade, or geo-location.
Inspections	3.042	WORKFLOW - At what levels can workflow rules be set (e.g., role, position, department)?	1							Workflow rules are configured down to the type and subtype levels of a record within each module. User rights are configured for the user or group of users within TRAKiT.

		County of El Dorado - Planning, Permitting and Parcel Management System															
		Functional Requirements															
Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, answers, or information regarding 3rd party software and/or modification costs must be provided in the Comments column. Blank rows will be scored as Not Available.																	
Legend:																	
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Report Writer		Report Writer function through Standard Reports or Ad Hoc Report Writer															
3rd-Party Application		Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.															
Custom Modification		Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation).															
Not Available		Not available in current or next release; interfaced/integrated third-party application or through custom modification.															
Application		Feature Number	Feature / Function / Capability				Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers			
Code Enforcement			CODE ENFORCEMENT														
Code Enforcement		4.000	GENERAL														
Code Enforcement		4.001	INTAKE FLAG - Ability to flag upon intake, if existing open Code Enforcement case(s) exist.				1										
Code Enforcement		4.002	CASE MERGING - Ability to merge duplicate cases already created.				1							This functionality can be efficiently managed through status changes and linking of records to preserve the data and history.			
Code Enforcement		4.003	CASE ASSOCIATIONS - Ability to associate multiple complaints to a single case.				1										
Code Enforcement		4.004	AUTO-ASSIGN COMPLAINT - Ability to auto-assign complaint by area or type (e.g. zone 1-4, or commercial).				1							Auto assignment by location is available through the GIS Spatial Advisor tool.			
Code Enforcement			CASE MANAGEMENT														
Code Enforcement		4.005	VIOLATION TYPES - Allow users to add violation types at any time.				1										
Code Enforcement		4.006	PRIORITIES - Allow users to add priority status to each case at any time.				1										

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Code Enforcement	4.007	FOLLOW-UP TASK ASSIGNMENT - Ability for system to auto-assign follow-up tasks based upon assigned case officer or task type (e.g., follow-up inspections on specific dates).	1							
Code Enforcement	4.008	CASE CHRONOLOGY - Ability to track all case chronology through narrative notes and type of action. <i>Note: All narrative notes and actions should be maintained in date/time order (latest on top).</i>	1							
Code Enforcement	4.009	DUE DATES - Ability for system to fill in due dates by task based upon case type.	1							
Code Enforcement	4.010	DUE DATES - Ability for case officer to override and edit due dates.	1							
Code Enforcement	4.011	NAME SEARCH - Ability to locate a case by any of the names associated with the case.	1							
Code Enforcement	4.012	CASE CONTACTS - Ability to track unlimited number and category of contacts per case (e.g., owners, business owner, tenant, property manager, reporting party, etc.).	1							
Code Enforcement	4.013	TRACKING - Ability to track complaints that do NOT result in a case.	1							
Code Enforcement	4.014	MULTIPLE VIOLATIONS PER CASE - Allow multiple violations to be associated with a single case.	1							
Code Enforcement	4.015	ACTIONS WITH EFFECTIVE DATES - Allow user to define violation related actions with effective dates.	1							
Code Enforcement	4.016	RESOLUTION EFFECTIVE DATES - Allow user to define number of days for resolution with effective dates by violation type.	1							
Code Enforcement	4.017	DISPOSITION VIOLATION - Provide capability to assign a user-defined disposition to each violation.	1							
Code Enforcement	4.018	PERMITTING - Provide ability to flag parcels with code violations to notify building permits system at permit application entry.	1							
Code Enforcement	4.019	PERMITTING - Ability to put permit process on hold if a code violation warrants such action.	1							
Code Enforcement	4.020	PLANNING - Ability to put a planning/entitlement project on hold if a code violation warrants such action.	1							
Code Enforcement	4.021	STANDARD COMMENTS - Ability to set up standard violation comments by violation type.	1							
Code Enforcement	4.022	UNLIMITED FREE-FORM NARRATIVE NOTES - Ability to enter unlimited, free-form notes per violation.	1							
Code Enforcement	4.023	UNLIMITED INSPECTION FREE-FORM TEXT - Allow unlimited free-form text at the inspection level.	1							
Code Enforcement	4.024	LOCATION ALERTS - Ability to provide on-screen alerts when dealing with certain addresses (e.g., problem property information, hazardous materials on property, dangerous dog, etc.).	1							
Code Enforcement	4.025	VIOLATION NOTIFICATIONS - Provide user-defined violation notification to multiple responsible parties (e.g., owners, property manager and/or occupants).	1							

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Code Enforcement	4.026	FOLLOW-UP INSPECTIONS - Establish user-defined follow-up workflow to ensure corrections are made.	1							
Code Enforcement	4.027	FOLLOW-UP PENDING ACTIONS - Provide automatic follow-up of pending actions based on date due.	1							
Code Enforcement	4.028	RE-INSPECTION SCHEDULING - Ability to schedule re-inspections by XX days if case not closed.	1							
Code Enforcement	4.029	FEES - Ability to set up fixed, minimum and variable fees.	1							
Code Enforcement	4.030	OVERRIDE FEES - Ability to override fees.	1							
Code Enforcement	4.031	DAILY FEES - Ability to assess penalties on a per day basis (e.g. \$100, \$250, \$1000) until violation is resolved.	1							
Code Enforcement	4.032	TRACK HISTORY - Ability to track complete case history.	1							
Code Enforcement	4.033	HISTORY BY PARCEL AND ADDRESS - Provide history of code violations by parcel and address.	1							
Code Enforcement	4.034	HISTORY BY PERSON/ENTITY - Provide code violation history by person/entity.	1							
Code Enforcement		RESPONSE REQUIRED - use additional pages as necessary								
Code Enforcement	4.035	PREVENT DUPLICATES - How does the system identify duplicate complaints and prevent a separate case from being opened?	1							Duplicate complaints and records can be managed through workflow determined by the County's business status. All records are linked to a land record, providing users the ability to easily identify duplicates.
Code Enforcement	4.036	CASE STATUS - How many different status codes (i.e., new, pending, resolved, inspecting, etc.) are available?	1							Items 4.036 - 4.038 are unlimited and defined by the County.
Code Enforcement	4.037	CASE TYPES - How many user defined case types are available?	1							
Code Enforcement	4.038	VIOLATION TYPES - How many violation types (vehicle, commercial site maintenance, signage, illegal vendor, overgrown vegetation, trash cans in public view, etc.) are available?	1							
Code Enforcement	4.039	TRACKING CRITERIA - How are case-related events tracked (by date, time, status, and code enforcement officer, etc.)?	1							TRAKiT provides robust tracking capabilities, such as date, status, officer, and chronology.
Code Enforcement	4.040	PERMIT HOLD - How is a hold placed to prevent permit issuance without code enforcement case resolution and what are the hold criteria?	1							This is available through a workflow triggered by a status change.

		County of El Dorado - Planning, Permitting and Parcel Management System											
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Application		Feature Number	Feature / Function / Capability			Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Comments or Answer	
Cashiering			CASHIERING										
Cashiering		5.000	GENERAL										
Cashiering		5.001	RECEIPT PRINTING - Provide the ability to print multiple receipts from any device at any time.			1							
Cashiering		5.002	MULTIPLE ACCOUNTS - Allow receipts to be recorded into multiple financial accounts.			1							
Cashiering		5.003	CASH RECEIPTS - Cash receipts should validate permit number, account number, fees, penalty amounts, and update customer balance.			1						TRAKiT has an integrated, full-featured cashiering component for all modules. TRAKiT users can accurately access and collect payments with customizable fee schedules and tables. A number of financial reports are delivered with the system but TRAKiT is not a financial solution.	

Planning, Permitting, and Parcel Management System
Response to RFP #16-208-019

Exhibit C

Software

Page 7 of 154

#472-S1611
Exhibit C

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Cashiering	5.004	ACCESS TO ACCOUNT INFORMATION - Provide online inquiry access to customer account information from all integrated modules.	1							
Cashiering	5.005	RECEIPTS JOURNAL - Provide for the ability to print a Receipts Journal by cashier and in total. What data is printed on the Journal?				1				The proposed SunGard Public Sector Analytics has to ability to report on any data in the database. The County can include any data needed.
Cashiering		FRONT COUNTER CASHIERING								
Cashiering	5.006	DATA ENTRY DEFAULT OVERRIDES - Ability to override the system-displayed default amount during receipt entry.	1							
Cashiering	5.007	OVERRIDE G/L CODE - Ability to enter or override a default general ledger code at time of receipt.						1		This is not standard functionality. All GL codes are configured within the County-defined fee schedule and are automatically populated when the fee is generated in TRAKIT. More information is needed to determine the full scope of this requirement.
Cashiering	5.008	DEBIT CARD CHECK - Ability to immediately verify bank account balance for debit card payments.						1		This is available with County's designated party payment vendor.
Cashiering	5.009	CHECK VERIFICATION - Provide for the ability to read ABA number from customer checks to determine cash availability.						1		
Cashiering	5.010	MIX RECEIPT OF TENDERS - Ability to process split or mixed tendering situations.	1							
Cashiering	5.011	CREDIT/DEBIT CARD SUPPORT - Ability to enter, track separately, and process simultaneously the following tendering situations: cash, check, credit/debit card, money orders and any other form of payment.	1							
Cashiering	5.012	TENDER ALERT - Ability to flag person/entities and addresses as cash or credit card only (no checks).	1							
Cashiering	5.013	PAYMENT - MULTIPLE INVOICES - Provide for a payment to be applied to multiple charges within cashiering.	1							
Cashiering	5.014	TIME STAMP PAYMENT TRANSACTIONS - Ability to capture the transaction time, date and user ID on each transaction.	1							
Cashiering	5.015	INTERNET PAYMENTS - Provide for customer payment via the Internet.	1							

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Cashiering	5.016	INTERNET PAYMENT CHARGE - Ability to charge X% credit card charge to users utilizing online credit card payments.	1							
Cashiering	5.017	ATTACH FILES/DOCUMENTS - Provide the ability to attach files or documents to the receipt record.	1							
Cashiering	5.018	TRACKING OF TENDER TYPES - Ability to maintain the transaction and the dollar totals by the tender type.	1							
Cashiering	5.019	CORRECTING OF RECEIPT - Ability to correct receipts made in error.	1							If an error has been found, the user can reissue a receipt with the completed corrections of the charges assessed or payments processed.
Cashiering	5.020	PENDING POST - Provide ability to "pending post" to all modules' customer accounts.	1							Items 5.020 - 5.021: A custom batch post is created for end-of-day transactions to the G system.
Cashiering	5.021	FINAL POST - Provide ability to modify a "pending post" to permanently post customer account information.	1							
Cashiering	5.022	PERSON/ENTITY - Ability to maintain cash receipt history by person/entity and address, including notes.	1							
Cashiering	5.023	ADDITIONAL DEPOSITS - Ability for the County to take additional deposits during the entire planning application process and track project balance (i.e. fees due or credit balance).	1							
Cashiering	5.024	DEPOSIT TRACKING - Ability to record and track deposits received and date of receipt.	1							

Planning, Permitting, and Parcel Management Software
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 Exhibit C

#472-S1611
 Exhibit C

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Cashiering		RESPONSE REQUIRED - use additional pages as necessary								
Cashiering	5.025	QUOTES - How are quotes calculated and managed?	1							TRAKiT provides a fee estimation tool through the public Web portal, eTRAKiT. Applicants can quickly and easily obtain quotes for their applications.
Cashiering	5.026	RECEIPT TYPES - How many different types of receipts are available?	1							This is defined by the County. TRAKiT includes a standard receipt. The County can determine if the standard receipt that comes available with TRAKiT meets your full requirements.
Cashiering	5.027	CHARGE TYPES - How many different charge types are available (e.g., permit, NSF, etc.)?	1							Items 5.027 - 5.028 and 5.034: This is unlimited and defined by the County.
Cashiering	5.028	PAYMENT CODES - How many payment types are available?	1							
Cashiering	5.029	RECEIPT PRINTING - What data is printed on the receipt?	1							This is defined by the County.
Cashiering	5.030	ACCOUNT CREDIT - How are customer accounts who have a credit balance handled?	1							TRAKiT can issue credit against fees assessed and issue refunds for amounts paid.
Cashiering	5.031	VOID - How is a tender transaction voided?	1							Fees and payments can be voided with the proper user rights.
Cashiering	5.032	REFUND - How is a tender refund processed?	1							A refund can be issued with the proper user rights.
Cashiering	5.033	NON-MONIES - How are non-money transactions, such as, rebates or waivers processed?								This is available through the Credit function.
Cashiering	5.034	RECEIPTS - How many receipts can be applied to a project or permit?	1							

Not Available		Not available in current or next release; interfaced/integrated third-party application or through custom modification.								
Cashiering	5.035	END OF DAY PROCESSING - Does the system require end-of-day processing to close the day's business? Please describe.	1							The batch processing schedule is defined by the County and its business rules. A custom batch post is created for end-of-day transactions to the GL system.

Sungard Public Sector LLC

Page 75 of 154

#472-S1611
Exhibit C

		County of El Dorado - Planning, Permitting and Parcel Management System														
		Functional Requirements														
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Application		Feature Number	Feature / Function / Capability				Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answer		
Parcel/Address Management			PARCEL/ADDRESSING MANAGEMENT													
Parcel/Address Management		6.000	GENERAL													
Parcel/Address Management		6.001	PARCEL AND LOCATIONS - Ability to track and relate all location information (e.g., parcel numbers, addresses, and locations with or without addresses/parcel numbers).				1							Land Records are managed through TRAKIT's integrated land management module, GeoTRAK.		
Parcel/Address Management		6.002	NON-ADDRESS LOCATIONS - Ability to setup location identifications for parcels without addresses (vacant lots, intersections, road sections, easements without addresses, HOA lots without addresses, etc.).				1									
Parcel/Address Management		6.003	ADDRESS SELECTION - Ability to select valid address and street name to ensure consistent data entry.				1									
Parcel/Address Management		6.004	CHANGE ADDRESS ACCESS - Ability to restrict address and parcel number field changes to specific users.				1									
Parcel/Address Management		6.005	MULTIPLE PARCELS PER ADDRESSES - Provide for multiple parcels per address.				1									
Parcel/Address Management		6.006	MULTIPLE ADDRESSES PER PARCEL - Provide for multiple addresses per parcel.				1									
Parcel/Address Management		6.007	MULTIPLE PARCELS WITH BOUNDARIES - Provide for user definition of parcels within multiple specific boundaries (i.e., fire districts, School District, etc.).				1									

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Parcel/Address Management	6.008	ZONING INFORMATION - Provide for the inclusion of multiple pieces of zoning information and zoning designation by parcel.	1							
Parcel/Address Management	6.009	GENERAL PLAN INFORMATION - Ability to include multiple land use designations per parcel.	1							
Parcel/Address Management	6.010	X-Y-Z COORDINATES BY PARCEL - Ability to utilize X-Y-Z coordinates by parcel.	1							
Parcel/Address Management	6.011	LEGAL PARCEL INFORMATION - Provide for the inclusion of legal description for each parcel and address.	1							
Parcel/Address Management	6.012	TRACK ADDRESS HISTORY - Provide for tracking address history, including effective dates and explanation of changes.	1							
Parcel/Address Management	6.013	TRACK PARCEL HISTORY - Provide for tracking parcel history, including effective dates and explanation of changes.	1							
Parcel/Address Management	6.014	TRACKING OF PARCEL SPLIT OR CONSOLIDATIONS - Facilitate the tracking of split, consolidated or deleted parcels with effective dates.	1							
Parcel/Address Management	6.015	TRACKING OF PARCEL SPLIT OR CONSOLIDATIONS - Ability to track genealogy of parcels and history of parcel splits or parcel consolidations.	1							
Parcel/Address Management	6.016	ADDRESS GENEALOGY - Ability to maintain genealogy of an address and its history.	1							
Parcel/Address Management	6.017	MAP DISPLAY - Ability to select and display parcel data on a map. Provide capability to do spatial updates and analysis.	1							
Parcel/Address Management	6.018	MAP DISPLAY - Ability to create vicinity notification maps (e.g., 500 ft. buffers) and export selected data to any format.	1							
Parcel/Address Management	6.019	PROPERTY CONTACTS - Ability to maintain multiple property contact types with related field data (e.g., name, address, etc., for owners, HOAs, authorized agents, tenants, etc.).	1							
Parcel/Address Management	6.020	HISTORICAL OWNER INFORMATION - Access to historical ownership information with effective dates from Assessor's system.	1							
Parcel/Address Management	6.021	PROPERTY ALERTS - Ability for system to alert users that a property is in special zones when viewing property information (e.g., flood plain, liquefaction, high-fire zones, earthquake faults, redevelopment areas, special housing, specific plan areas, etc.).	1							
Parcel/Address Management	6.022	PARCEL ALERTS TO OTHER MODULES - Ability for customer defined parcel alerts to popup or display in other land management modules (e.g., open code enforcement case, flood zone, environmental sensitive property, deed restrictions, etc.).	1							
Parcel/Address Management	6.023	INACTIVE - Ability to flag parcels as inactive and create new parcel records from Assessor's data.	1							

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP # 16-208-019

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Parcel/Address Management	6.024	INACTIVE - Ability for staff to move data, including permits/activities, to new parcels from inactive parcels.	1							
Parcel/Address Management	6.025	PARCEL SPLITS - Ability to track Assessor parcel splits and combines. System must allow attaching multiple parcels, addresses and people to permits and actions.	1							
Parcel/Address Management		RESPONSE REQUIRED - use additional pages as necessary								
Parcel/Address Management	6.026	SITE USE CODES - How many Land Use Codes are available?	1							This is unlimited and defined by the County.
Parcel/Address Management	6.027	MULTIPLE ADDRESSES PER PARCEL - How many addresses are allowed per parcel?	1							TRAKiT supports an unlimited number of addresses for each parcel.
Parcel/Address Management	6.028	HISTORICAL TENANT INFORMATION - How is historical tenant information handled?	1							Owner information is tracked within the GeoTRAK module and a site change log is provided for users to view ownership history.
Parcel/Address Management	6.029	GIS - How is APN and GIS data integrated?	1							APN and GIS data are tracked within TRAKiT's central land management module, GeoTRAK.

Page 78 of 154

#472-S1611
Exhibit C

Exhibit C
Planning, Permitting, and Parcel Management Software
RFP #16-208-019

Sungate Public Sector LLC		County of El Dorado - Planning, Permitting and Parcel Management System Functional Requirements									
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Custom Modification	Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation). Please estimate general costs in comments.										
Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.										
Page 79 of 154 Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers	
Time		TIME TRACKING & REPORTING									
Time	7.000	GENERAL									
Time #472-S1611 Exhibit C	7.001	BILLABLE TIME - Ability to track time by project, task, date, staff, etc., in order to generate hourly fees (i.e., \$XX per hour).	1							This is available through the integrated TimeTRAK feature. TimeTRAK allows a user to enter time associated with a review, task or inspection. Fees can be assessed once posted by the user and reports can be run to track and evaluate time entered. However, TRAKiT is not a financial solution.	

