



Linu Parappilly
Director / CIO

Technology Services

150 Beaver Creek Rd., Suite 408
Oregon City, OR 97045

October 23rd, 2025

Board of County Commissioners
Clackamas County

BCC Agenda Date / Item _____

Members of the Board:

Approval of a Purchase Order to Convergent Technologies for security camera software licensing. Order Value is \$324,821 for 5 years. Funding is through departmental cost allocation, which does include a small portion of Budgeted County General Funds.

Previous Board Action/Review	The BCC has previously approved the purchase of Genetec Services.		
Performance Clackamas	1. Build a Strong Infrastructure 2. Build Public trust through Good Government		
Counsel Review	Yes	Procurement Review	Yes
Contact Person	Linu Parappilly	Contact Phone	503-655-8525

EXECUTIVE SUMMARY:

The Clackamas County Technology Services Department (TS) is tasked with providing a solution for Security Cameras on County Buildings. The Vendor that was selected for this purpose was Genetec Inc. Genetec is a market leader in the Enterprise Video Surveillance Software market.

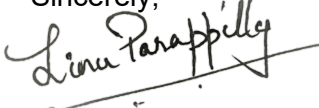
Currently, licensing maintenance is up for renewal for the Genetec solution. Continuing the licensing maintenance will ensure licensing compliance and continued operation of Security Cameras on and in County Buildings.

This contract has been reviewed by County Counsel.

RECOMMENDATION:

Staff respectfully recommends approval of the contract with Convergent Technologies LLC to continue licensing maintenance on the Genetec Video Surveillance Software. Staff further recommends the Board delegate authority to the Technology Services Director to sign agreements necessary in the performance of this contract.

Sincerely,



Linu Parappilly
Director / CIO
Technology Services

Placed on the Agenda of _____ by the Purchasing Division

**BEFORE THE BOARD OF COUNTY COMMISSIONERS
OF CLACKAMAS COUNTY, STATE OF OREGON**

In the Matter of Approving
Issuance of Purchase Order for the
Purchase of Software Licensing



Board Order No. _____

Page 1 of 2

Whereas, the Clackamas County Board of County Commissioners (the “Board”) has authority to sign all contracts and any amendments or renewals of the same;

Whereas, Oregon Revised Statutes (“ORS”) Chapters 279A.200 - 220 and Local Contact Review Board Rule C-046-0400 permit Clackamas County to purchase goods and services using cooperative contracts;

Whereas, Sourcewell, a cooperative purchasing entity, established cooperative contract number #121024-CTL (“Cooperative Contract”) with Convergent Technologies LLC for the purchase of video surveillance solutions;

Whereas, the Clackamas County Technology Services Department desires to utilize the Cooperative Contract and enter into a 5-year agreement with Convergent Technologies LLC to purchase Genentec Video Surveillance software licensing for total of \$324,821 through October 2030 (“Software Licensing”), as set forth in the Convergent Technologies LLC quotes DE03830692P and DE03824719P attached hereto as Exhibit A and further described in the Cooperative Contract;

Whereas, the Clackamas County Department of Finance requests authority to purchase the Software Licensing by issuance of a purchase order (“PO”); and

Whereas, a PO is issued directly through the Clackamas County Department of Finance’s management software with no signature required or available;

NOW THEREFORE, the Clackamas County Board of County Commissioners orders as follows:

1. The requested purchase of the Software Licensing from Convergent Technologies LLC in the amount of \$324,821 is hereby approved;
2. The Clackamas County Department of Finance is hereby delegated limited authority to issue a PO to purchase the Software Licensing.

**BEFORE THE BOARD OF COUNTY COMMISSIONERS
OF CLACKAMAS COUNTY, STATE OF OREGON**

In the Matter of Approving
Issuance of Purchase Order for the
Purchase of Software Licensing



Board Order No. _____

Page 2 of 2

DATED this ____ day of _____, 2025

BOARD OF COUNTY COMMISSIONERS

Chair

Recording Secretary



Clackamas County
CUSTOMER SUPPORT PLAN (CSP) PROPOSAL

Date Submitted: 8/13/2025
By: Daniel Eastvold – daniel.eastvold@convergint.com

August 13, 2025

Clackamas County
168 Warner Milne Rd
Oregon City, Oregon 97045

Quotation: DE03824719P

Attention: Ronald Sandner
Reference: Clackamas County (MAIN) - Security CSP (Multi-Year)

Dear Ronald,

Thank you for considering Convergent as your service provider. I am pleased to provide you with this Customer Support Program (CSP) proposal to assist you in maintaining your system. Our goal is to work with you to maintain the integrity of the system, minimize downtime, and assist you in providing a safe and secure environment for your occupants.

