
MEMO

APPROVED
03/23/2020



DATE: March 17, 2020
FROM: Matney M. Ellis
Procurement Director
TO: Board of County Commissioners
SUBJECT: Agreement – M&M Micro Systems Inc.

A handwritten signature in black ink, appearing to read "Matney M. Ellis", with a long horizontal flourish extending to the right.

Submitted for your approval and execution is the attached agreement between the Board of County Commissioners of Tulsa County on behalf of the Tulsa County Sheriff's Office and M&M Micro Systems Inc. for annual software support for SOMS® Windows software for the period of July 1, 2019 through June 30, 2020.

Respectfully submitted for your approval and execution.

MME / mlb

SUBMITTED FOR: The March 23, 2020 BOCC meeting agenda.

CMF# 20200699

M&M Micro Systems Inc.

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1905 High Park Circle * Maryville, Tennessee 37803

(888) 644-5786 Voice * (865) 380-4610 Fax * www.mmmicro.com

M&M Micro Systems Inc. makes every effort to **provide the best in customer support.** The Annual Software Support Agreement (ASSA), commonly referred to as the ASSA is as follows:

Annual Software Support Agreement SOMS® for Windows:

M&M Micro Systems Inc. provides 8:00 – 5:00 pm CST business hour support for the SOMS Windows *Software* – commonly referred to as the Annual Software Support Agreement (ASSA).

Customers obtain support by calling **(888) 644-5786** and every effort will be made to respond quickly. If necessary, technicians will connect via LogMeIn or Remote Desktop for resolution response. This Annual Software Support Agreement will include the following:

- **Product Upgrades.** Your agency is responsible for performing a backup prior to the SOMS upgrade.
- **8:00 – 5:00 pm CST Business Technical Support.** Does not include support for any product other than SOMS Monday through Friday 8:00 am until 5:00 pm normal business operations. No SOMS upgrade will be performed on Friday's or after hours.
- **After Hours Emergency Support.** Emergency support provided for after hours with renewal of support agreement. We request that contact be for emergencies only. You must follow the after hours phone instructions to receive emergency support. It is different than the 8:00 – 5:00 pm CST messaging. Another contact is (731) 697-1076 for emergencies.
- **Remote Diagnostics.** Each facility must maintain an operational communication, LogmeIn or Remote Desktop. Without this access, M&M Micro Systems Inc. might be unable to provide adequate support response. We will use LogMeIn or Remote Desktop to handle technical support issues.

No emergency support will be provided for inactive sites.

The support agreements will not cover onsite visits for rebuild of the network due to virus destruction. We suggest that your facility utilize virus detection software and make every effort against the introduction of a virus into your network. However, if the ASSA is active and M&M Micro Systems Inc. installed the network, we will restore it, due to hardware failure.

*Computers * Software * Solutions*

CMF# 20200699

M&M Micro Systems Inc.

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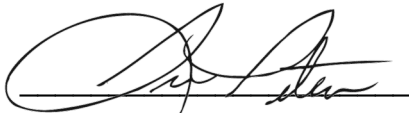
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The support agreement covers only software modifications by M&M Micro Systems Inc. Any interfaces developed by companies without written authorization from M&M Micro Systems Inc. will void this support agreement. It is the facility responsibility to ensure protection of data. No company may legally obtain data without written authorization from M&M Micro Systems Inc. Any attempt to export/manipulate data may result in legal action.

Software Upgrades are provided periodically and can assist your agency in tracking or maintaining information required by state or federal mandates. It is your responsibility to perform these upgrades during normal business hours. If you have questions, contact us prior to the start of the upgrade. Be sure to perform and verify backup before beginning the upgrade.

This is for support only of the SOMS for Windows® maintenance module, Clock Card, FTO and training modules. No support is included for other modules.

It is our goal to provide your agency with prompt, courteous support. These support agreements will ensure that your agency receives timely responses. Please renew today.



Agency Representative

Chairman, Board of County Commissioners
of Tulsa County, Oklahoma

Allison Elder

10/02/2019

M&M Micro Systems Inc.

Email Address: We would love to utilize email to communicate more effectively with your agency. Please provide an email address that we can utilize.

Renewal Information: OK Tulsa County Sheriffs Office

Amount: \$3250.00

Start Date: 07/01/2019

End Date: 06/30/2020

Please note support coverage. This is for support only of SOMS for Windows® maintenance module, Clock Card., FTO and training modules. Does not include support for any other module.

Approved as to form:

James G. Rea Digitally signed by James G. Rea
Date: 2020.03.17 13:40:42 -05'00'

Assistant District Attorney

Attest:



Tulsa County Clerk

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