Time	7.002	BILLABLE TIME - Ability to track and calculate different hourly rates by specific staff (i.e., base pay, taxes and benefits).	1							
Time	7.003	MILEAGE - Ability to track mileage.	1							This is available through user-defined screens within TRAKiT.
Time	7.004	LABOR - Ability to track employee labor effort, employee assignment and utilization.				1				
Time	7.005	LABOR - Ability to report employee resource utilization.				1				TRAKiT provides dashboard query tools, user-defined hoc query searches, and standard reports through SunGard Public Sector Analytics.
Time	7.006	LABOR - Ability to track employee performance to goals/assigned tasks.				1				
Time	7.007	TIME TRACKING - Ability to create unlimited user-defined task/activity codes.	1							
Time	7.008	TIME TRACKING - Ability to set task/activity codes to billable/non-billable time.	1							
Time		TIME TRACKING - Ability to track time by user by:								
Time	7.009	Task not related to a project or permit	1							
Time	7.010	Task related to a project	1							
Time	7.011	Task related to a permit	1							
Time		TIME TRACKING - Ability to enter tracked time to include:								
Time	7.012	Time spent by employee				1				Items 7.012 - 7.016 and 7.019 - 7.021 can be accomplished using SunGard Public Sector Analytics.
Time	7.013	Time out to client				1				
Time	7.014	Project/Permit/Task				1				
Time	7.015	User-defined activity codes				1				
Time	7.016	Notes - Area for manual entry of notes/ comments				1				
Time	7.017	TIME TRACKING REPORTING - Ability to query all time tracking field data for reporting purposes.				1				
Time		TIME TRACKING REPORTING - Ability to query reports by:								

Time	Sungard Public Sector LLC	7.018	Overhead task				1				Items 7.018 and 7.022 - 7.025 require a custom report. This proposal includes pricing for the develop of these reports.
Time		7.019	Project/Permit/Task				1				
Time		7.020	User/Employee				1				
Time		7.021	Time/Date Range				1				
Time		7.022	By Billable/Non-Billable Hours				1				
Time		7.023	By Interchangeable selection of all time tracking field data				1				
Time		7.024	PLAN PROCESS TRACKING - Ability to track planning process time, excluding times waiting on developers/owners				1				
Time			RESPONSE REQUIRED - use additional pages as necessary								
Time		7.025	BUDGET TO ACTUAL - Describe how to track and report budget to actuals.				1				

Exhibit C
Planning, Permitting, and Parcel Management Software
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Reporting			REPORTING												
Reporting		8.000	GENERAL FEATURES												
Reporting		8.001	REPORT WRITER PERFORMANCE - Ability to process report writer requests at any time throughout the processing day without impacting system performance.								1				Items 8.001 - 8.004: Numerous standard reports are provided with TRAKIT. If an existing report does not exactly match your requirements, many reports can be easily modified or new reports can be created with SunGard Public Sector Analytics. Training on report writing is provided if you do not wish to modify or create reports, reporting services are available from SunGard for an additional charge.
Reporting		8.002	REPORT WRITER PERFORMANCE - Ability to export any and all data.					1							Data within TRAKIT can be exported into a report from an Advance Search as well as from SunGard Public Sector Analytics report writing tools.
Reporting		8.003	REPORT WRITER OPERATIONS - Ability to support menu-driven report options.								1				A subscription can be set up to run a report on a recurring basis using SunGard Public Sector Analytics.

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Reporting	8.004	REPORT WRITER OPERATIONS - Ability to generate error messages with a description of corrective actions.				1				
Reporting	8.005	REPORT RETENTION - Ability to save and maintain report specifications for periodic use.	1							Users can save commonly used queries with the Advanced Search reporting tool. Users can also bookmark standard reports to display in their favorites.
Reporting	8.006	REPORT PROMPTING ON REGULAR SCHEDULED REPORTS - Ability to enter report prompts for reports identified as regular production.				1				Items 8.006 - 8.017 can be accomplished using SunGard Public Sector Analytics.
Reporting	8.007	REPORT SORTING AND TOTALING OPTIONS - Ability to choose various sorting options and report totaling options with appropriate sub-totaling based on selected sort option.				1				Planning, Permitting, Response, and Parcel Management Software Exhibit C FP # 16-208-019
Reporting	8.008	REPORT SELECTION OPTIONS - Ability to query on any element including the type of transaction and the process that originated the transaction.				1				
Reporting	8.009	REPORT FILE SELECTION OPTIONS - Ability to report on any user defined field.				1				
Reporting	8.010	REPORT FILE SELECTION OPTIONS - Ability to select specific fields to be displayed on the report.				1				
Reporting	8.011	REPORT FILE REFRESHING - Ability to store and recall items whose values are derived from other values.				1				
Reporting	8.012	REPORT COLUMN DEFINITION - Ability to support default or special column headings.				1				
Reporting	8.013	REPORT EDIT WORD DEFINITION - Ability to support unique field editing (currency, symbol, commas, decimal places, etc.) on specific data items.				1				
Reporting		FUNCTIONS								
Reporting	8.014	REPORT CONDITIONING OPTIONS - Ability to support all query logic and condition statements.				1				
Reporting	8.015	REPORT ARITHMETIC OPTIONS - Ability to support all arithmetic calculations and statistical functions.				1				
Reporting	8.016	APPEND FIELD VALUES - Ability to concatenate data or field values to an existing field.				1				
Reporting	8.017	USER DEFINED TEMPLATES - Allow user to define formats for correspondence, notifications, letters, etc.				1				
Reporting	8.018	USER DEFINED TEMPLATES - Allow user to use templates or forms created in another tool, such as the Microsoft Office.	1							TRAKiT supports templates created using Microsoft Office tools, including mail merge documents.
Reporting	8.019	USER-DEFINED LAYOUT - Allow user to print in any user-defined form layout (e.g. door hangers).				1				Items 8.019 - 8.022 and 8.025 - 8.026 can be accomplished using SunGard Public Sector Analytics.

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Reporting	8.020	ELECTRONICALLY FILE REPORTS - Ability to electronically file reports for subsequent user access.				1				
Reporting	8.021	ELECTRONICALLY FILE REPORTS - Ability to notify users that scheduled reports have been run and are available for electronic access.				1				
Reporting	8.022	REPORT SCHEDULING AND DISTRIBUTION - Provide report scheduling with email distribution for recipients.				1				
Reporting	8.023	OUTPUT QUEUES - Ability for printed output to be queued to any of the system or network printers.	1							
Reporting	8.024	DISPLAY PRINTER QUEUES PRIOR TO PRINTING - View or print reports, as an option.	1							
Reporting	8.025	REPORT IDENTIFICATIONS - All reports should contain organization name, report title, column heading descriptions, processing date, sequentially numbered pages, and subtotals at each level break as appropriate.				1				
Reporting	8.026	FOLDERS - Ability to save reports in user-defined folders or on the desktop.				1				
Reporting	8.027	SAVE REPORT SETTINGS - Ability to save report settings as a specific report name attached to a user-defined report menu.	1							
Reporting	8.028	PUBLISH REPORTS ON WEBSITE - Ability to publish reports to website (e.g., monthly list of permits issued).	1							
Reporting	8.029	WEBSITE SEARCH - Via Client Portal, ability to search and generate reports.	1							This is available through the eTRAKIT search function.
Reporting	8.030	REPORT OUTPUT SELECTION - Ability to support user specification of the output media or file type (printer, screen, website, PDF, etc.).	1							This can be accomplished using SunGard Public Sector Analytics.
Reporting		REPORTS								
Reporting	8.031	NOTIFICATION - Ability to flag parcels and attach activities when staff or client wish to be notified of a proposed project on that parcel.	1							
Reporting	8.032	DISASTER - Ability to track and report on properties that are impacted by natural disasters, with dynamic links to GIS mapping and damage assessments.	1							User-defined screens are available within GeoTRAK to track this data. TRAKIT GIS map viewer provides dynamic tools for top view data within the County's GIS as well as TRAKIT.
Reporting		AUDIT REPORTS								
Reporting	8.033	AUDIT TRAIL OF CORRECTED RECEIPTS - Ability to produce a full audit trail of data entry error corrections.	1							This is provided through the integrated cashing component.
Reporting	8.034	RECONCILIATION - MONIES RECEIVED FROM CASHIERS - Provide reports for reconciliation of monies collected by cashiers.				1				Items 8.034 - 8.038 can be accomplished using SunGard Public Sector Analytics.
Reporting	8.035	BALANCING REPORT - Provide for a report to assist with bank reconciliation and generate a bank deposit.				1				
Reporting	8.036	REVENUE EXPENSE REPORT - Ability to generate revenue/expense report for a designated timeframe.				1				
Reporting	8.037	PERMIT FEE REPORT - Provides permit fee reports of daily receipts by location.				1				

Not Available		Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
Reporting	8.038	AUDIT - Report of all changes to file (changed from, date/time stamp, user that changed record).				1					
Reporting		RESPONSE REQUIRED - use additional pages as necessary									
Reporting	8.039	REPORT PROMPTING - Ability to display clear, concise report prompts, with sort and extraction selection options. Describe standard approach.				1					This can be accomplished using SunGard Public Sector Analytics.
Reporting	8.040	LETTER MERGE - Describe how to set up a template in Microsoft Office and merge with data from the system.	1								Microsoft Word templates can be easily set up to reference fields in TRAKIT.
Reporting	8.041	CONFIDENTIAL - Provide a list of standard confidentiality reports.				1					This can be accomplished using SunGard Public Sector Analytics. Additional information is required to confirm compliance.
Reporting	8.042	STANDARD REPORTS - Provide a list of standard reports.	1								Please refer to the list of TRAKIT standard reports following Exhibit A.
Reporting	8.043	EXPORTING - What are the different formats available for extracting data (e.g. Word, Excel, .pdf, etc.)?	1								This is standard out-of-the-box functionality within TRAKIT and users can generate Excel reports from searches performed through Advance Search. Additionally, end users who launch the standard reports can save these reports in various formats including XML, CSV, PDF, MHTML, Excel, TIFF File and Word.

SunGard Public Sector Analytics
 Permitting and Parcel Management Software
 Response ID: 16-208-019
 Exhibit C

#472-S1611
 Exhibit C

		County of El Dorado - Planning, Permitting and Parcel Management System												
		Functional Requirements												
Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, answers, or information regarding 3rd party software and/or modification costs must be provided in the Comments column. Blank rows will be scored as Not Available.														
Legend:														
Standard - Current		Available in current software release												
Standard - Configurable		Requires configuration												
Standard - Next Release		Guaranteed available in next release of software												
Report Writer		Report Writer function through Standard Reports or Ad Hoc Report Writer												
3rd-Party Application		Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.												
Custom Modification		Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation).												
Not Available		Not available in current or next release; interfaced/integrated third-party application or through custom modification.												
Application	Feature Number	Feature / Function / Capability					Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
General System		GENERAL SYSTEM												
General System	9.000	GENERAL SYSTEM												
General System	9.001	MULTI-USER ENVIRONMENTS - Ability to prevent any records from being deleted.											1	
General System	9.002	ACCESS - Ability for County employees to remotely access the system using web browser, mobile technology, tablet or other internet technology, with security access controls.					1							This is available through the recommended Web browser - Internet Explorer version 11.
General System	9.003	EMAIL INTEGRATION - Sending emails from system utilizing standard SMTP protocols with the ability to configure email by individual user.					1							
General System	9.004	MOBILE ACCESS - Ability to use mobile computers in the field with real-time access or offline.					1							
General System	9.005	WIRELESS PRINTING - Ability to print, on location, from wireless printers.					1							
General System	9.006	PRINT ATTACHMENTS - Ability to automatically print attached documents.					1							
General System	9.007	MOBILE PHOTO / DOCUMENT ATTACHING - Allow staff in the field to attach photos and documents to an inspection record in real-time using a laptop or other device such as smartphone or tablet.					1							
General System		FEATURES												
General System	9.008	COMPLIANCE - Compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), Subpart B, 1194.22 for all public web-based applications.											1	
General System	9.009	COMMON PARCEL/ADDRESS INFORMATION TO ALL APPLICATIONS - Ability to provide parcel/address information across all modules.					1							

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
General System	9.010	ATTACH PHOTOS, IMAGES, DRAWINGS, DOCUMENTS TO PARCEL - Provide capability to attach photos, images of final plan drawings, documents, etc., to a parcel, permit or project record.	1							
General System	9.011	CODES - Ability to add/change/delete any code, status, flag, etc. fields used to classify information.	1							
General System	9.012	CODES - All code, status, flag, etc. fields used to classify data must be in a selection type of field.	1							
General System	9.013	USER-DEFINED FIELDS - Ability to make user defined fields mandatory.	1							
General System	9.014	FINAL EDITS - Ability to perform editing prior to printing notices/letters, etc..	1							
General System	9.015	NOTIFICATION METHODS - Notification methods will include, at a minimum: fax, text, email, website updates and hard copy.	1							Fax and SMS text functionality are not supported directly from TRAKiT. Notification through website updates is supported for the public through the Web portal, eTRAKiT.
General System	9.016	ACCESSIBILITY - System is accessible by web-based browser interface.	1							This is available through the recommended Web browser - Internet Explorer 10 or 11.
General System	9.017	VALIDATION - System allows complete validation and editing of data at the point of entry.	1							
General System	9.018	VALIDATION - Required fields cannot be bypassed.	1							
General System	9.019	FORMS - User defined forms can be developed to automate repetitive tasks.	1							
General System	9.020	ORGANIZATION - Able to drag and drop files into folders.	1							Users can upload attachments to records within TRAKiT. Dragging and dropping of files into folders is a function of an County's document management solution.
General System	9.021	HELP - System should provide context-sensitive help throughout the system. Access to help should not interrupt the user if in the middle of a task.	1							SunGard offers context-sensitive help within TRAKiT to allow users to find an immediate resolution to a problem. Additionally, release notes for product updates can be viewed as well as eTraining tutorials.
General System	9.022	HELP - Help text must be able to be customized by a system administrator. Any customized help text must be able to be easily imported to a new version of the system after an upgrade.							1	
General System	9.023	HELP - Provide an online knowledge base to assist users with application use.	1							
General System	9.024	REPORT WRITER DATA DICTIONARY IDENTIFICATION - Capability to reference specific data items by field descriptive name (i.e., data dictionary field names and user-screen field names are the same).	1							TRAKiT is delivered with a data dictionary.

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
General System	9.025	NAVIGATION - System allows users to drill down into more detailed information	1							
General System	9.026	DIGITAL SIGNATURES - System allows for digital signature technology and proper authentication procedures.	1							Digital signatures are supported within the mobile suite, iTRAKiT, as well as through the third-party electronic plan review solution Bluebeam Revu. TRAKiT can integrate with a signature pad to accomplish this functionality. Please note, this may require additional costs depending on the desired hardware.
General System	9.027	DATE AND TIME STAMP NARRATIVE NOTES - Ability to date and time stamp each set of notes including user/username.	1							
General System		VIEW - Dashboard must be:								
General System	9.028	Available upon log in (home-screen)	1							
General System	9.029	Customized to role or user	1							
General System	9.030	Users have the ability to edit and save their own search parameters	1							
General System	9.031	Custom widgets (Favorites/Graphs/Lists)	1							
General System		FUNCTIONS								
General System	9.032	DOWNLOAD APPLICATION DATA THROUGH DESKTOP APPLICATIONS - Download to or access application data through desktop productivity tools such as spreadsheets, word processors, or report writers.	1							
General System	9.033	FORMATTING - Spell check applied to County identified fields.	1							This is supported through our Internet browser.
General System	9.034	FORMATTING - Text wrapping.	1							
General System	9.035	FORMATTING - Ability to "copy & paste" data into another field.	1							
General System	9.036	FORMATTING - Ability to "copy & paste" data into an external document.	1							
General System	9.037	TEMPLATES - Ability to achieve enhanced copying of permit/activities from master/template or other permits to allow staff to select which information is carried from one permit/activity to another. Copying must be customizable by permit type.	1							Permits can be copied and users can select which activities, i.e., review, inspections, contacts, etc., to copy to a new record. Enhanced copying of permit activities may require customization.
General System	9.038	ATTACHMENTS - System allows users to attach documents and/or files to projects, permits, parcels, records, pages, fields, etc.	1							
General System	9.039	ATTACHMENTS - System allows attachment of documents in all modules and formats (e.g., pdf, jpeg, Excel, Word, etc.)	1							

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
General System	9.040	ATTACHMENTS - Attachment of documents and notes has security capabilities (e.g., person B cannot delete an attachment that person A added)	1							This is available through the user rights that are associated with the user login.
General System	9.041	ATTACHMENTS - Ability to add hyperlinks to documents or files.	1							
General System	9.042	COMBINING FIELDS - Ability to combine fields in a single search (e.g., search by last name in owner field and contractor field).	1							This is available through the user-defined filters within the Advance Search function.
General System	9.043	EMAIL - Ability to generate email from within the application to parties included on the application or to other contacts, and to view the associated email correspondence from within the application.	1							TRAKiT supports email directly from a record to any associated contact that is defined on the record. Chronology can capture email activities that have been completed. An automatic copy of email content would require customization.
General System		RESPONSE REQUIRED - use additional pages as necessary								
General System	9.044	PCI COMPLIANCE - Application is subject to the payment card information data security standard (PCI-DSS). If not, please describe how payment card transactions are handled and what information is stored to allow reconciliation of payment card transactions.					1			Items 9.044 - 9.045: TRAKiT does not process, store, or transmit credit card information. All credit card transactions allowed by the County are processed through your third-party payment provider. PCI compliance is the obligation of that vendor.
General System	9.045	PCI COMPLIANCE - Application has been certified as meeting the Payment Application Data Security Standard (PA-DSS) by a Payment Application Qualified Security Assessor (PA-QSA). If not, please state when the vendor expects certification to be completed.					1			
General System	9.046	USER-DEFINED FIELDS - How many user defined fields are available?								User-defined fields are unlimited within the public portal, eTRAKiT.
General System	9.047	USER-DEFINED FIELDS - Where are user defined fields located?	1							All user-defined fields are configured by the System Administrator in the eTRAKiT Utilities and Maintenance module. No programming knowledge is required.
General System	9.048	SEARCH - How is data retrieved using a combination of fields?	1							This is available through the robust Advanced Search engine within TRAKiT.

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
General System	9.049	SEARCH - What techniques are available for narrowing a search (e.g., fuzzy logic, Soundex, etc.)?	1							TRAKiT provides robust search tools that include a wild card, global search function, and an advanced search engine.
General System	9.050	SEARCH - How is data retrieved using partial word searches?	1							This is available through a wild card search function that is part of the TRAKiT global search function.
General System	9.051	COMMENTS AND NOTES - Describe where comment and note fields can be located.	1							Numerous fields are available throughout TRAKiT to capture notes and comments. User-defined fields are also provided for the County to further define areas of data where comments or notes are required to be captured.
General System	9.052	REPORTS - Provide a list of dashboard reports for operations and management	1							TRAKiT provides numerous reporting tools. User defined dashboard reporting gadgets are available for each module. Additionally, centers are available for users to monitor department wide views of activities, inspections, reviews, and reported issues.
General System	9.053	DICTIONARY - Describe how the data dictionary is maintained and migrated to newer software versions.	1							SunGard will maintain the data dictionary and provide updates to the County within our secure client portal.
General System	9.054	CHANGE CONTROL OF IMPORTED PARCEL INFORMATION - Describe how change control for updates from the County Assessor and GIS Databases will be maintained.	1							This is available in the Site and Change log within the GeoTRAK module.
General System	9.055	DOCUMENT MANAGEMENT - Describe the electronic document management process.						1		TRAKiT supports attachments to any record in the system. Document management is a function of the County's document management solution. SunGard has experience integrating with various document management solutions.

Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.									
General System Sungard Public Sector LLC	9.056	SCREENS - How much customization of screens is available?	1							<p>TRAKiT is an out-of-the-box solution that is highly configurable to the County's business rules. Minimal customization is required; however, the data within TRAKiT is highly configurable. TRAKiT has been designed with the user in mind and created with a UI that easy to access and to train. There are custom screens available for the County to further define areas of data that need to be captured.</p>
General System	9.057	EXPIRATION DATES - Describe how expiration dates are handled and list all that are available.	1							<p>Expiration dates are available within PermitTRAK and ProjectTRAK. These dates can be triggered by County-defined workflow or via manual entry.</p>

		County of El Dorado - Planning, Permitting and Parcel Management System												
		Functional Requirements												
Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, answers, or information regarding 3rd party software and/or modification costs must be provided in the Comments column. Blank rows will be scored as Not Available.														
Legend:														
Standard - Current		Available in current software release												
Standard - Config		Requires configuration												
Standard - Next Release		Guaranteed available in next release of software												
Report Writer		Report Writer function through Standard Reports or Ad Hoc Report Writer												
3rd-Party Application		Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.												
Custom Modification		Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation).												
Not Available		Not available in current or next release; interfaced/integrated third-party application or through custom modification.												
Application		Feature Number	Feature / Function / Capability				Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answer
Citizen Portal		CITIZEN PORTAL												
Portal		10.000	General											
Portal		10.001	ACCESS - Ability to apply for permits, but require County verification before actual issuance.				1							
Portal		10.002	ACCESS - Ability to submit multiple documents, in any format, with or without an online permit application, project, code enforcement case, etc.				1							
Portal		10.003	ACCESS - Ability to view status of permit applications.				1							
Portal		10.004	ACCESS - Ability to view permit history.				1							
Portal		10.005	ACCESS - Ability to view status of inspections.				1							
Portal		10.006	ACCESS - Allow for Citizens to submit violation complaints via Internet.				1							
Portal		10.007	ACCESS - Allow all complaints to be entered but if outside the County's jurisdiction, ability to forward to appropriate authority.				1							
Portal		10.008	ACCESS - Information is posted in real-time.				1							
Portal		10.009	ACCESS - Ability to reply to public general information requests.				1							
Portal		10.010	ACCESS - Restrict download/copy of select online information.				1							
Portal		10.011	ACCESS - Ability to access client portal through a mobile web browser.				1							

Portal	10.012	ACCESS - Ability to access client portal through a mobile application.	1								
Portal	10.013	DETAIL - Ability to drill-down on selected spatial data.	1								
Portal	10.014	PROPERTY TYPE ALERTS - Ability for system to alert users that a property is in special zones when viewing property information (e.g., flood plain, liquefaction, high-fire zones, earthquake faults, redevelopment areas, special housing, special plan areas, etc.).	1								
Portal	10.015	DISCLAIMER - Ability to display code section 09.02.70 Confidentiality Statement or any other disclaimer on applicable screens and reports.	1								
Portal	10.016	ENCRYPTION - All data transmitted online must be encrypted and/or secured at the industry standard level.	1								eTRAKiT can be run using SSL.
Portal	10.017	COMPLIANCE - Compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), Subpart B, 1194.22 for all public web-based applications.							1		
Portal		RESPONSE REQUIRED - use additional pages as necessary									
Portal	10.018	NOTIFICATION - Describe your client notification process.	1								This is standard functionality. Notification letters, email, and other consolidated communications can be launched directly from within TRAKiT through Microsoft Word Mail Merge. Standard forms and reports are also provided.

Exhibit C

Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Sungard Public Sector LLC Portal	10.019	PAYMENT - Describe the client experience for paying fees online.	1						eTRAKiT enables access by your citizens via the Web. Contractors and applicants can obtain current permit, project, case, or licensing information. Inspection requests, permit applications, license registration, plan submittals, fee collections, and complaints can all be submitted online.
Portal	10.020	ACCESS - Describe the client experience for setting up a log-in account.	1						eTRAKiT is the public facing Web portal for citizens and contractors. This site can be accessed through the following recommended Web browsers: Microsoft Internet Explorer 9.0 and higher; Safari 3.0 and higher, and Google Chrome.

<p>Sungard Public Sector LLC</p> <p>Portal</p> <p>Page 95 of 154</p>	<p>10.021</p>	<p>REPORTS - Describe the client process for generating ad hoc reports.</p>	<p>1</p>						<p>The proposed SunGard Public Sector Analytics allows you to report on any data in the system. Numerous standard reports are included with the solution. If an existing report does not match your requirements, many reports can be easily modified or you can create a new report. Training on report writing is provided.</p> <p>Additionally, the ability to create Microsoft Excel reports or Word Mail Merge is easily accomplished without any special training.</p>
<p>Portal</p>	<p>10.022</p>	<p>MONITORING - Describe how the client can monitor the progress of their permit, project, code enforcement action, request, etc.</p>	<p>1</p>						<p>TRAKiT provides a public-facing portal for viewing the status and additional information for permits, projects, and code cases.</p>

[illegible]

		County of El Dorado - Planning, Permitting and Parcel Management System Functional Requirements														
Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, answers, or information regarding 3rd party software and/or modification costs must be provided in the Comments column. Blank rows will be scored as Not Available.																
Legend:																
Standard - Current		Available in current software release														
Standard - Config		Requires configuration														
Standard - Next Release		Guaranteed available in next release of software														
Report Writer		Report Writer function through Standard Reports or Ad Hoc Report Writer														
3rd-Party Application		Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.														
Custom Modification		Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation).														
Not Available		Not available in current or next release; interfaced/integrated third-party application or through custom modification.														
Application		Feature Number	Feature / Function / Capability						Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Plan Check			PLAN CHECK													
Plan Check		11.000	General													
Plan Check		11.001	ELECTRONIC PLAN REVIEW - Capable of receiving plans electronically with application submission.										1			Items 11.001 - 11.004: This is available with the proposed Revu application from Bluebeam software. Pricing is included in Section I - Cost Proposal.
Plan Check		11.002	ELECTRONIC PLAN REVIEW - Capable of online plan review with ability to markup plans and add comments.										1			
Plan Check		11.003	ELECTRONIC PLAN REVIEW - Capable of returning marked up plans electronically to the customer.										1			

Plan Check	11.004	ELECTRONIC PLAN REVIEW - Must maintain version control of all documents throughout the entire review process.					1			
Plan Check	11.005	STANDARD COMMENTS - Allow for user-defined table of standard comments that can be accessed and inserted during plan review.	1							
Plan Check	11.006	COMMENTS - Reviewers can pin-point comments on the plans at a specific desired location.					1			This is available with Revu from Bluebeam. Pricing is included in Section I - Cost Proposal.
Plan Check	11.007	COMMENTS - Ability to export comments into a formatted template or user-defined document.	1							
Plan Check	11.008	CORRECTIONS - Before and after corrections are easily identified with callouts, color and bubble marks.					1			Items 11.008 - 11:011: This is available with Revu from Bluebeam. Pricing is included in Section I - Cost Proposal.
Plan Check	11.009	CORRECTION NOTICE COMMENTS - Ability to combine all plan review comments and correction requirements into a single correction notice.					1			
Plan Check	11.010	COMMENTS & ATTACHMENTS - Ability to enter plan check comments and attachments directly into building permit software.					1			
Plan Check	11.011	EDITABLE COMMENT REVIEW LETTERS - Ability to create editable comment/review letters segregated by department review comments.					1			
Plan Check	11.012	COMBINED COMMENT LETTERS - Ability to combine department comment letters with permit or other documents.	1							

Sungate Public Section LLC
Plan Check
Plan Check
Plan Check
Plan Check
Page 99 of 154
Plan Check
Plan Check
Plan Check
Plan Check
#7-2-S165 Exhibition
Plan Check
Plan Check

Plan Check	11.027	RULES - Branching and decision logic is based on the data involved and on the user performing the action.	1							
Plan Check	11.028	NOTIFICATION - Event driven notification of process events, including e-mail and/or other web-based notification.	1							
Plan Check	11.029	NOTIFICATION - Field driven notification of process events, including e-mail and/or other web-based notification.	1							
Plan Check	11.030	NOTIFICATION - Ability to send automated notifications to other departments and applicants simultaneously.	1							
Plan Check	11.031	VIEWS - Multiple plans, documents and file formats can be viewed at the same time.				1				Items 11.031 - 11.043 can be accomplished using the proposed SunGard Public Sector Analytics ad hoc report writing tool.
Plan Check	11.032	VIEWS - Ability to view alternate layers, versions and history during plan check.				1				
Plan Check	11.033	STAMPS - Approval stamps can be applied on single pages and in bulk for a specified range of pages.				1				
Plan Check	11.034	STAMPS - Approval stamp(s) must be secure and NOT able to be copied.				1				
Plan Check	11.035	STAMPS - Approval stamp(s) must be customizable for each department.				1				
Plan Check	11.036	TRACKING - Ability to track plan review cycle times.				1				
Plan Check	11.037	TRACKING - Ability to track number of plan cycles.				1				
Plan Check	11.038	TRACKING - Ability to track date when applicants are notified of status updates.				1				
Plan Check	11.039	TRACKING - Ability to track different versions of the same edited plan.				1				
Plan Check	11.040	CHECKLIST - Ability to create ad-hoc plan check checklist tasks.				1				
Plan Check	11.041	CHECKLIST - Ability to generate standardized checklists based on various criteria.				1				
Plan Check	11.042	META-DATA - Ability to sort drawing sheets by meta-data such as drawing type (e.g., architectural, engineering, etc.).				1				

Plan Check	11.043	META-DATA - Ability to generate reports/searches/queries using meta-data.				1				
Plan Check	11.044	CONDITIONS OF APPROVAL - Ability to apply project-specific conditions of approval to each address, property, parcel, situs, etc. within that project.	1							
Plan Check	11.045	CONDITIONS OF APPROVAL - Allow conditions of approval to be entered and maintained by multiple departments.	1							
Plan Check	11.046	HISTORY - Ability to show all permit history by address when entering application information.	1							

Plan Check		RESPONSE REQUIRED - use additional pages as necessary							
Sungard Public Sector LLC									Plan review workflow is managed through the ProjectTRAK module. Reviews are integrated within each project, allowing for multiple reviews to be assigned, scheduled, and reviewed simultaneously. The electronic plan review tools provided would be through the proposed third-party electronic plan review tool - Revu. All mark ups, redlines, and comparison tools are provided within this product.
Plan Check	11.047	ELECTRONIC PLAN REVIEW - Describe how the document change control process is managed.	1						
Page 102 of 154									

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

<p>Sungard Public Sector LLC</p> <p>Plan Check</p> <p>Page 103 of 154</p>	<p>11.048</p>	<p>WORKFLOW - At what levels can workflow rules be set (e.g., role, position, department)?</p>	<p>1</p>						<p>TRAKiT is a type-driven application. Workflow is configured down to the type and subtype records (i.e., permits, projects, code cases). Workflow is determined by the County's business rules. The County can define what rules will be configured for each type including what reviews, fees, inspections, and other business rules are triggered upon creation. The County can also define user rights on an individual or group basis.</p>
<p>Plan Check</p> <p>#472-S1611</p> <p>Exhibit C</p>	<p>11.049</p>	<p>WORKFLOW - If multiple agency approvals are needed how is this accomplished?</p>	<p>1</p>						<p>This is available through the agency defined workflow on the type or subtype of the Permit or Project.</p>

Plan Check Standard Public Sector LLC	11.050	WORKFLOW - How are partial approvals handled to allow some workflow to continue (e.g., issuance of foundation permit)?	1							Through the status on a review or a inspection. Inspections also provide a sequencing tool.
Plan Check	11.051	STAMPS - How are professional and County stamps applied?								This is available through the third-party electronic plan review tool, Bluebeam Revu.
Plan Check	11.052	PARENT/CHILD - Supports parent/child relations for projects and sub-projects. List any limitations.	1							This is standard functionality within TRAKiT.
Plan Check Page 104 of 154	11.053	META-DATA - What meta-data elements are captured?							1	More details are needed to understand the full scope of this requirement.
Plan Check	11.054	CONDITIONS OF APPROVAL - Describe how the various conditions of approval and mitigation measures are managed.	1							TRAKiT provides the ability for the County to set workflow rules associated with conditions that are placed on a review within ProjectTRAK.

Sungard Public Sector LLC Plan Check	11.055	TECHNOLOGY - What technology is available to ensure the hardcopy construction documents are the latest agency approved version?	1						TRAKiT provides out of the box functionality for the County to track the physical location of hard copies of plan sets. This information can be viewed directly from the permit or project the plan sets are associated with by the end users.
Page 105 of 154 Plan Check	11.056	MASTER PLANS - How are master plans processed?	1						This is standard functionality within ProjectTRAK and PermitTRAK through parent/child relationships. Plans sets are saved as attachments to the project or permit record as defined by the County's business rules.
#472-S1611 Exhibit C Plan Check	11.057	CALCULATIONS - How to manage square footage calculations for occupancy, uses, coverage, TRPA regulations, etc.?				1			Bluebeam Revu provides a number of robust calculation, measurement, and calibration tools.

		County of El Dorado - Planning, Permitting and Parcel Management System Functional Requirements											
Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, answers, or information regarding 3rd party software and/or modification costs must be provided in the Comments column. Blank rows will be scored as Not Available.													
Legend:													
Standard - Current	Available in current software release												
Standard - Configur	Requires configuration												
Standard - Next Re	Guaranteed available in next release of software												
Report Writer	Report Writer function through Standard Reports or Ad Hoc Report Writer												
3rd-Party Applicati	Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.												
Custom Modificati	Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation).												
Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.												
Application Page 106 of 154	Feature Number	Feature / Function / Capability				Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers
Integration - Interface	12.000	Integration - Interface - Conversion											
Integration - Interface	12.001	STATE LICENSES BOARD - Integrate permit application with the California Contractors State License Board and populate fields in permit module (e.g. contractor licenses, license status, insurance, bond, etc.).				1							TRAKiT uses Web services to communicate with the CSLB system.

Integration Interface	Sungard Public Sector LLC	12.002	STATE ENGINEERS BOARD - Integrate permit application with the California Professional Engineers Board and populate fields in permit module (e.g. licenses, license status, insurance, etc.).						1	For items 12.002 - 12.004: TRAKiT can integrate with third-party sites via Web services. SunGard has experience integrating to the CSLB with numerous clients. Depending on the scope of this requirement, custom integration can be provided assuming the Board provides a public facing web service. More information is needed to determine the full scope of these requirements.
Integration Interface	Page 107 of 154	12.003	STATE LAND SURVEYORS BOARD - Integrate permit application with the California Land Surveyors Board and populate fields in permit module (e.g. licenses, license status, insurance, etc.).						1	
Integration - Interface	#472-S1611 Exhibit C	12.004	STATE ARCHITECTS BOARD - Integrate permit application with the California Architects Board and populate fields in permit module (e.g. licenses, license status, insurance, etc.).						1	

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Integration - Interface	Standard Public Sector	12.005	COUNTY ASSESSORS - Ability to access County Assessor records directly from within the application.	1							An update routine is configured and scheduled based on the County's business rules. An import procedure from the County Assessor system generates updates to TRAKiT's land management module, GeoTRAK.
Integration - Interface	LLC	12.006	COUNTY TAX COLLECTOR - Ability to access County Tax Collector records directly from within the application.							1	Items 12.006 - 12.007: More information is needed to determine the full scope of this requirement. There are numerous ways in which this requirement can be fulfilled.
Integration - Interface		12.007	COUNTY SURVEYOR - Ability to access County Surveyor records directly from within the application.							1	Additional discovery is required to provide a cost estimate.

<p>Sungard Public Sector LLC</p> <p>Integration - Interface</p> <p>Page 109 of 154</p>	12.008	COUNTY FINANCIAL SYSTEM - Ability to access records directly within the application.							1	<p>Items 12.008 - 12.011: TRAKiT interfaces with numerous financial solutions. Imports that update the system are typically done by importing the data into SQL Server, then running either a scheduled stored procedure or a user-initiated script that can be run from the reports menu. There is a standard export function within TRAKiT that allows virtually any information to be exported into almost any file format (i.e., ASCII, Excel, etc.). Many agencies use this feature to batch export information from TRAKiT's cashiering system to the finance application. For central cashiering, TRAKiT has a tool that allows the cashiering system to query our tables for a certain records to see what fees are due. Once the payment is made in the cashiering system, the records are marked as paid in TRAKiT. This prevents duplicate data entry.</p> <p>Pricing for custom interfaces is included in this proposal.</p>
	12.009	GENERAL LEDGER - Ability to generate journal entries to the general ledger for any invoices generated and revenues received, including all fees and credits.	1							
	12.010	ACCOUNTS RECEIVABLE - Provide for receipt validation of Accounts Receivable accounts.	1							
	12.011	ACCOUNTS PAYABLE - Provide integration with accounts payable for deposit account refund payments.	1							

Integration Interface	12.012	MICROSOFT OFFICE - Provide integration to Microsoft Office for word processing, spreadsheets, presentations, database management, etc.	1							TRAKiT is a Microsoft Certified product and integrates with Microsoft Outlook, Word, and Excel.
Integration Interface	12.013	ESRI / ArcGIS 10.1 - Provide integration for situs addresses, parcel information, jurisdictional layers, parcel constraints, parcel base, aerial/imagery and all other existing GIS layers managed by the County Surveyor's Office.	1							This is standard functionality with GIS integration. TRAKiT supports integration with Esri ArcGIS Server 10.1 and above. You must have a standard ArcGIS Engine license.
Integration Interface	12.014	WEBXTENDER - Ability to convert scanned data.							1	This is not standard functionality within TRAKiT. More details are needed to understand the full scope of this requirement.
Integration Interface	12.015	GOOGLE - Interface for use of calendars, Gmail and maps.							1	TRAKiT provides the ability to interface with Google Maps street view, bird's eye, and Earthviewers within the GIS Map Viewer. Integration with Google for calendars is not currently supported. TRAKiT relays all emails through an SMTP server. Any SMTP server can be used. Additional information is required to determine the scope of the requirements.
Integration - Interface	12.016	ENVISION - Interface for septic and sewer data.							1	Items 12.016 - 12.017: More details are needed to understand the full scope of these requirements.
Integration - Interface	12.017	LEGISTAR - Interface for Board and Planning Commission calendars and agendas.							1	
Integration Interface	12.018	CREDIT/DEBIT CARD - Ability to process credit, debit and e-check payments.	1							This is standard functionality. All credit card transactions, if allowed, will be processed only by a third-party payment portal, such as PayPal, bank, or other vendor contracted by the County.

Planning and Permitting and Parcel Management Software
 Exhibit C
 RFP #18-20-019
 Page 110 of 154

Integration - Interface		RESPONSE REQUIRED - use additional pages as necessary								
Integration - Interface Sungard Public Sector LLC Page 111 of 154	12.019	ELECTRONIC DOCUMENT MANAGEMENT SYSTEM - Identify which Electronic Document Management System is used.						1		<p>TRAKiT has integrated with numerous electronic document systems. More information is needed regarding the County's electronic document management system (EDMS) of choice. The following are examples of a common EDMS integrations:</p> <p>1. Using the Imaging Link standard record information to be passed into any EDMS allowing the application to open the proposed attachments. This requires that the EDMS system have a Web interface.</p> <p>2. SunGard can create a link from the TRAKiT attachments to the County's current document management system. This allows users to select attachments from TRAKiT and add them/transfer them into the EDMS system. This option requires customization to which SunGard can provide quote for upon request.</p>
Integration - Interface	12.020	ELECTRONIC PLAN CHECK SYSTEM - Identify which Electronic Plan Check System is used.					1			<p>This is provided with the proposed Revu application from Bluebeam software. Pricing is included in Section I - Cost Proposal.</p>

<p>Sungard Public Sector LLC</p> <p>Integration Interface</p>	<p>12.021</p>	<p>IVR - Ability to integrate with an interactive voice response system for inspection scheduling, status updates, and payments, at a minimum. Please list IVR partners.</p>	<p>1</p>							<p>SunGard can interface with most IVR solutions for applicants to request inspections via telephone. Some of the vendors we partnered with include Selectron and Teleworks. Additionally, SunGard offers an IVR module within the TRAKiT suite, VoiceTRAKiT. A payment option is not available within VoiceTRAKiT.</p>
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		County of El Dorado - Planning, Permitting and Parcel Management System Functional Requirements																	
Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, answers, or information regarding 3rd party software and/or modification costs must be provided in the Comments column. Blank rows will be scored as Not Available.																			
Legend:																			
Standard Current		Available in current software release																	
Standard Configur		Requires configuration																	
Standard Next Rel		Guaranteed available in next release of software																	
Report Writer		Report Writer function through Standard Reports or Ad Hoc Report Writer																	
3rd-Party Application		Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.																	
Custom Modification		Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation).																	
Not Available		Not available in current or next release; interfaced/integrated third-party application or through custom modification.																	
Application		Feature Number	Feature / Function / Capability								Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answers	
GIS		13.000	GIS INTEGRATION																
GIS		13.001	INTERFACE - Interface to GIS mapping products that support ESRI formats.								1								TRAKiT supports integration with ArcGIS Server 10.1 and above
GIS		13.002	INTERFACE - Ability to find any parcel on a map by address or parcel number and drill down to all related information, flags, permits, documents, photos, conditions, GIS layers, etc.								1								
GIS		13.003	INFORMATION FROM MAP - Ability to select a parcel or group of parcels from a GIS map and drill-down to detailed information.								1								
GIS		13.004	INFORMATION FROM TABLE - Ability to select a parcel or group of parcels from a GIS map and display data in a table format.								1								
GIS		13.005	VIEW MASTER RECORD LOCATION INFORMATION ON MAP - Ability to view a map by location for a planning project, permit, inspection, code enforcement case, etc..								1								

Standard Public Section

Page 13 of 154

#472-S1611

Exhibit C

Planning, Permitting, and Parcel Management Software

Response to RFP #16-208-019

Exhibit C

GIS	Sungard Public Sector LLC	13.006	VIEWING ACTIVITY ON MAP - Provide the ability to display locations on an interactive map by activity type/status (e.g., permits by status [open/closed, type], planning project, code cases [open/closed, type], etc.).	1								
GIS		13.007	BUFFERING - Ability to select based on a buffer feature on the map.	1								
GIS		13.008	LOCATION SEARCHES - Ability to search for locations by anything on the map: an address, a location, a name, an intersection, a customer account number, parcel number, etc.	1								
GIS		13.009	QUERYING DATABASE ATTRIBUTES - Provides ability to generate user-defined maps showing any queried parcel attributes.	1								
GIS		13.010	BI-DIRECTIONAL INTERFACING - Interface between GIS and other vendor modules should be bi-directional.	1								
GIS		13.011	BI-DIRECTIONAL INTERFACING - The ability to query, view, and interact with location data with a spatial location and display them in a GIS viewer.	1								
GIS	Page 114 of 154	13.012	GIS DATA SYNCHRONIZATION - Provides ability to synchronize any changes from GIS to update related parcel/location data.	1								This is supported through TRAKiT's GeoTRAK update routine. Any updates made within the County's GIS are updated and reflected within the land record in GeoTRAK.
GIS		13.013	PROPERTY DESIGNATIONS - Ability to manage unlimited property designations and restrictions.	1								
GIS		13.014	ZONING INFORMATION - Provide for the inclusion of multiple pieces of zoning information by parcel.	1								
GIS		13.015	GENERAL PLAN INFORMATION - Ability to include multiple land use and overlay designations per parcel.	1								
GIS		13.016	COORDINATES - Ability to associate latitude and longitude to a project, location, point, line, etc.	1								
GIS	#472-S1611	13.017	COORDINATES - Must be able to interpret latitude and longitude to local state plan coordinates.	1								
GIS	Exhibit C	13.018	INQUIRY - Provide the capability to query acreage, parcel numbers, project/case numbers, etc., for specific geographic areas.	1								
GIS		13.019	GIS MAP INQUIRY - Ability to plot geographic planning on the map including all associated parcels.	1								

Sungard Public Sector LLC	13.020	META-DATA - Ability to generate reports using meta-data.	1							There are several ways to accomplish this type of functionality. More information is needed to provide a specific response.
GIS		RESPONSE REQUIRED - use additional pages as necessary								
GIS	13.021	META-DATA - What meta-data elements are captured?	1							Most meta data is captured by the geo update routine and can be configured to the County's specifications. Other meta data can be brought into TRAKiT using Spatial Connect. All meta data can be viewed in the TRAKiT map at any time.
GIS	13.022	POSITIONING COORDINATES - How does the system use GPS coordinates?	1							TRAKiT GIS map viewer uses lat/long coordinates.
GIS	13.023	DISPLAY MAP - How flexible is the symbology?	1							TRAKiT GIS provides symbology tool to allow the County to define how plotted TRAKiT data is represented on the GIS Map.
GIS	13.024	BUFFERING - How do the results of buffering and searching initiate a workflow?	1							Workflow is initiated by the user once the search results from a buffer are generated.

GIS	Sungard Public Sector LLC	13.025	BUFFERING - How can the results of buffering be used?	1							Users can use the results of buffering from the built in GIS map viewer to apply restrictions, export land data into a report, associate attachments to all sites, to add records to all sites, as well as to generate mass letter notifications.

EXHIBIT A - FUNCTIONAL REQUIREMENTS

County of El Dorado - Planning, Permitting and Parcel Management System		Functional Requirements																					
Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, answers, or information regarding 3rd party software and/or modification costs must be provided in the Comments column. Blank rows will be scored as Not Available.																							
Legend:																							
Standard - Current		Available in current software release																					
Standard - Configurable		Requires configuration																					
Standard - Next Release		Guaranteed available in next release of software																					
Report Writer		Report Writer function through Standard Reports or Ad Hoc Report Writer																					
3rd-Party Application		Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.																					
Custom Modification		Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation).																					
Not Available		Not available in current or next release; interfaced/integrated third-party application or through custom modification.																					
Application		Feature Number	Feature / Function / Capability	Standard - Current	Standard - Configurable	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments or Answer												
Security		14.000	SECURITY																				
Security		14.001	PERSON/ENTITY - Ability to maintain central person/entity record identification information throughout all modules.	1																			
Security		14.002	SINGLE SIGN-ON - ACTIVE DIRECTORY - Support of Single Sign-on and Active Directory.						1		Integration using Active Directory for authentication is available as a standard configuration option. Single sign on is not currently supported. Additional discovery is required to confirm costs; however, an estimate for the single sign on customization is \$12,500.												
Security		14.003	SECURITY ACCESS AUDIT TRAIL - Maintain the date of last password change for each user.						1		This requires a customization. Additional discovery is required to provide a cost estimate.												
Security		14.004	PASSWORD RECOVERY - Provide users self-password recovery capability.	1																			
Security		14.005	PASSWORD ENCRYPTION - Provide password encryption.	1																			
Security		14.006	RESTRICT SECURITY ACCESS OF SELECTED TRANSACTIONS - Restrict entry of certain transactions by user ID.	1																			

EXHIBIT A - FUNCTIONAL REQUIREMENTS

Security	14.007	CREATE SECURITY PROFILE BY COPYING EXISTING PROFILE - Allow creation of new user rights by copying another user's right levels with the ability to modify the rights.	1								
Security	14.008	SECURITY ACCESS CONTROL - Assign view only access to specific user profiles.	1								
Security	14.009	SECURITY ACCESS CONTROL - Restrict view to confidential information but provide full add/change/delete capabilities to other information by user profile.	1								
Security	14.010	SECURITY ACCESS - Ability to update and inquire within the program into any record, provided user has the proper authorization.	1								
Security	14.011	SENSITIVE INFORMATION - System will mask user identified sensitive information.	1								Certain fields such as FEIN and SSS numbers can be masked.
Security		SECURITY ACCESS - Able to provide security at the following levels:									
Security	14.012	Enterprise	1								
Security	14.013	Department/Agency	1								
Security	14.014	Division	1								
Security	14.015	Role/Position	1								
Security	14.016	User	1								
Security		SECURITY ACCESS - Security settings can be set for:									
Security	14.017	Global	1								
Security	14.018	Module	1								
Security	14.019	Screen and menu							1		
Security	14.020	Report	1								
Security	14.021	Record							1		
Security	14.022	Field							1		
Security		ACCESS - System administrator can set a user security profile to define a user's authorization to:									
Security	14.023	Log on	1								
Security	14.024	Add data	1								
Security	14.025	Delete data	1								
Security	14.026	Change data	1								
Security	14.027	View data	1								
Security	14.028	AUDIT - Audit trail of all changes to file (changed from, date/time stamp, user that changed record).	1								
Security	14.029	RECORD RETENTION - Ability to allow the County to define record retention periods, specific to individual record categories.	1								

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

EXHIBIT A - FUNCTIONAL REQUIREMENTS

Security	14.030	ENCRYPTION - All data is encrypted when accessed via the Internet or Intranet.	1								
Security	14.031	AUTO-SAVE - System auto saves reviewed and marked up documents.	1								This is available through the proposed third-party electronic plan review tool, Revu.
Security	14.032	TIME-OUT - System disconnects or locks out user session during designated periods of inactivity.	1								
Security		RESPONSE REQUIRED - use additional pages as necessary									
Security	14.033	GENERAL SECURITY FEATURES - How is data integrity maintained?	1								<p>TRAKIT is an integrated land management solution where data is tracked and linked to the records that the County is managing. The TRAKiT software platform uses Microsoft SQL Server as the backend database. This gives you a high degree of flexibility for incorporating SunGard's software into your existing backup and recovery procedures. The software and user configurations are stored in standard Windows directories and can easily be incorporated into nightly snapshots and/or backup routines.</p>

Planning & Engineering
 SunGard's software
 16-208-019-A
 Exhibit A
 Management Software

#472-S1611
 Exhibit C

Sample Reports

TRAKiT comes with numerous standard reports to meet the County's reporting needs. Many reports can be easily modified or new reports can be created with SunGard Public Sector Analytics. New reports are frequently added and provided to clients based on demand.

SunGard offers classes to agencies in report writing to teach the administrators and staff how to create and/or modify reports within the TRAKiT system.

Below is a sample listing of the standard and most commonly requested reports TRAKiT includes.

Accounting / Finance Reports



- Fees Paid by Module by Account
- Summary of Case Fees Paid by Account
- Summary of Permit Fees Paid by Account
- Summary of Project Fees Paid by Account
- Detailed Payments
- Account Activity Summary
- Account Activity by Module
- Payments by Cashier
- Outstanding Permit Fees
- Outstanding Project Fees
- Outstanding Case Fees
- Outstanding License Fees
- Payments by Account by Module
- Payments by Pay Method
- Payments by Account by Prefix
- Payments by Receipt Number
- Payments by Record Number
- Refunds by Date
- Permit Payments of Selected Fee

PermitTRAK Reports



- Permit Inspections
- Permit Audit History
- Building Permit
- Permit Reviews
- Permit Inspections
- Permit Conditions
- Permit Actions
- Permit Details
- Permit Tree
- Permits About to Expire
- Permits Issued with Fees & Values

Permits Issued with Fees Values & Addresses
Permits Applied
Permits Approved but not Issued
Permits Finaled
Permits Expiring but not Finaled
Permits Finaled with Fees and Values
Permits Issued
Permits Issued - Prefix
Permits Issued - Status
Permits Issued - Additional Info
Permits Issued with Contacts
Permits Issued - Summary by Type
Permits Issued -Summary by Values
Outstanding Permit Reviews
Permits Issued But NOT Yet Finaled or Expired
Permits Applied But NOT Approved
Permit Routing Report
Permits Applied with Aging
CA SMIP Residential Summary
CA SMIP Commercial Summary
Permit Routing Report - Selected Review Types

Inspection Reports

Inspections Requested
Inspection Totals by Inspector
Inspection Totals Completed by Type
Inspection Activity-History Report
Inspection Result Log
Inspection Results by Inspection Type
Inspections Requested (Sort)
All Inspections Not Yet Completed
Average Inspection Duration



Plan Review Reports

Plan Location Assigned but Finaled or Closed
Plan Location by Address
Plan Location by Location Number`



ProjectTRAK Reports (Projects)

Projects About to Expire
Projects Approved
Project Detail by Planner Status and Date
Projects with Selected Action Type
Projects by Status and Date
Projects by Type and Date
Project Audit History
Project Conditions
Project Reviews
Project Inspections
Project Actions
Project Tree
Project Details
All Inactive Projects
Projects by Planner and Status
Projects with Chronology Action
Projects by Type and Status
Projects Approved by Status
Projects Approved by Prefix
Projects by Type Status and Date
Parent and Sub Projects
Outstanding Project Reviews
Project Routing Report

GeoTRAK

Geo Details
Geo Tree
LandTrak Activity Log

CodeTRAK Reports (Code Enforcement)

Active Cases
Chronology by Officer and Type
Open Cases by Duration and Type
Closed Cases by Duration and Type
Case Violations
Case Inspections
Case Actions
Case Details
Case History
Cases to be Followed Up
Cases Closed by Officer
Cases Opened by Officer



Cases Opened by Type
Cases Opened by Type and Status
Cases Opened by Type Summary
Cases Opened by Type and Officer
Violation by Violation Type
Violation by Case Number
Cases Closed by Type

AEC TRAK Reports (Contractors)

AEC Details
AEC Tree
Contractors about to Expire
Contractors with Permit Issued
Contractor History Report
All Contractors
All Contractors – Mailing Labels



LicenseTRAK Reports (Occupational Licensing)

License Audit History
Active Licenses
Active Licenses by Type
License Actions
License Conditions
License Inspections
License Reviews



System Reports

Fee Schedule Report
Fee Audit History
All User Privileges
Inspection Schedule Report
User Name Report
Type Setup Report
Type More Info Setup Report
Activity Summary



CRM TRAK

Advanced Isssue Query
All Issues Opened
All Issues Closed - Prefix
All Outstanding Issues by User
All Issues - Address
All Issues - Complainant
All Issued Opened by Type Subtype and Prefix
Sungard Public Sector LLC

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Bonds

Bonds Expiring but not Released

Charts

Projects Applied for by Type

Permits Applied for by Type

Projects Approved by Type

Permits Issued by Type

Fees Paid by Month

Inspections Completed or Requested by Inspector



TimeTrak

All Postable Hours by User Name

Billable Hours by Record Number

Billable Hours by User Name

Timesheet Overview by Record Number

Timesheet Overview by User Name



F. Database Software

TRAKiT runs on a standard, open-architecture, Microsoft SQL Server database built using ASP .NET, JavaScript, and HTML. The use of industry standard technology helps decrease complexity and increase usability for your staff, including IT and end users. By using Microsoft .NET technology, the system provides a friendly, user interface and employs basic functionality that you expect from Windows-based programs.

Because TRAKiT is built with a single, integrated, relational database, you can report on virtually any information in the system using the proposed SunGard Public Sector Analytics ad hoc report writer. Additionally, TRAKiT's Microsoft SQL backend database gives the County a high degree of flexibility for incorporating SunGard's software solution into your existing backup and recovery procedures.

SunGard consults with customers to determine the best features to offer. The most requested response is the ability to see information from a single screen. Based on this information, TRAKiT allows you to manage all development activities, such as permits, projects, land management, code enforcement, licensing, and inspections, directly from the GIS map viewer or GeoTRAK land record.

For management of system setup changes, the Web-based Utilities and Maintenance module is included with the solution. This allows your System Administrators to configure the system without the assistance of SunGard staff. You can adjust processes, fee schedules, security, and numerous other configuration options as your business processes change over time. Server side scripting is available for modifying workflow. TRAKiT also provides a JavaScript REST API that your IT staff can use to create widgets for the user Workspace.

In the premise-based option, System Administrators receive training from SunGard on database maintenance using the proposed Utilities and Maintenance module. The database manufacturer also provides standard database maintenance tools.

For the Horizon Cloud Services option, we employ professionally trained system and database administrators to manage the database at our data center.

G. Third-Party Products/Optional Software

Third-Party Software

In order to provide the County of El Dorado a complete solution, this proposal includes Revu, the electronic plan review software from our third-party partner—Bluebeam. As an authorized reseller of Revu, this product is included in SunGard's contract. SunGard entered into this agreement with Bluebeam software in April of 2015.

Revu gives you the power to turn Microsoft Office documents and CAD drawings into PDFs for online plan review. You can collaborate on documents in real-time, including editing and markup, with this easy-to-use desktop PDF editor.

Revu includes the following features:

- Redline PDFs with customizable markup tools
- Save custom markups in the Tool Chest for easy reuse
- View recent PDFs and pin files to custom categories
- Filter, organize, and export tracked annotations in the markups list
- Upload unlimited files to the Cloud and sync PDFs locally for offline editing
- Collaborate on PDFs in real time with shared markups and comments
- Markup and manipulate 3D PDFs

Pricing for additional interfaces can be provided upon request.

Optional Software

The following TRAKiT modules are included in Section I Cost Proposal as optional. Please refer to Section E Response to Scope of Work for additional details.

- GIS
- eTRAKiT
- iTRAKiT/MobilePDA
- VoiceTRAKiT IVR
- CivicTRAK

H. Maintenance Program

Upon execution of a Software License Agreement, support begins and remains in place as long as the County remains active on maintenance. SunGard recognizes that our customers' satisfaction and the quality of the services provided are a direct reflection on our software and services. SunGard is committed to partnering over the long term to ensure the County's goals and expectations are met with the implementation of your new system and ongoing throughout our relationship.

Telephone Support

Toll-free help desk support is available Monday through Friday from 8:00 a.m. to 5:00 p.m., excluding holidays, based on your local time zone to answer or respond to your calls and Web portal inquiries. The Help Desk takes problem reports and inquires during these hours.

SunGard provides after-hours support for various client activities that involve professional or computer services. We provide after-hours support on a time and materials basis outside of the regular maintenance contract.

SunGard provides the same level of support to all of our clients. One of the factors for the choice of our product at numerous agencies is our excellent support program.

Upgrades and Product Enhancements

The Software License and Service Agreement guarantees one release annually. However, SunGard releases a TRAKiT update about every three to four months. All customers with a current maintenance agreement receive updates at no additional cost. SunGard transfers the latest release along with the documentation to a password-protected area on our website where you download the latest version. If the County selects the hosted option, SunGard manages both the application and system software updates on the County's behalf.

The table below contains the historical frequency of updates. These are full-system updates that affect all modules in the TRAKiT system.

Version	Release Date
9.3.1.19	May 11, 2015
9.3.0.13	February 20, 2015
9.3.0.8	December 19, 2014
9.2.11	August 20, 2014
9.2.0.7	May 22, 2014
9.1.7.8	January 6, 2014
9.1.6.3	October 22, 2013
9.1.3.3	July 30, 2013
9.1.2.3	June 14, 2013

Version	Release Date
9.1.1.2	May 17, 2013
9.1.0.2	April 11, 2013
2012.1.1	January 21, 2013

Users' Group



2016 International Conference
April 18 – 22, Las Vegas, NV

User Group Officers

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The SunGard Users' Group Association (SUGA), formed in 1988, is an active organization of SunGard software users. Its purpose is to advance the effective and efficient use of SunGard software applications. SUGA promotes free and open communication among members, acts as a forum for suggestions relating to revisions and enhancements of SunGard application software and development of new products, and promotes coordination and cost sharing among members.

Membership

SUGA is a nonprofit organization, separate from SunGard. It operates under its own board of directors elected by the membership which currently consists of more than 680 organizations. Membership dues are currently \$195 per organization annually. First-time customers are eligible for a free membership for the first year.

Benefits of Membership

- Ability to submit and rate ideas for enhancements to SunGard products.
- Reduced conference fees for the Annual SUGA Education Conference for all individuals in a member organization.
- Your organization will have a vote in electing the SUGA Board of Directors.
- Access to SUGA Members Only information on the SUGA website.
- Ability of any individual in a member organization to participate in the Discussion Groups (email-based topic areas for sharing information).
- Networking opportunities with thousands of SunGard software users.

Treasurer

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Director-at-Large

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Regional Training Events*

Canadian – October 2015
East – October 2015
Central – March 2015
West – December 2015
*regional events may encompass
multiple regional groups

Visit www.sugainc.org for more
information.

Annual Conference

The international SUGA conference consists primarily of lecture and interactive group sessions that target a specific product. The focus is on product enhancements, roadmaps, future direction, and training. Hands-on lab training also makes up a significant portion of the conference agenda. The goal is for customers to learn more about the applications and enhancements that benefit the majority of users.

In 2015, 650 users attended the conference in Atlanta, GA where SunGard staff, users, and third-party partners presented more than 450 sessions. The 2016 international users' group conference is scheduled for Las Vegas, NV.

Regional Training Events

In addition to the international users' group, there are several regional training events during the year. These groups promote networking and information exchange among SunGard users. They focus on end-user training and state and regional needs that drive product changes through the international group.



Any SunGard customer may attend any regional group's training event.

Problem Reporting and Resolution Procedures

When you report an issue, we immediately enter it in our Customer Relationship Management (CRM) tracking system. Each question or issue receives a priority code and a unique number for future reference. Issues that are not resolved during the initial phone or virtual conversation with the analyst are solved in the shortest amount of time possible and the County is kept informed on progress of the problem.

Daily, weekly, and monthly reports produced from our tracking system alert management to any recurring problems and training issues and enable root cause analysis.

Other Support

Customer Connect Web Portal

The Customer Connect Web Portal is your gateway for 24/7 help and support for your SunGard software solution. The portal offers a robust knowledgebase query source to help answer questions about the solution and business needs. Use queries to search for information previously addressed by the Help Desk. The Customer Connect Web Portal provides a collaborative environment for problem solving and all communication between clients and support staff is online in real-time.

Documentation

SunGard's documentation is written by documentation specialists who have a thorough knowledge of our software applications. Our writers work closely with each product's developers, trainers, and customer support representatives to ensure that the documentation contains the information that you will find most useful.

In support of our initiative to be green and provide our clients easier access to specific training information, we provide all documentation in electronic format. You can easily select and print what you need or use the online search features. Documentation for customizations is provided in hard copy format.

The following table identifies the documentation included in this proposal.

DOCUMENTATION TYPE	ONLINE HELP	ELECTRONIC
Major system overviews for all components	✓	✓
System flowcharts (screen flow) and data flow diagrams	✓	✓
Computer operations & administration procedure	✓	✓
Manuals describing the application software	✓	✓
Training materials	✓	✓
Sample input documents with data entry explanations	✓	✓

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

County of El Dorado, CA

DOCUMENTATION TYPE	ONLINE HELP	ELECTRONIC
Explanations of daily use of the system, i.e., adding, deleting, etc.	✓	✓
Samples of all standard reports with narrative descriptions of all fields		✓
Sample of all online screens, menus, input forms with a description		✓
Data dictionary (available upon request)		✓
System Administration Guide		✓
Report writing presentation		✓
Quick reference guides for applications and specific features		✓
Quick reference fields for data mapping		✓
Unified modeling language and entity relationship diagrams		✓

I. Cost Proposal

Proposal Terms and Conditions

<i>Proposal Expiration</i>	This proposal is valid for 120 days following the date printed on its cover page.
<i>License Fees</i>	The license fees quoted herein are one-time fees.
<i>Training</i>	Training costs quoted do not include travel and living expenses. These costs are billed as incurred and shall be governed by the SunGard Corporate Travel and Expense Reimbursement Policy.
<i>Modifications</i>	We can perform modifications to the base software should they be necessary. All modifications are billable at the current hourly rate. Note: Any modification pricing provided in this proposal is an estimate only. Detailed analysis of your specific requirements is needed before SunGard can provide exact pricing.
<i>Payment Terms</i>	License fees are due in full at contract execution. Training costs are invoiced as incurred. All travel and living expenses are billed as incurred and shall be governed by the SunGard Corporate Travel and Expense Reimbursement Policy. Maintenance fees are due annually, prior to the year for which they apply. Refer to the sample SunGard Software License and Services Agreement in this proposal for information about implementation fees.
<i>Warranty</i>	All SunGard application software is under warranty for 365 days following the date of delivery of licensed programs.
<i>Documentation</i>	Online documentation is included with the product and is accessible by all users simultaneously.
<i>Implementation</i>	This proposal includes a pre-defined implementation that lets you leverage TRAKiT's full functionality and flexibility. Conversions may be included in your proposal, but are not included with the license fees.
<i>Response Obligations</i>	This response by nature is less detailed than other documentation provided by SunGard to its customers describing the licensed programs. SunGard does not have nor accept the obligation to supplement, modify, or otherwise keep its responses to RFPs up to date with the documentation. SunGard is not liable for responses found deficient due to lack of customer contact or misunderstanding of the questions contained in the RFP.

Any reference to the product roadmap is not a commitment or legal obligation to deliver any of the described features or functionality described herein.

SunGard's Cost Proposal

Please refer to the following pages for SunGard's cost proposal. This section includes a costs for a premise-based option and SunGard's Horizon Cloud Services option. SunGard believes this proposal provides the desired functionality, highest level of service, and best value in the most cost-effective manner.

Investment Cost Summary

SunGard has provided El Dorado County with a reasonable assessment based on your agency's needs for the TRAKIT system. This good faith estimate is meant to offer a turnkey approach to project implementation. This pricing is valid for a period of one hundred and twenty (120) days, and expires on April 2, 2016.

			SaaS (Named Users)		Hosted (Concurrent Users)		On-Premise (Concurrent Users)		
			Upfront	Annual	Upfront	Annual	Upfront	Annual (Standard)	Annual (Platinum)
LICENSING									
Community Development Suite	50 users		N/A	\$ 119,400.00	\$ 225,000.00	\$ 63,000.00	\$ 225,000.00	\$ 45,000.00	\$ 58,500.00
Regulatory Licensing Suite	0 Not included		N/A	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
eCitizen Portal	1 module		N/A	\$ 7,500.00	\$ 20,000.00	\$ 6,400.00	\$ 20,000.00	\$ 4,000.00	\$ 5,200.00
GIS Engine									
Standard	0 Not included		N/A	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Advanced	1 module		N/A	\$ 7,500.00	\$ 17,500.00	\$ 5,900.00	\$ 17,500.00	\$ 3,500.00	\$ 4,550.00
Professional	0 Not included		N/A	N/A	N/A	N/A	\$ -	\$ -	\$ -
Mobility									
iTRAKIT Suite	1 module		N/A	\$ 10,000.00	\$ 30,000.00	\$ 7,200.00	\$ 30,000.00	\$ 6,000.00	\$ 7,800.00
Civic Engagement App	181,000 population		N/A	\$ 18,000.00	\$ 10,000.00	\$ 18,000.00	\$ 10,000.00	\$ 18,000.00	\$ 18,000.00
VoiceTRAKIT IVR									
Minutes included	1,000 per month		N/A	\$ 9,000.00	\$ 8,000.00	\$ 7,100.00	\$ 8,000.00	\$ 6,500.00	\$ 6,500.00
Additional minutes	0 Not included		N/A	\$ -	N/A	\$ -	N/A	\$ -	\$ -
Cashiering Suite									
Standard Merchant	1 module		N/A	\$ 8,500.00	\$ 14,000.00	\$ 3,700.00	\$ 14,000.00	\$ 2,800.00	\$ 3,640.00
Advanced Merchant	0 Not included		N/A	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Platinum Merchant	0 Not included		N/A	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ePlan Review Engine									
BlueBeam Server API	1 module		N/A	\$ 10,000.00	\$ 25,000.00	\$ 7,100.00	\$ 25,000.00	\$ 5,000.00	\$ 6,500.00
BlueBeam Revu Std License(s)	61 licenses		\$ 9,699.00	\$ 1,939.80	\$ 9,699.00	\$ 1,939.80	\$ 9,699.00	\$ 1,939.80	\$ 1,939.80
Integrations									
Laserfiche API	0 Not included		Not Included	Not Included	Not Included	\$ -	Not Included	\$ -	\$ -
SunGard Horizon Cloud									
50GB Storage	1 order		N/A	Included	N/A	Included	N/A	N/A	N/A
Redundant Firewalls	1 order		N/A	Included	N/A	Included	N/A	N/A	N/A
Fail Over Plan	1 order		N/A	Included	N/A	Included	N/A	N/A	N/A
Load Balancer	1 order		N/A	Included	N/A	Included	N/A	N/A	N/A
Microsoft Server Licenses	1 order		N/A	Included	N/A	Included	N/A	N/A	N/A
FTP Import/Export Utility	1 order		N/A	Included	N/A	Included	N/A	N/A	N/A
Backup Protocol	1 order		N/A	Included	N/A	Included	N/A	N/A	N/A
GeoData Updater	4 times annually		N/A	Included	N/A	Included	N/A	N/A	N/A
Additional Storage	50 GB		N/A	\$ 600.00	N/A	\$ 600.00	N/A	N/A	N/A
Non-shared Virtual Server	1 environment		N/A	\$ 9,000.00	N/A	\$ 9,000.00	N/A	N/A	N/A
Co-location Server	0 Not included		N/A	\$ -	N/A	\$ -	N/A	N/A	N/A
Sandbox Environment	0 Not included		N/A	\$ -	N/A	Included	N/A	N/A	N/A
SUBTOTAL LICENSING			\$ 9,699.00		\$ 359,199.00		\$ 359,199.00		
SERVICES									

			SaaS (Named Users)		Hosted (Concurrent Users)		On-Premise (Concurrent Users)		
			Upfront	Annual	Upfront	Annual	Upfront	Annual (Standard)	Annual (Platinum)
Discovery Phase	Upfront Remote Training	40 remote hours	\$ 6,400		\$ 6,400		\$ 6,400		
	Onsite Meetings	80 onsite hours	\$ 16,000		\$ 16,000		\$ 16,000		
	Remote Reviews	80 remote hours	\$ 12,800		\$ 12,800		\$ 12,800		
Configuration Phase									
	Remote Configuration	280 remote hours	\$ 49,000		\$ 49,000		\$ 49,000		
Testing Phase									
	Onsite Training	80 onsite hours	\$ 12,800		\$ 12,800		\$ 12,800		
	Onsite Meetings	80 onsite hours	\$ 16,000		\$ 16,000		\$ 16,000		
	Remote Configuration	200 remote hours	\$ 35,000		\$ 35,000		\$ 35,000		
Education Phase									
	Onsite End User	240 onsite hours	\$ 38,400		\$ 38,400		\$ 38,400		
	Onsite Bluebeam Revu	64 onsite hours	\$ 10,240		\$ 10,240		\$ 10,240		
	Remote eTRAKIT Admin	8 remote hours	\$ 1,280		\$ 1,280		\$ 1,280		
	Onsite Administrator	16 onsite hours	\$ 2,560		\$ 2,560		\$ 2,560		
	Onsite Report Writing	24 onsite hours	\$ 5,400		\$ 5,400		\$ 5,400		
	Remote Administrator	0 attendee(s)	Not Included		Not Included		Not Included		
	Remote Report Writing	0 attendee(s)	Not Included		Not Included		Not Included		
Launch Phase									
	Onsite Go Live Assistance	24 onsite hours	\$ 4,800		\$ 4,800		\$ 4,800		
Data Conversion									
	Assessor/GIS Connect	35 remote hours	\$ 7,000		\$ 7,000		\$ 7,000		
	MIS system (estimate only)	125 remote hours	\$ 25,000		\$ 25,000		\$ 25,000		
Reports & Forms									
	Standard Report Library	100 reports	Included		Included		Included		
	Customized Reports	40 remote hours	\$ 9,000		\$ 9,000		\$ 9,000		
	Permit Library	1 library	\$ 3,500		\$ 3,500		\$ 3,500		
	Enforcement Library	1 library	\$ 2,500		\$ 2,500		\$ 2,500		
	Plan Corrections Library	1 library	\$ 2,500		\$ 2,500		\$ 2,500		
	Regulatory License Library	0	Not Included		Not Included		Not Included		
	Customized Forms	0	Not Included		Not Included		Not Included		
Customizations/Integrations									
	Enhancements	80 remote hours	\$ 16,000		\$ 16,000		\$ 16,000		
	Financial System:MUNIS or FAMI	1 batch update	\$ 7,500		\$ 7,500		\$ 7,500		
	SUBTOTAL SERVICES		\$ 283,680		\$ 283,680		\$ 283,680		
TRAVEL									
	Onsite Travel (not fixed, but estimated)								
	Total days onsite	76 per person onsite days	\$ 57,000		\$ 57,000		\$ 57,000		
	SUBTOTAL TRAVEL		\$ 57,000		\$ 57,000		\$ 57,000		
TOTALS									
	TOTAL - Year 1		\$ 350,379.00	\$ 201,439.80	\$ 699,879.00	\$ 37,200.00	\$ 699,879.00	\$ -	\$ -

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Sungard Public Sector

	SaaS (Named Users)		Hosted (Concurrent Users)		On-Premise (Concurrent Users)		
	Upfront	Annual	Upfront	Annual	Upfront	Annual (Standard)	Annual (Platinum)
TOTAL - Year 2		\$ 207,482.99		\$ 129,939.80		\$ 92,739.80	\$ 112,629.80

NOTES

- Community Development Suite includes the following TRAKIT modules: GeoTRAK, PermitTRAK, ProjectTRAK, CodeTRAK, AEC TRAK, and CRM TRAK.
- Regulatory License Suite includes the Licensing & Renewal Engine standard features for sending notifications to business owners.
- Advanced level GIS includes spatialAdvisor Engine for configuring advanced workflows.
- Professional level GIS includes spatialConnect Engine for direct SDE data connections, and spatialEditor for editing GIS data from TRAKIT.
- ITRAKIT suite includes ITRAKIT Inspect, ITRAKIT Code, and ITRAKIT Fire apps sold exclusively on the Apple iTunes Store.
- Civic Engagement App is available on both iTunes Store and Google Play. All services are hosted by SunGard.
- VoiceTRAKIT IVR call flow engine is hosted by SunGard. A unique number will be provided in the agency's area code (no guarantees on specific number preference).
- Standard level Cashiering suite includes choice of 2 cashiering components. Choose from either: a) eTRAKIT credit card acceptance, b) eTRAKIT eCheck acceptance, c) Credit card reader (chip/pin), c) Credit card reader signature capture, d) Credit card reader Debit card acceptance, e) Credit card reader NFC collection, or f) Cash drawer integration w/ APG Series 4000.
- Advanced level Cashiering suite includes choice of 4 cashiering components. Choose from either: a) eTRAKIT credit card acceptance, b) eTRAKIT eCheck acceptance, c) Credit card reader (chip/pin), c) Credit card reader signature capture, d) Credit card reader Debit card acceptance, e) Credit card reader NFC collection, or f) Cash drawer integration w/ APG Series 4000.
- Platinum level Cashiering suite includes all 6 cashiering components, as well as the Advanced Merchant services configuration (one vendor, multiple department profiles).
- ePlan toolkit utilizes the BlueBeam Revu Standard version tool set. SunGard will procure the BlueBeam Q API as part of this integration. Prices shown are with the assumption that the agency purchases through SunGard. If agency already has BlueBeam Revu licenses, those can be utilized for the TRAKIT integration.
- BlueBeam Revu is not a SunGard application. Future year's maintenance for BlueBeam (if purchased with this quote) must be acquired through SunGard.
- SunGard Horizon Cloud is hosted in a secure private cloud facility. Includes Colocation cabinet in a location served by secured surveillance systems, a 24x7 Network Operations Center, and redundant power, UPS's, cooling and network service providers. 24x7 monitoring of the environmental services for the hosting colocation cabinet, including: cooling, power, UPS's and network availability.
- SunGard Horizon Cloud provides redundant servers in the shared hosting environment, with load balancing and fail over protection.
- SunGard Horizon Cloud sandbox includes a complete server environment of all modules/products available in Live environment.
- All hours specified within the 'Services' section are presumed hours.
- Remote Administrator & Report Writing Training occur at a separate facility that may/may not exist in the same State or region as the agency.
- Remote configuration is conducted by the SunGard team at our offices. All paperwork exchanged by the agency is secure and isn't provided to a 3rd party company.
- Permit Library includes a standard Permit Form, Certificate of Occupancy, Receipt, Invoice, and Inspection Results Letter.
- Enforcement Library includes a two (2) standard Violation Letters.
- Plan Corrections Library includes a standard Plan Correction Notice and a standard Planning Commission Staff Report.
- Regulatory License Library includes a standard License and two (2) standard Renewal License Notices.
- Onsite Travel is a representation of travel necessary for this project. Actual travel costs will be billed as incurred at standard SunGard rates, which include airfare, lodging, meals, and transportation to agency.
- Platinum Annual Maintenance includes additional services available to the agency. The agency will be allowed to choose any 3 of the following services:: up to 16 hours of of annual training (travel not included), 1 Wellness visit (travel not included), 1 Server migration assistance, up to 10 hours of customizations, and up to 8 hours of custom report development.

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

Contract Information

SunGard welcomes the opportunity to respond to this Request for Proposal (the RFP). The responses of SunGard to questions posed by the RFP are provided for informational purposes only and do not constitute or give rise to contractual commitments on behalf of SunGard. The contractual terms and conditions under which SunGard proposes to provide the software and services identified in the accompanying Proposal, for the fees provided for in the accompanying Proposal, are those expressly set forth in the SunGard's then-current software license and services agreement and maintenance agreement (the SunGard Agreements), current copies of which are enclosed with this response. SunGard agrees to negotiate in good faith for the inclusion of additional, mutually acceptable terms and conditions in the SunGard Agreements.

With hundreds of clients and its status as a leading supplier of software solutions to local government entities across the country, SunGard has a long and successful history of negotiating agreements with public entities. Many of these entities have required that certain contractual provisions be included in agreements entered into between SunGard and the respective entity. As demonstrated by SunGard's extensive client base, through good faith negotiation, SunGard has been able to address a wide variety of concerns and mandates set forth by the respective entities. SunGard has every confidence that in the instant case, we will be able to address all terms and conditions to the satisfaction of both parties. However, SunGard rejects any express or implied acceptance of any other terms or conditions other than those expressly enumerated in the SunGard standard Agreements, as such agreements may be negotiated by the parties, even if those terms or conditions are included in the RFP, in SunGard's submission of this response, or in any other written or oral communications between the parties.

Please note that references by SunGard to enhancements, improvements, new releases, or other functional and/or technical items that are not available in general release as of the date of this proposal (Future Functionality) do not represent commitments on the part of SunGard that it will develop or deliver any such items. Accordingly, SunGard does not include in its agreements with customers any commitments or obligations relating to the development or delivery of specific Future Functionality.

The SunGard Software License and Services Agreement serves as the main contract between SunGard and our customer. This agreement contains the terms and conditions for licensing SunGard software. SunGard's standard License and Maintenance Agreements are included as part of this proposal. This section contains:

- Sample Order Form
- Sample Insurance Certificates

Sample Order Form

ORDER

By the signatures of their duly authorized representatives below, the SunGard entity identified below and the customer identified below ("Customer"), intending to be legally bound, agree to all of the provisions of this Order, and agree that this Order represents a separate contract between such SunGard entity and Customer, effective upon the latest date shown on the signature page below.

("Order Execution Date"). This Order incorporates and is governed by all of the terms of the SunGard Standard Terms and Conditions version 2015 May, to be found at <http://www.sungardps.com/legal-agreements/> ("SST") as if the SunGard entity was "SunGard" and Customer was "Customer" thereunder.

Capitalized terms not defined in this Order have the meaning given them in the SST.

SunGard Public Sector Inc.	County of El Dorado, CA
By: ** DRAFT SAMPLE **	By: ** DRAFT SAMPLE **
Print Name:	Print Name:
Print Title:	Print Title:
Date Signed:	Date Signed:

CUSTOMER # _____

SUNGARD ORDER # _____

SOLUTION AND RELATED INFORMATION

1. **SOLUTION:** SunGard TRAKiT
2. **INITIAL TERM:** [Perpetual]
3. **SCOPE OF USE:**
 - a. **DESIGNATED LOCATION(s):** _____
 - b. **REGION:** UNITED STATES

Sungard Public Sector LLC

Page 138 of 154

#472-S1611
Exhibit C
Page 1-7

				Initial Annual Support Fees (Initial Renewal Term)
Qty	Part #	Solution	License Fee	
		TOTAL	\$ -	\$ -

1. Interfaces are interfaces only. Customer is responsible for obtaining the applicable software, hardware and system software from the appropriate third party vendor.
2. Support for the Initial Support Term is provided at no charge. The Support Fee in the table above represents the support fee for the first Renewal Support Term and is payable only if Customer elects to extend the term through the first Renewal Support Term as provided for in Section 9.3 of the SST.
3. Annual Subscription Fee: The initial annual subscription term for any subscription product(s) listed above shall commence on the Execution Date and extend for a period of one (1) year. Thereafter, the subscription terms shall automatically renew for successive one (1) year terms, unless either party gives the other part written notice of non-renewal at least sixty (60) days prior to expiration of the then-current term. The then-current fee will be specified by SunGard in an annual invoice to Customer thirty (30) days prior to the expiration of then-current annual period.

- a. **INITIAL SUPPORT TERM:** 12 months from the Order Execution Date.
- b. **RENEWAL SUPPORT TERM(S):** Additional one year renewal periods commencing upon the expiration of the Initial Support Term (or anniversary thereof).

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

County of El Dorado, CA

8. SUMMARY OF COSTS AND PAYMENT TERMS:

SUMMARY OF COSTS

	Price
Solution License Fees	
Professional Services (excluding Custom Modifications)	
Custom Modifications	
Third Party Products	
Travel and Living (estimated)	
Total	\$ -

APPLICABLE TAXES ARE NOT INCLUDED IN THE SCHEDULES ABOVE, AND, IF APPLICABLE, WILL BE ADDED TO THE AMOUNT IN THE PAYMENT INVOICE(S) BEING SENT SEPARATELY TO CUSTOMER.

The amounts noted above shall be payable as follows:

License Fee: 100% on the Execution Date.

Annual Support Fees: Support Fees are due thirty (30) days prior to the commencement of the Renewal Support Term for which such fees are being remitted.

Initial Annual Subscription Fees: 100% on the Execution Date

Installation: On invoice, upon completion.

Project Management: 100% on the Execution Date.

Training Fees: On invoice, upon completion.

Professional Services Fees (includes Configuration mapping, Report Development, Workflow Development, Business Process Review, and Audit): On invoice daily, as incurred.

Conversion Fees: 50% on the Execution Date; 50% on invoice, upon completion.

Custom Modification Fees: 100% on the Execution Date

Implementation Services Fee: 50% on the Execution Date; 50% on invoice, upon completion.

Third Party Products Hardware & Software Fee: 100% on the Execution Date

Third Party Services Fee: 50% on the Execution Date; 50% on invoice, upon completion.

Third Party Software Initial Annual Maintenance: The initial annual maintenance fee is included in the License fee. The Initial Annual Maintenance Fee amount shown above is for the second year of Third Party Product annual maintenance and is due prior to commencement of the second annual term. Annual Maintenance Fees for subsequent terms are subject to change and will be invoiced by and paid directly to SunGard.

Third Party Software Initial Annual Subscription Fees: 100% on the Execution Date

9. ADDRESSES:

- a. CUSTOMER ADDRESS FOR INVOICES: _____
- b. CUSTOMER ADDRESS FOR NOTICES: _____
- c. CUSTOMER ADDRESS FOR SOFTWARE SHIPMENT: _____
- d. SUNGARD'S ADDRESS FOR NOTICES:

SunGard Public Sector Inc.
Attn: Contracts Manager
1000 Business Center Drive
Lake Mary, FL 32746

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

County of El Dorado, CA

10. LIABILITY CAP: The greater of ten thousand US dollars (\$10,000) or the License Fee actually paid by Customer to SunGard under this Order

11. SPECIFIED CONFIGURATION: Host(s) or client server configuration(s) and/or combinations of host(s) and client server configuration(s) within the United States of America for which SunGard supports the Solution. Customer acknowledges that certain Solutions software may require specific host or client configurations. Customer, as soon as reasonably practicable, will provide a detailed written description of the specified configuration so that SunGard can confirm that it is a configuration on which SunGard supports use of the Solution.

12. OTHER TERMS APPLICABLE TO THIS ORDER:

- **SUPPORT SUPPLEMENT**
- **SUNGARD TRAVEL EXPENSE GUIDELINES**

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019
SUPPORT SUPPLEMENT

County of El Dorado, CA

1. SunGard shall provide to Customer, during SunGard's support hours as set forth in the Support Standards below ("Support Hours"), telephone assistance regarding Customer's proper and authorized use of a new edition of a Solution or Custom Modification (the "Release"), as applicable.
2. SunGard shall provide to Customer, during the Support Hours, commercially reasonable efforts in solving Errors reported by Customer in accordance with this Order. Customer shall provide to SunGard reasonably detailed documentation and explanation, together with underlying data, to substantiate any Error and to assist SunGard in its efforts to diagnose, reproduce and correct the Error. These support services shall be provided by SunGard at Customer location(s) if and when SunGard and Customer agree that on-site services are necessary to diagnose or resolve the problem. If a reported Error did not, in fact, exist or was not attributable to a defect in the Solution or an act or omission of SunGard, then Customer shall pay for SunGard's investigation and related services at SunGard's standard professional services rates. Customer must provide SunGard with such facilities, equipment and support as are reasonably necessary for SunGard to perform its obligations under this Order, including remote access to the Specified Configuration.
3. Customer shall promptly install and/or use any Release provided by SunGard to avoid or mitigate a performance problem or infringement claim. All modifications, revisions and updates to the Solution shall be furnished by means of new Releases of the Solution and shall be accompanied by updates to the Documentation whenever SunGard determines, in its sole discretion, that such updates are necessary.
4. Support Surcharge Imposed In Certain Instances: At the commencement of any Renewal Support Term where Customer is operating on a Solution version that is more than two (2) general release versions behind the then-current release for any Solution, SunGard will assess a ten percent (10%) surcharge over and above the support fee for that Renewal Support Term, with such surcharge to be imposed on a prorated basis for the portion of the Renewal Support Term that Customer remains on a general release version that is more than two (2) releases behind the then-current release of the Solution in question. Once Customer is using a release that is no more than two (2) general release versions behind the then-current release, the support surcharge will be removed on a prospective basis, as of the date that Customer is using the release that is no more than two (2) general release versions behind the then-current release.

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019
Support Standards

County of El Dorado, CA

I. Support Hours: Hours During Which SunGard Public Sector's Telephone Support Will be Available to Customer in Connection with the Provision of Maintenance: Unless otherwise noted in the Order as to Support Type, support hours are Monday through Friday, 8:00 A.M. to 5:00 P.M. Customer's Local Time within the continental United States, excluding holidays ("5x9").

II. Targeted Response Times.

"Notification" means a communication to SunGard's help desk by means of: (i) SunGard's web helpline; (ii) the placement of a telephone call; or (iii) the sending of an e-mail, in each case, in accordance with SunGard's then-current policies and procedures for submitting such communications.

With respect to SunGard's support obligations, SunGard will use diligent, commercially reasonable efforts to respond to Notifications from Customer relating to the Solution or Custom Modifications identified in the Order in accordance with the following guidelines with the time period to be measured beginning with the first applicable SunGard "Telephone Support" hour occurring after SunGard's receipt of the Notification:

Priority	Description	Response Goal*	Resolution Goal*
Urgent 1	A support issue shall be considered Urgent when it produces a Total System Failure; meaning SunGard's Solution/Custom Modification is not performing a process that has caused a complete work stoppage.	SunGard has a stated goal to respond within 60 minutes of the issue being reported and have a resolution plan within 24 hours.	Although resolution times vary depending on the exact issue and customer environment, SunGard has a stated goal to resolve an urgent issue within 24 hours or provide a resolution plan with urgent issues within 24 hours of the issue being reported.
Critical 2	A support issue shall be considered Critical when a critical failure in operations occurs; meaning SunGard's Solution/Custom Modification is not performing a critical process and prevents the continuation of basic operations. Critical problems do not have a workaround. This classification does not apply to intermittent problems.	SunGard has a stated goal to respond within two hours of the issue being reported.	A resolution plan details the steps necessary to understand and possibly resolve the issue.
Non-Critical 3	A support issue shall be considered Non-Critical when a non-critical failure in operations occurs; meaning SunGard's Solution/Custom Modification is not performing non-critical processes, but the system is still usable for its intended purpose or there is a workaround.	SunGard has a stated goal to respond within four hours of the issue being reported.	
Minor 4	A support issue will be considered Minor when the issue causes minor disruptions in the way tasks are performed, but does not affect workflow or operations. This may include cosmetic issues, general questions, and how to use certain features of the system.	SunGard has a stated goal to respond within 24 hours of the issue being reported.	

*: Measured from the moment a Case number is created. As used herein a "Case number" is created when a) SunGard's support representative has been directly contacted by Customer either by phone, email, in person, or through SunGard's online support portal, and b) when SunGard's support representative assigns a case number and conveys that case number to the Customer.

Customer must provide remote access to its facility using a SunGard approved remote access client so that SunGard can perform the support obligations and/or services under this Order; and will provide appropriate security access and accounts for SunGard staff and each session participant.

Sungard Public Sector LLC

Page 144 of 154

#472-S1611

Exhibit C
Page I-13

SUNGARD PUBLIC SECTOR TRAVEL EXPENSE GUIDELINES

SunGard will adhere to the following guidelines when incurring travel expenses:

All arrangements for travel are to be made through the SunGard Corporate Travel Agent unless other arrangements have been made with the Customer and are documented in writing.

AIR TRAVEL – SunGard will use the least expensive class of service available with a minimum of seven (7) day, maximum of thirty (30) day, advance purchase. Upon request, SunGard shall provide the travel itinerary as the receipt for reimbursement of the air fare and any fees. Fees not listed on the itinerary will require a receipt for reimbursement.

Trips fewer than 250 miles round are considered local. Unless a flight has been otherwise approved by the Customer, Customer will reimburse the current IRS approved mileage rate for all local trips.

LODGING – Reasonable lodging accommodations are reimbursable, up to \$125 per night. If, depending on the city, reasonable accommodations cannot be secured for \$125 per night, Customer's prior approval will be required. Upon request by Customer, the hotel receipt received upon departure will be submitted for reimbursement. All food items, movies, and phone/internet charges are not reimbursable.

RENTAL CAR – Compact or Intermediate cars will be required unless there are three or more SunGard employees sharing the car in which case the use of a full size car is authorized. Gas is reimbursable however pre-paid gas purchases will not be authorized and all rental cars are to be returned with a full tank of gas. Upon request, receipts for car rental and gas purchases will be submitted to Customer. SunGard shall decline all rental car insurance offered by the car rental agency as staff members will be covered under the SunGard auto insurance policy. Fines for traffic violations are not reimbursable expenses.

OTHER TRANSPORTATION – SunGard staff members are expected to use the most economical means for traveling to and from the airport (Airport bus, hotel shuttle service). Airport taxi or mileage for the employee's personal vehicle (per IRS mileage guidelines) are reimbursable if necessary. Upon request, receipt(s) for the taxi will be submitted to Customer. Proof of mileage may be required and may be documented by a readily available electronic mapping service. The mileage rate will be the then-current IRS mileage guideline rate (subject to change with any change in IRS guidelines).

OTHER BUSINESS EXPENSES – Parking at the airport is reimbursable. Tolls to and from the airport and while traveling at the client site are reimbursable. Tipping on cab fare exceeding 15% is not reimbursable. Porter tips are reimbursable, not exceeding \$1.00 per bag. Laundry is reimbursable when travel includes a weekend day or Company Holiday and the hotel stay is four nights or more. Laundry charges must be incurred during the trip and the limit is one shirt and one pair of pants/skirt per day. With the exception of tips, receipts shall be provided to Customer upon request for all of the aforementioned items.

MEALS

\$52.00 per day Standard Per Diem

\$10.40 – Breakfast



\$13.00 – Lunch

\$28.60 – Dinner

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

County of El Dorado, CA

Sample Insurance Certificates

		CERTIFICATE OF LIABILITY INSURANCE				DATE(MM/DD/YYYY) 04/23/2015																																											
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>																																																	
PRODUCER Aon Risk Services Central, Inc. Philadelphia PA Office One Liberty Place 1650 Market Street Suite 1000 Philadelphia PA 19103 USA				CONTACT NAME: PHONE (A/C, No, Ext): (866) 283-7122 FAX (A/C, No.): (800) 363-0105 E-MAIL: ADDRESS:																																													
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CERTIFICATE HOLDER SunGard Capital Corp. Its Companies & Subsidiaries 680 E. Swedesford Road Wayne PA 19087 USA				CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 																																													

Holder Identifier :

Certificate No. : 570057502227

ACORD 25 (2014/01)

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Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

County of El Dorado, CA



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
07/31/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. Philadelphia PA Office One Liberty Place 1650 Market Street Suite 1000 Philadelphia PA 19103 USA	CONTACT NAME: PHONE (A/C No. Ext): (866) 283-7122 FAX (A/C No.): (800) 363-0105 E-MAIL ADDRESS:														
INSURED SunGard Capital Corp. Its Companies & Subsidiaries 680 East Swedesford Road Wayne PA 19087 USA	<table border="1"> <tr> <td>INSURER(S) AFFORDING COVERAGE</td> <td>NAIC #</td> </tr> <tr> <td>INSURER A: Lloyd's Syndicate No. 2623</td> <td>AA1128623</td> </tr> <tr> <td>INSURER B:</td> <td></td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Lloyd's Syndicate No. 2623	AA1128623	INSURER B:		INSURER C:		INSURER D:		INSURER E:		INSURER F:	
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COVERAGES **CERTIFICATE NUMBER:** 570058877835 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDN BND	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN/AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> CED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT
A	E&O-PL-Primary			QK1404317 Professional Liability SIR applies per policy terms & conditions	07/30/2014	10/30/2015	Aggregate SIR \$5,000,000 \$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Coverage includes Network Security and Privacy Liability.

CERTIFICATE HOLDER SunGard Capital Corp. Its Companies & Subsidiaries 680 E. Swedesford Road Wayne PA 19087 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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ACORD 25 (2014/01)

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A.1 Appendix

Addenda Acknowledgement

SunGard acknowledges and returns the question and answer addendum on the following pages as per paragraph 15 of the RFP.



October 21, 2015

To: All Interested Individuals and Firms

Re: RFP #16-208-019 – Planning, Permitting, and Parcel Management Software

The following questions regarding the subject RFP were received by the stated deadline of October 14, 2015. Below are the questions and answers that the County has deemed appropriate and relevant with respect to the scope of services.

1. Question: Does the County have a preference for the type of architecture solution proposed, i.e., on-premise, hosted, or SaaS?

Answer: The County has no preference on architecture type and is open to multiple solutions from vendors, however, for on-premise solutions the preference is for Windows Server 2012 r2 or newer and MSSQL 2012 or newer.

2. Question: Please provide an estimate for the number of workers who need to use the digital mark-up tool.

Answer:

Parameter Description	Current Estimated Volume
Total County Population	181,058
Number of Parcels in County	107,410
Ave. Number of Complex Plans Processed per Month	150
Ave. Number of Complex Plan Resubmittals	3
Ave. Number of Drawing Sheets per Complex Plan	42
Ave. Number of Simple Plans Processed per Month	400
Ave. Number of Simple Plan Resubmittals	1
Ave. Number of Drawing Sheets per Simple Plan	6
Number of County Plan Reviewers (Client Workstations):	
• Building Services	18
• Planning	5

Exhibit C

Planning, Permitting, and Parcel Management Software Response to RFP #16-208-019

• Transportation	8
• Environmental Management	8
• Air Quality	2
Number of External Plan Reviewers (Client Workstations):	
• Fire Prevention Districts	12
• El Dorado Irrigation District	4
• South Tahoe Public Utilities District	1
• Community Services District	2
• Georgetown Public Utilities District	1
Total Users using the Mark up Tool	61

3. Question: Please provide an estimate for the number of permit types.

Answer: Attached are current Residential and Commercial permit type rule sets for offices located in different regions: El Dorado Hills, South Lake Tahoe, Placerville, Code Enforcement, Transportation, DOT South Lake Tahoe, and Surveyor.

The intent is to be open to solutions and not to replicate the current permit type structure.

4. Question: Please provide an estimate for the number of code enforcement types.

Answer: See answer to question 3.

5. Question: Please provide an estimate for the number of custom output documents and/or reports to be generated from the system.

Answer: The County expects users to have the ability to query multiple select fields and date ranges throughout the application – See Section 8 of the Functional Requirements.

The County currently runs approximately 100 standard reports monthly.

6. Question: With regard to data conversion from the County's legacy solution, LMIS, described on page 11 of the RFP, please indicate all data record types (permits, projects, code cases, inspections, contacts, etc.) that will need to be converted into the new solution as well as an estimated record count.

Answer: Attached are Table Statistics for LMIS. For reference purposes, LMIS contains all building and planning permit records since 1987.

7. Question: Is there additional data to be migrated from other databases? If so, how much and what kind of databases?

Answer: Approximately 35 Access databases exist. The quantity of data to be migrated is unknown.

Exhibit C

Planning, Permitting, and Parcel Management Software
All known systems affected by the implementation of P3 are listed in Section 12 of the
Functional Requirements. Response to RFP #16-208-019

8. Question: On page 8 of the RFP, it states that proposers must submit "one (1) digital copy (PDF) of their proposal in Microsoft Office format." Clarify whether the County prefers a digital copy in PDF format or Microsoft Office format (Word, Excel?)

Answer: One (1) digital copy in PDF format.

9. Question: The County indicated that there are 200 named users – please confirm the total number of concurrent users.

Answer: An average of 50.

10. Question: The County has requested mobile inspection management capability – please confirm the total number of mobile users, departments involved, and current hardware that is used for mobile inspection. If no hardware is currently used for mobile inspection management, please indicate the County's hardware preference (brand, version, etc.).

Answer: An average of a dozen concurrent users and approximately 60 users throughout the County may conduct field inspections. Smartphone, Dell laptops, and iPads are being used.

The County is open to suggested hardware options.

11. Question: Please confirm the total number of users required for an electronic plan review solution.

Answer: See chart in question 2.

12. Question: Would the County like a Civic Engagement Mobile application included?

Answer: If this is an option available within the proposed solution.

Please describe the features available within the Civic Engagement Mobile application and any associated costs.

13. Question: The County has requested an interface with the County's Financial System. What is the County's current financial solution and please describe the interface requirements (i.e., batch processing, real time, etc.).

Answer: The County currently uses FAMIS version 4.2 by Cogsdale with batch processing using CSV files. We are moving to MUNIS by Tyler Technologies. They process with batch files using Excel. The systems both require account codes and amounts. Journals will need Debits and Credits. Invoices will require a vendor id.

It is anticipated that the P3 system will be ready to Go Live prior to implementation of FENIX.

The vendor should propose two options for batch processing interfaces: one to FAMIS and one to ~~Supernix~~ Public Sector LLC

Exhibit C
Planning, Permitting, and Parcel Management Software
Response to RFP #16-208-019

14. Question: The County has requested an interface with an electronic document management system. Does the County currently utilize an EDMS solution? What level of integration is required (direction)?

Answer: Yes. Currently, the County is using ApplicationXtender. MUNIS by Tyler Technologies is using Tyler Content Manager (TCM). Items are scanned and attached to journals, invoices, etc.

The County is interested in the vendor's conversion strategy to enable continued use of the data stored in ApplicationXtender.

15. Question: With regard to the interface requirement with the Webextender solution, please clarify the functionality of this interface request.

Answer: The interface requirement is with ApplicationXtender. See answer to question 14.

16. Question: With regard to the interface requirement with the Envision solution, please confirm the direction in which the septic and sewer data would need to be communicated.

Answer: P3 needs to retain the current level of septic and sewer data and functionality, at a minimum.

The County is interested in the vendor's strategy for interfacing or replacing Envision.

17. Question: Please indicate if there are any other systems that the County would desire to be converted into the new solution.

Answer: See answer to question 7.

18. Question: Would the County consider extending the due date for proposals to November 10, 2015?

Answer: At this point the County would like to maintain the due date of November 2, 2015.

19. Question: Are vendors permitted to submit proposals via UPS/FedEx courier services?

Answer: Yes, they may also be dropped off in person.

20. Question: Please state County's desired implementation timeframe.

Answer: Implementation process begins January 2016
Go Live October 2016

21. Question: Please provide estimates of dates for the following:

Answer: Evaluation process 11/2 - /11/11/15
Sungard Public Sector LLC

Exhibit C
Planning, Permitting, and Parcel Management Software
Demonstrations 11/12 - 12/4/15
Response to RFP #16-208-019
Sand Box testing 12/7 - 12/18/15
Vendor selection 12/21 - 12/31/15
Contract negotiations completed January 2016

22. Question: How many dedicated full time equivalent (FTE) staff manage and maintain the current system?

Answer: One FTE maintains the system with additional database support at 10 to 20 hours per month.

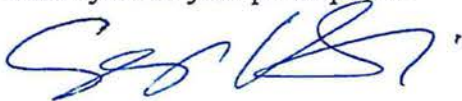
23. Question: Is it important for the selected solution to be 508C compliant for disabled citizen access?

Answer: Yes.

24. Question: Do staff currently use any mobile devices (smartphones, tablets, etc.) for work activities?

Answer: Yes.

Thank you for your participation.



Sue Hennike
Purchasing Agent

To Whom It May Concern,

Hopefully you have heard the exciting news that Fidelity Information Systems (FIS) has signed a definitive agreement to acquire SunGard, including the Public Sector and Education business unit. This is a tremendous milestone bringing together two leading global technology companies with similar business models and highly talented employees. Together we will provide software, services and technology as a Fortune 500 company and a member of Standard & Poor's 500 Index. The transaction is subject to regulatory approvals and contractual closing conditions, and we expect it to close during the fourth quarter.

From a public sector perspective, FIS may already serve some of you as a provider of payments processing, offering a comprehensive suite of electronic payment solutions for federal, state, and local government agencies. Rather than a fully new market for FIS, SunGard Public Sector represents a unique growth opportunity, and from my conversations with leadership there, it's clear they are enthusiastic about our potential for providing public safety and local government agencies with greater service and solutions than ever.

We understand that it is your continued support and loyalty that determines our ultimate success. All current contracts are valid and will be full obligations of the newly combined company when the transaction closes. In addition, any contract signed by SunGard during the period between signing and close will be valid with FIS and will become the obligation of the newly combined company when the transaction closes. You should have no hesitation in continuing to do business with SunGard Public Sector; you should only realize positive improvements as a result of this transaction. The team at FIS shares SunGard's passion for our customers' success. We will work diligently to ensure that you continue to receive the highest quality service up to and following the completion of the acquisition.

Until closing, we will continue to conduct business as usual, as two separate companies focused on serving the needs of all our clients. Upon closing, the combined company will have more than 55,000 people worldwide and more than US \$9.2 billion in revenues, making the new FIS the largest provider of software and services to the public sector market. We are limited in the information we can share with you until the transaction closes but look forward to discussing additional details with you as soon as we are able.

As always, we thank you for your business and your confidence in our organization.

Regards,



Mike Borman
CEO, SunGard Public Sector and Education

EXHIBIT D

SOFTWARE LICENSE, HOSTING AND MAINTENANCE TERMS

THESE SOFTWARE LICENSE, HOSTING AND MAINTENANCE TERMS ("Agreement") are agreed between SunGard Public Sector LLC ("Contractor") and County of El Dorado, a political subdivision of the State of California (the "County") and made a part of the County Agreement for Services #472-S1611 ("County Agreement"). Capitalized terms not defined herein shall have the meaning ascribed to them in the County Agreement. The parties agree as follows:

1. Definitions.

"Baseline" means the general release version of a Component System as updated to the particular time in question through both Contractor's warranty services and Contractor's Maintenance Program, but without any other modification whatsoever.

"Component System" means any one of the computer software programs which is identified in Exhibit B-2 of County Agreement as a Component System, including all copies of Source Code, Object Code and all related specifications, documentation, technical information, and all corrections, modifications, additions, improvements and enhancements to and all Intellectual Property Rights for such Component System.

"Customer Data" shall mean "data stored in, or processed by, the Component System; provided that aggregated data that is not personally identifiable data and not identifiable to County shall not be deemed Customer Data nor County's Confidential Information.

"Defect" means a material deviation between the Baseline Component System and its Documentation, for which Defect the County has given Contractor enough information to enable Contractor to replicate the deviation on a computer configuration that is both comparable to the Equipment and that is under Contractor's control.

"Documentation" means the standard documentation for the Software as distributed

by Contractor to licensees of the Software, including Exhibit 1 attached hereto.

"Execution Date" or "Contract Execution Date" means the latest date shown on the signature page of the Agreement for Services to which this Exhibit is attached.

"Equipment" means a hardware and systems software configuration meeting the "Equipment" criteria set forth in the Supplement Exhibit.

"Hosting Services" means the hosting services provided by Contractor during the Term for the Component Systems software licensed pursuant to this Agreement as further described in the Hosting Services Supplement Exhibit.

"Supplement Exhibit" means, collectively Software Supplement, Software Maintenance Supplement, and Hosting Services Supplement, including any schedules, appendices, or annex attached thereto.

"Software" means the Component Systems listed in Exhibit B-2 of County Agreement.

"County Employees" means: (i) The County's employees with a need to know; and (ii) third party consultants engaged by The County who have a need to know, who have been pre-approved by Contractor, and who, prior to obtaining access to the Software, have executed a Contractor-approved non-disclosure agreement.

"Object Code" means computer programs assembled, compiled, or converted to magnetic or electronic binary form on software media, which are readable and usable by computer equipment.

"Recipient" means the party receiving Confidential Information of the Discloser.

"Software Supplement" means, with respect to a Component System, Exhibit B-2 of County Agreement that contains additional terms, conditions, limitations and/or other information pertaining to that Component System. If any terms of a Software Supplement conflict with any other terms of this Agreement, the terms of the Software Supplement will control.

"Source Code" means computer programs written in higher-level programming languages, sometimes accompanied by English language comments and other programmer documentation.

2. **Right to Grant License and Ownership.**

Contractor has the right to grant the County this license to use the Software. Except as otherwise indicated in a Software Supplement, Contractor owns the Software.

3. **License.** Subject to the terms and conditions of this Agreement, Contractor grants the County a perpetual, non-exclusive, non-transferable license to use and copy for use the Software on the Equipment within the United States of America for The County's own, non-commercial computing operations. Any rights not expressly granted in this Agreement are expressly reserved.

a) Software Code. The County has right to use the Software in Object Code form. The County also has the right to use the Software in Object Code form temporarily on another Contractor-supported configuration, for disaster recovery of the County's computer operations.

b) Documentation. Except as otherwise provided for in the applicable Software Supplement, the County can make a reasonable number of copies of the documentation for each Component System for its use in accordance with the terms of this Agreement.

c) Restrictions on Use of the Software. The County is prohibited from causing or permitting the reverse engineering, disassembly or decompilation of the Software. The County is prohibited from using the Software to provide service bureau data processing services or to otherwise provide data processing services to third parties. The County will not allow the Software to be used by, or disclose all or any part of the Software to, any person except The County Employees. Without limiting the foregoing, the County is permitted to allow use of the input and/or output sensory displays of or from the Software by third parties on a strict "need to know" basis, and such use will not be deemed a non-permitted disclosure of the Software. The County will not allow the Software, in whole or in part, to be exported outside of the United States of America, in any manner or by any means, without in each instance obtaining Contractor's prior written consent and, if required, a validated export license from the Office of Export Administration within the U.S. Department of Commerce and such other appropriate United States governmental authorities.

d) Intellectual Property Rights Notices. The County is prohibited from removing or altering any of the Intellectual Property Rights notice(s) embedded in or that Contractor otherwise provides with the Software. The County must reproduce the unaltered Intellectual Property Rights notice(s) in any full or partial copies that the County makes of the Software.

4. **Delivery.** Contractor shall deliver to County the initial copies of the Component System software by electronic delivery, such as by posting it on Contractor's network for downloading.

5. **Fees.**

License and Hosting Fees for the Software will be due to Contractor as provided for in Exhibit B-2 of the County Agreement.

6. Contractor will take commercially reasonable measures to ensure the security and confidentiality of Customer Data and protect against any unauthorized access to or use of Customer Data. Contractor shall comply with all applicable laws, including privacy laws and

notification requirements for data security breach, in handling Customer Data

7. Limited Warranty, Disclaimer of Warranty and Election of Remedies.

a) Limited Software Warranty by Contractor and Remedy For Breach. For each Component System, Contractor warrants to the County that, for a period of twenty-four (24) months after the Contract Execution Date, the Baseline Component System, as used by the County on the Equipment for its own, non-commercial computing operations, will operate without Defects. For each Defect, Contractor, as soon as reasonably practicable and at its own expense, will provide the County with an avoidance procedure for or a correction of the Defect. If, despite its reasonable efforts, Contractor is unable to provide the County with an avoidance procedure for or a correction of a Defect, then, subject to the limitations set forth in Section 10 of this Agreement, the County may pursue its remedy at law to recover direct damages resulting from the breach of this limited warranty. These remedies are exclusive and are in lieu of all other remedies, and Contractor's sole obligations for breach of this limited warranty are contained in this Section 7(a).

b) Disclaimer of Warranty. The limited warranty in Section 7(a) is made to the County exclusively and is in lieu of all other warranties. **CONTRACTOR MAKES NO OTHER WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, WITH REGARD TO ANY SERVICES PROVIDED UNDER THIS AGREEMENT AND/OR THE SOFTWARE, IN WHOLE OR IN PART. CONTRACTOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. CONTRACTOR EXPRESSLY DOES NOT WARRANT THAT THE SOFTWARE, IN WHOLE OR IN PART, WILL BE ERROR FREE, WILL OPERATE WITHOUT INTERRUPTION OR WILL BE COMPATIBLE WITH ANY HARDWARE OR SOFTWARE OTHER THAN THE EQUIPMENT. THE COUNTY WAIVES ANY CLAIM THAT THE LIMITED WARRANTY SET FORTH IN SECTION 7(A) OR THE REMEDY FOR BREACH OF SUCH LIMITED WARRANTY FAILS OF ITS ESSENTIAL PURPOSE.**

c) Abrogation of Limited Warranty. The limited warranty in Section 7(a) will be null and void if: (i) anyone (including the County) other than Contractor modifies the Baseline Component System; or (ii) the County does not implement changes that Contractor provides to correct or improve the Baseline Component System. If despite any modification of the Component System, Contractor can replicate the reported problem in the Baseline Component System as if the problem were a Defect, then Contractor will nonetheless provide the County with an avoidance procedure for or a correction of that reported problem for use in the Baseline Component System as though the reported problem were a Defect.

8. Indemnity by Contractor. Contractor will defend, indemnify and hold the County harmless from and against any loss, cost and expense that the County incurs because of a claim that use of a Baseline Component System infringes any United States copyright of others. Contractor's obligations under this indemnification are expressly conditioned on the following: (i) the County must promptly notify Contractor of any such claim; (ii) the County must in writing grant Contractor sole control of the defense of any such claim and of all negotiations for its settlement or compromise (if the County chooses to represent its own interests in any such action, the County may do so at its own expense, but such representation must not prejudice Contractor's right to control the defense of the claim and negotiate its settlement or compromise); (iii) the County must cooperate with Contractor to facilitate the settlement or defense of the claim; (iv) the claim must not arise from modifications or (with the express exception of the other Component Systems and third party hardware and software specified by Contractor in writing as necessary for use with the Software) from the use or combination of products provided by Contractor with items provided by the County or others. If any Component System is, or in Contractor's opinion is likely to become, the subject of a United States copyright infringement claim, then Contractor, at its sole option and expense, will either: (A) obtain for the County the right to continue using the Component System under the terms of this Agreement; (B) replace the Component System with products that are substantially equivalent in function, or modify the Component System so that it becomes non-infringing and substantially equivalent in function; or (C) refund to the County the portion of the

license fee paid to Contractor for the Component System(s) giving rise to the infringement claim, less a charge for use by the County based on straight line depreciation assuming a useful life of five (5) years. **THE FOREGOING IS CONTRACTOR'S EXCLUSIVE OBLIGATION WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.**

9. Term and Termination.

a) Effect of Termination of the Agreement. Upon termination of this Agreement by either party, the County will promptly return to Contractor or (at Contractor's request) will destroy all copies of the Software, and will certify to Contractor in writing, over the signature of a duly authorized representative of the County, that it has done so.

Notwithstanding anything contrary in the Agreement, in the event of a termination of the Agreement, any Contractor warranties under the Agreement with respect to the Component System shall cease to apply for the period following termination.

b) Survival of Obligations. All obligations relating to non-use and non-disclosure of Confidential Information and indemnity will survive termination of this Agreement.

c) Termination Without Prejudice to Other Rights and Remedies. Termination of this Agreement will be without prejudice to the terminating party's other rights and remedies pursuant to this Agreement.

10. LIMITATIONS OF LIABILITY.

A) LIMITED LIABILITY OF CONTRACTOR. CONTRACTOR'S LIABILITY IN CONNECTION

WITH THE SOFTWARE, ANY SERVICES, THIS LICENSE OR ANY OTHER MATTER RELATING TO THIS AGREEMENT WILL NOT EXCEED THE FEE THAT THE COUNTY ACTUALLY PAID TO CONTRACTOR (OR, IF NO DISCRETE FEE IS IDENTIFIED IN SOFTWARE EXHIBIT 1, THE FEE REASONABLY ASCRIBED BY CONTRACTOR) FOR THE COMPONENT SYSTEM OR SERVICES GIVING RISE TO THE LIABILITY.

B) EXCLUSION OF DAMAGES. REGARDLESS WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE OR OTHERWISE, IN NO EVENT WILL CONTRACTOR BE LIABLE TO THE COUNTY FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT CONTRACTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

c) BASIS OF THE BARGAIN. THE COUNTY ACKNOWLEDGES THAT CONTRACTOR HAS SET ITS FEES AND ENTERED INTO THIS AGREEMENT IN RELIANCE UPON THE LIMITATIONS OF LIABILITY AND THE DISCLAIMERS OF WARRANTIES AND DAMAGES SET FORTH IN THIS AGREEMENT, AND THAT THE SAME FORM AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES.

d) The limitations and exclusions set forth in this section shall not apply to claims for which indemnification is provided by Contractor under Section 8.

FUNCTIONAL SPECIFICATIONS RESPONSE

This Exhibit 3 is solely intended to give a description of the functionality and features for the items marked "1- Standard Current" as provided in the Baseline Component System software identified in Exhibit 1 as delivered pursuant to the terms of the warranty provided in Section 7 of the Agreement. Notwithstanding anything to the contrary, for those items with qualifying comments, functionality and features are only warranted to the extent qualified by such comments. Comments that may refer to products or services are not intended to describe services or products that SunGard is obligated to provide under this agreement unless such products or services are specifically provided in Exhibit 1.

Additional qualifying comments are as follows:

- Planning 1.028 – "Standard Current" partially met through various business rules; however, if additional functionality is necessary outside of the off-the-shelf solution, then customization will be necessary to meet the City's business rules.
- Planning 1.029 – Same as above.
- Permitting 2.030 – Same as above.
- Permitting 2.031 – Same as above.
- Permitting 2.032 – Same as above.
- Inspections 3.025 – Same as above.
- General System 9.026 – "3rd Party Application" & "Custom Modification" as it would require customization/integration to DocuSign (or similar product)

Functional Specifications contained in Section B, Functional Requirements, Page E-29, of the Planning, Permitting, and Parcel Management Software Response to RFP #16-208-019, are hereby incorporated to the extent provided above.

SOFTWARE MAINTENANCE SUPPLEMENT

The County desires that Contractor provide Maintenance and Enhancements for and new releases of the Baseline Software identified in Exhibit B-2 to County Agreement (Software Exhibit) on the terms and conditions contained in this Software Maintenance Supplement (the Maintenance Supplement), and if applicable, for the Custom Modifications identified in Software Exhibit on the terms and conditions of this Maintenance Supplement. Accordingly, the parties agree as follows:

1. Additional Definitions.

"Custom Modification" means a change that Contractor has made at Customer's request to any Component System in accordance with a Contractor-generated specification, but without any other changes whatsoever by any person or entity. Each Custom Modification for which Contractor will provide the County with Improvements is identified in Software Exhibit

"Defect" has the meaning ascribed to that term in the License and Services Agreement to which this Maintenance Supplement is a part of, and further, with regard to each Custom Modification, means a material deviation between the Custom Modification and the Contractor-generated specification and documentation for such Custom Modification, and for which Defect the County has given Contractor enough information to enable Contractor to replicate the deviation on a computer configuration that is both comparable to the Equipment and that is under Contractor's control.

"Enhancements" means general release (as opposed to custom) changes to a Baseline Component System or Custom Modification which increase the functionality of the Baseline Component System or Custom Modification in question.

"Improvements" means, collectively, Maintenance, Enhancements and New Releases provided under this Maintenance Supplement.

"Maintenance" means using reasonable efforts to provide the County with avoidance procedures for or corrections of Defects. The hours during which Maintenance will be provided for each Component System, the targeted response times for certain defined categories of Maintenance calls for each

Component System and Custom Modification, and other details and procedures (collectively, the "Maintenance Standards") relating to the provision of Maintenance for each Component System and Custom Modification are described in attached Appendix 1.

"New Releases" means new editions of a Baseline Component System or Custom Modification, as applicable.

"Notification" means a communication to Contractor's help desk by means of: (i) Contractor's web helpline; (ii) the placement of a telephone call; or (iii) the sending of an e-mail, in each case, in accordance with Contractor's then-current policies and procedures for submitting such communications.

1. Services.

a) Types of Services. During the Term, Contractor will provide the County with Maintenance for, Enhancements of, and New Releases of each Baseline Component System and each Custom Modification identified in Software Exhibit. Such services are included as part of the Hosting Services.

b) Limitations. All Improvements will be part of the applicable Baseline Component System/Custom Modification, and will be subject to all of the terms and conditions of the License and Services Agreement Supplement to which this Maintenance Supplement is a part of, and this Maintenance Supplement. Contractor's obligation to provide the County with Improvements for Baseline Component Systems owned by parties other than Contractor is limited to providing the County with the Improvements that the applicable third party owner provides to Contractor for that Baseline Component System. The County must provide Contractor with such facilities, equipment and support as are reasonably necessary for Contractor to perform its obligations under this Maintenance Supplement, including remote access to the Equipment.

2. Payment and Taxes.

a) Improvements Fees. Improvements are

included in the Hosting Services Fees.

b) Taxes. The County is responsible for paying all taxes (except for taxes based on Contractor's net income or capital stock) relating to this Maintenance Supplement, the Improvements, any services provided or payments made under this Maintenance Supplement. Applicable tax amounts (if any) are NOT included in the fees set forth in this Maintenance Supplement. If the County is exempt from the payment of any such taxes, the County must provide Contractor with a valid tax exemption certificate; otherwise, absent proof of Customer's direct payment of such tax amounts to the applicable taxing authority, Contractor will invoice the County for and the County will pay to Contractor all such tax amounts.

3. Disclaimer of Warranties. The County agrees and understands that CONTRACTOR MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO ANY IMPROVEMENTS AND/OR ANY OTHER MATTER RELATING TO THIS MAINTENANCE SUPPLEMENT, AND THAT CONTRACTOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FURTHER, CONTRACTOR EXPRESSLY DOES NOT WARRANT THAT A COMPONENT SYSTEM, ANY CUSTOM MODIFICATION OR ANY IMPROVEMENTS WILL BE USABLE BY THE COUNTY IF THE COMPONENT SYSTEM OR CUSTOM MODIFICATION HAS BEEN MODIFIED BY

ANYONE OTHER THAN CONTRACTOR, OR WILL BE ERROR FREE, WILL OPERATE WITHOUT INTERRUPTION OR WILL BE COMPATIBLE WITH ANY HARDWARE OR SOFTWARE OTHER THAN THE EQUIPMENT.

4. LIMITATIONS OF LIABILITY.

A) LIMITED LIABILITY OF CONTRACTOR. CONTRACTOR'S LIABILITY IN CONNECTION WITH THE IMPROVEMENTS OR ANY OTHER MATTER RELATING TO THIS MAINTENANCE SUPPLEMENT WILL NOT EXCEED THE FEES THAT THE COUNTY ACTUALLY PAID TO CONTRACTOR FOR THE IMPROVEMENTS FOR THE YEAR THAT SUCH LIABILITY ARISES.

B) EXCLUSION OF DAMAGES. REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE OR OTHERWISE, IN NO EVENT WILL CONTRACTOR BE LIABLE TO THE COUNTY FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT CONTRACTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

C) BASIS OF THE BARGAIN. THE COUNTY ACKNOWLEDGES THAT CONTRACTOR HAS SET ITS FEES AND ENTERED INTO THIS MAINTENANCE SUPPLEMENT IN RELIANCE UPON THE LIMITATIONS OF LIABILITY AND THE DISCLAIMERS OF WARRANTIES AND DAMAGES SET FORTH IN THIS MAINTENANCE SUPPLEMENT, AND THAT THE SAME FORM AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES.

Appendix 1 to the Software Maintenance Supplement

Maintenance Standards

- I. **Hours During Which Contractor's Telephone Support Will be Available to the County in Connection with the Provision of Maintenance:** Unless otherwise noted in Software Exhibit , support

hours are Monday through Friday, 8:00 A.M. to 5:00 P.M. Customer's Local Time within the continental United States, excluding holidays ("5x9").

- II. Targeted Response Times.** With respect to Contractor's Maintenance obligations, Contractor will use diligent, commercially reasonable efforts to respond to Notifications from the County relating to the Baseline Component Systems/Custom Modifications identified in Software Exhibit of this Agreement in accordance with the following guidelines with the time period to be measured beginning with the first applicable Contractor "Telephone Support" hour occurring after Contractor's receipt of the Notification:

Priority	Description	Response Goal*	Resolution Goal*
Urgent 1	A support issue shall be considered Urgent when it produces a Total System Failure; meaning Contractor's Component Systems are not performing a process that has caused a complete work stoppage.	Contractor has a stated goal to respond within 60 minutes of the issue being reported and have a resolution plan within 24 hours.	<p>Although resolution times vary depending on the exact issue and County environment, Contractor has a stated goal to resolve an urgent issue within 24 hours OR provide a resolution plan with urgent issues within 24 hours of the issue being reported.</p> <p>A resolution plan details the steps necessary to understand and possibly resolve the issue.</p>
Critical 2	A support issue shall be considered Critical when a critical failure in operations occurs; meaning Contractor's Component Systems are not performing a critical process and prevents the continuation of basic operations. Critical problems do not have a workaround. This classification does not apply to intermittent problems.	Contractor has a stated goal to respond within two hours of the issue being reported.	
Non-Critical 3	A support issue shall be considered Non-Critical when a non critical failure in operations occurs; meaning Contractor's Component Systems are not performing non-critical processes, but the system is still usable for its intended purpose or there is a workaround.	Contractor has a stated goal to respond within four hours of the issue being reported.	
Minor 4	A support issue will be considered Minor when the issue causes minor disruptions in the way tasks are performed, but does not affect workflow or operations. This may include cosmetic issues, general questions, and how to use certain features of the system.	Contractor has a stated goal to respond within 24 hours of the issue being reported.	

* Measured from the moment a Case number is created. As used herein a "Case number" is created when a) Contractor's support representative has been directly contacted by the County either by phone, email, in person, or through Contractor's online support portal, and b) when Contractor's support representative assigns a case number and conveys that case number to the County.

HOSTING SERVICES

ANNEX 1 - SPECIFIED CONFIGURATION

1. Hardware Requirements

The following are minimum hardware requirements to enable Customer to access the host site. These requirements do not take into account any local area network configuration or requirements, which are the responsibility of Customer.

1.1. Personal Computers

Each personal computer that will access the hosted environment should achieve the following minimum hardware/software requirements for access:

- 2.0 Ghz, 2 GB RAM with 4 GB hard disk storage available (more may be necessary if running several TRAKiT Windows concurrently)

****When configuring the PC, take into account any other software applications that may run concurrently with TRAKiT and increase the memory and storage accordingly.**

- Microsoft Windows Windows 7 (professional version recommended) operating system
- Microsoft Internet Explorer 10.0 or higher

Note: SunGard regularly updates a compatibility chart of what plug-in is recommended for each SunGard version.

- TCP/IP network connectivity configured and operational
- Monitor, (with minimum screen resolution of 1024 x 768), mouse and keyboard

Note: This version can be provided to you by SunGard

SunGard will not support any hardware that does not meet the minimum requirements

1.2. Customer Connectivity

Internet bandwidth is determined by the customer. It is based on Saturation level: a combination of connection speed, number of users on the system, size of files being accessed over the Internet, etc.

SunGard requires the following minimum setup:

- Minimum 1.5 MB Internet connection (T1 or other telecom provided service is preferred over cable or DSL) Responsiveness is directly affected by connectivity selected.
- SunGard will provide a pre-configured Cisco router to establish a site to site VPN connection to the SunGard datacenter. The Customer is required to provide a technical resource to install and successfully test the VPN connection during implementation.
- Recommended redundant Internet connection in case the primary connection goes down.

1.3. Recommended Customer Hardware

An industry standard firewall used to protect the customer's internal network is required for connectivity into the SunGard Cloud Solutions network.

HOSTING SERVICES

ANNEX 2 – HOSTED SOFTWARE AVAILABILITY

1. SunGard's Responsibilities

SunGard undertakes all responsibilities as outlined under Parts 1 of this Annex 2 provided below.

2. Customer Responsibilities

SunGard will not be liable for a failure to perform its responsibilities under this Annex 2 to the extent such failure is directly caused by the Customer not complying with its obligations under this Agreement.

- A. Customer will designate named contacts for contacting support. These named contacts will have undertaken specific training under the supervision of SunGard in order to log faults and interact with support services.
- B. Customer may be asked to perform problem determination activities as suggested by SunGard. Problem determination activities may include capturing error messages, documenting steps taken and collecting configuration information. Customer may also be requested to perform resolution activities including modifying processes. Customer agrees to cooperate with such requests, if reasonable.
- C. Customer is responsible for the training and organization of its staff.
- D. SunGard is not required to provide any services relating to problems arising out of any alterations of or additions to the Solution performed or authorized by parties other than SunGard (including its contractors, or third parties under SunGard's control). The Solution does not include development work on software not licensed from SunGard or development work for enhancements or features that are outside the documented functionality of the Solution except such work described in Exhibit 1 and Annex 3. Customer may request consulting and development work from SunGard as a separate billable service.
- E. Customer will appoint a vendor liaison manager who will be Customer's primary contact with SunGard on all commercial matters related to the Solution.

3. Disagreement procedure

In case the parties are in disagreement as to whether SunGard has fulfilled its obligations under this ASP Order the parties shall use all reasonable efforts to amicably settle such dispute within five (5) working days. If the disagreement remains following such five working day period, the parties shall escalate the problem to the following representatives for the respective company to resolve the dispute:

SunGard: Director of Operations (first level); VP of TRAKiT Division (escalation – 1st level); General Manager (escalation – 2nd level)

Customer: _____

The disagreement procedure proposed herein shall not limit either party's right to bring a claim as provided for in the Agreement. Notwithstanding any dispute under this Annex 2, the parties have a duty to continue fulfilling all their other obligations under this Agreement.

ANNEX 2 – HOSTED SOFTWARE AVAILABILITY

PART 1: SOLUTION AVAILABILITY AND HOSTING SERVICES

Hosted TRAKiT Standards Sheet

1. System Availability

The scheduled hours of availability for the Host Computer Systems are 24 hours per day Monday – Saturday. The system is reserved for maintenance on Sundays from 12 a.m. – 5 p.m., customer local time. There are special considerations for software updates and emergency situations; please reference Sections 3.3 and 3.4 (Maintenance and Upgrades) for details.

2. System Backups

SunGard will configure and monitor the status of backups of the Host Computer Systems, protecting the integrity and privacy of the Customer's data.

2.1. Night Processing

Specified processor-intensive jobs, as determined by SunGard, may be required to be run during the night processing time frame of 8 p.m. to 11:59 p.m. local time, to ensure that acceptable system performance standards are met. Examples of these jobs include such things as Utility Bill generation and Tax Notice generation. This is also to make sure the processes are finished before nightly backups occur.

2.2. Daily System Backups

Daily data backups begin between 12 a.m. – 5 a.m. (Customer local time) Monday through Friday. The majority start at midnight. These backups consist of all changed objects on the system (includes of all SunGard application data, program files, source files, and other necessary Customer data). The system will be available during the daily backup.

2.3. Weekly System Backups

Weekly system backups begin between 12 a.m. – 5 a.m. (Customer local time) on Sunday. A full Restricted State system backup is performed which saves the system in its entirety. These backups consist of all SunGard application data, program files, source files, and other necessary Customer data. In addition, the IBMi Operating System, Security, and Configuration Data will be backed up via a Restricted State backup. During this time access to the IBMi and its applications will not be available.

2.4. Restores

Individual Customer restores will be performed on an as needed basis taking into consideration both Customer and Host Computer Systems functionality, availability, and necessity.

2.5. Retention

Retention of the backups will be as follows: daily backups - 2 weeks, weekly backups - 1 month, monthly backups - 1 year, yearly backups - 3 years. All backup tapes will be rotated to a secure, off-site storage facility on a daily basis.

3. System Administration

SunGard will provide for system administration of the Host Computer Systems, including but not limited to:

3.1. System Monitoring

The Host Computer Systems will be monitored on a 24-hour basis through the use of automated monitoring software and/or hardware as selected by SunGard Public System operations to be monitored include:

- Subsystems - to ensure they are active, operational, and without pending errors messages.
- Job queues - to ensure they are active, operational, and attached to the correct subsystems.
- Critical system messages - Monitoring for hardware errors, system functionality errors, operating system errors, system integrity errors, etc.
- System and Network Information - Samples of system and network information to be monitored include:
 - DASD (Disk storage)
 - Total utilization
 - RAID protection
 - Drive failures
 - Disk drive error rates
 - CPU Utilization
 - Total number of jobs in the system
 - System service starts and ends
 - Backup completion
 - Other pertinent system information as determined by SunGard.

3.2. System Maintenance

SunGard will provide all necessary Host Computer Systems and network maintenance as deemed appropriate and necessary by the System Administrator and/or associated staff.

3.3. Software Maintenance and Upgrades

Software maintenance and upgrades will be performed outside of each customer's standard business hours whenever possible.

Emergency situations will be handled on a case-by-case basis in such a manner as to provide the least possible disruption to overall system operations and availability without negatively affecting system stability and integrity.

All parties will have advanced notice of such upgrades and any emergency updates will have the customer's primary contact's approval before being done.

3.3.1. Intel

Intel server service packs, patches and updates shall be applied as necessary to ensure integrity of the system(s), system data and associated operating environment. Patches deemed critical in nature by SunGard of system/software vendors shall be applied as soon as possible to prevent system corruption, penetration, degradation etc.

3.3.2. SunGard Applications

Upgrades and updates to SunGard applications on both the IBMi and Intel platforms will be performed on scheduled dates during the year.

3.4. Hardware Maintenance and Upgrades

Hardware maintenance and upgrades will be performed outside of each customer's standard business hours whenever possible.

Emergency situations will be handled on a case-by-case basis in such a manner as to cause the least possible disruption to overall system operations and availability without negatively affecting system stability and integrity.

The primary Customer contact will be notified, when possible, via the on file e-mail address, prior to hardware upgrades being performed.

3.5. System Security

System security values will be set to provide for system integrity and data security as deemed appropriate by SunGard. This will include such items as password length and makeup, change

intervals, system security level, etc.

User profiles, with all object authority, job control and spool control, will be limited to the standard system security profile (QSECOFR), the SunGard System Administrator profiles. Additionally, for Private partitions only, these additional authorities may be given to a select few profiles, which will be determined by the client primary contact.

Customer user profiles will only have access to appropriate Customer data.

Security auditing will be enacted to provide for the ability to audit security violations, changes, etc., with periodic system security reviews conducted by SunGard.

Host site security will include implementation of an industry standard firewall, secure sockets layer, virtual private networks, IP address translation, and/or a combination thereof.

The primary contact and their assignees, will have the ability to reset user profiles for their users. There should be no more than four (4) assignees.

For Private partitions only, printer writer access authorization will be limited to a select few profiles from the client.

For Private partitions only, command line access will be granted upon request.

3.6. Partner Third Party Software

SunGard has partnered with a number of third party vendors for purposes such as time & attendance, form printing, mapping, etc. For these third party vendors, SunGard will be responsible for the following:

- Initial loading of software
- Periodic upgrades/service packs
- Technical support for issues directly related to the IBMi Operating System.

4. Host Site Performance

Performance monitoring and tuning will be performed as necessary to maintain an average in network interactive response time. "In network" is defined as any point between which the data packet enters the SunGard environment and subsequently departs the SunGard environment. Any point of communications outside of the SunGard protected network environment, shall be deemed as "out of network."

SunGard is not responsible for Internet connectivity and/or performance outside the internal SunGard host site infrastructure.

5. Standard TRAKiT Support

Telephone and Email support is available during normal operating hours between 5:00 AM to 5:00 PM (PST) Monday through Friday. Calls received out of office hours will be received by SunGard's automated messaging system and best efforts will be made to take action to any after-hours requests. Emails received outside of normal operating hours will be collected, however, no action can be guaranteed until the next working day. SunGard is not responsible for Customer hardware, non-SunGard related software, Internet access, and/or connectivity issues. SunGard will provide guidance to Customer in obtaining technical support for on-site hardware and connectivity issues.

6. Data Input

The Software will be operated by the Customer via workstations. These workstations will be connected to the Software as set forth in the Specified Configuration.

7. Limitations

The support services described above expressly exclude services required to solve any problems caused by failure of equipment or software at Customer's site other than SunGard supplied equipment and/or software.

8. Responsibility for Customer Data Capture

As between SunGard and Customer, Customer has sole responsibility for the provision, completeness, validity, integrity, adequacy, accuracy and use of any Customer data used by the Software. Defects or Software failures as a result of erroneous entry of Customer data are not covered by support.