Convergent is committed to providing long-term customer satisfaction and support for new and existing systems. CSP agreements enable you to maximize your investment in your systems through:

- Optimizing the performance and integrity of your systems, thus extending the life of the systems.
- Performing comprehensive testing of systems and equipment to ensure and validate system integrity and functionality.
- Identifying system deficiencies or facility modifications that may impact equipment and system performance.
- Providing the experience of trained and/or factory-certified technicians for the ongoing service of your systems.
- Providing testing and service documentation to demonstrate compliance with requirements, as needed.
- Avoiding false alarms, tenant interruption, and business downtime.

Please reach out to me with any questions. When you are ready, please complete and return the enclosed Customer Support Program Agreement.

Thank you,

Daniel Eastvold

Account Executive | Convergent

O: M: 971-323-0706

daniel.eastvold@convergent.com

7651 SW Mohawk Street, Bldg C, Tualatin, OR 97062

The logo for Convergent, featuring the word "convergent" in a sans-serif font. The "i" in "convergent" is stylized with a vertical line through it that extends above and below the letter.

CUSTOMER SUPPORT PLAN (CSP) PROGRAM GOALS

We are pleased to provide this proposal for your consideration. This quotation is valid for thirty (30) days.

A Customer Support Program (CSP) can be tailored to match each customer's operational requirements and desired outcomes. In this case, the CSP is limited to providing Genetec Advantage software subscription and support for your Enterprise Genetec video surveillance system.

The goals of this CSP are to:

- Ensure uninterrupted access to Genetec technical support and resources
- Maintain eligibility for software updates and security enhancements released by Genetec
- Support long-term system reliability through ongoing software coverage
- Provide a foundation for future system improvements by keeping the software current and supported

While CSP agreements can include a wide range of additional services, the scope of this proposal is limited to software coverage only. The table below outlines common CSP offerings for reference, along with those declined for this agreement.

CSP INCLUSIONS

Convergent Technologies Customer Support Program includes a combination of services tailored to meet your specific needs. There are number of common features provided with all Convergent Customer Support Programs including:

CSP INCLUSIONS	
SERVICE OFFERINGS	
Genetec Advantage Software Subscription and Support	✓
Annual Software Upgrade	Declined
Annual System Training (1 hour)	Declined
Password and Patch Management	Declined
Comprehensive Maintenance	Declined
CSP Labor Rates	Declined
iCare Service Management Tool	Declined
Quarterly Business Reviews	Included

CSP INCLUSIONS (CONT'D)

Software Subscription & Support

Convergent Technologies provides customers a comprehensive security software support plan that allows them to keep pace with all software revisions and advancements as they are made available by manufacturers. Such revisions will keep your installed system operating with the latest technology and at peak performance. Software hotfixes and patches will be deployed as necessary during the quarterly maintenance visit. With the proliferation of technology, Software Subscription & Support is invaluable to those customers desirous of keeping their systems current. This support agreement covers Clackamas County 's Genetec systems.

Quarterly Service & Technology Review

Convergent ensures alignment with our customers through regular business reviews. These meetings are an opportunity to collaboratively highlight our progress by providing updates, reviewing risks, and addressing areas for improvement. Also, these engagements provide a platform for discussing roadmap activities to include technology initiatives.

INCLUDED SOFTWARE SUPPORT AGREEMENTS

The following services are included as part of the CSP package options provided in this quotation.

SOFTWARE LICENSE INCLUSIONS		
LINE	QUANTITY	DESCRIPTION
1		Sourcewell Contract No.: 121024-CTL
2	1,297	Genetec™ Advantage Renewal for 1 Omnicast™ Enterprise Camera – 5 Years
3	16	Genetec™ Advantage Renewal for 1 Synergis™ Enterprise Reader – 5 Years
4	1	Genetec™ 24/7 Technical Assistance Center Support – 5 Years
5		Labor Quoted IAW Sourcewell 121024-CTL

PRICING AND IMPLEMENTATION

AGREEMENT DETAILS					
CSP CONTRACT PERIOD	11/1/2025 – 10/31/2030				
CSP DURATION	5-Years				
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
GENETEC ADVANTAGE	\$50,811.80	\$50,811.80	\$50,811.80	\$50,811.80	\$50,811.80
ORDER PROCESSING	Waived	Waived	Waived	Waived	Waived
TOTAL ANNUAL CSP PRICE	\$50,811.80	\$50,811.80	\$50,811.80	\$50,811.80	\$50,811.80
PAYMENT SCHEDULE / CLARIFICATIONS	The CSP will be invoiced annually in the first month of the agreement period. Despite anything to the contrary in the attached Terms and Conditions, Convergent agrees to allow Customer to pay recurring service charges in installments per the schedule above. If the Customer terminates the Agreement for any reason, all remaining payments will become immediately due, with the full balance payable NET 30 upon invoice. Pricing will be reviewed annually and updated only to reflect changes in camera counts or coverage options. This Proposal is subject to Sourcewell Master Agreement dated 03/04/2025 between Sourcewell and Convergent Technologies LLC for Clackamas County, Contract #121024 for the category of Facility Security Systems, Equipment, and Software with Related Services. All of the terms and conditions of the Sourcewell Master Agreement, to the extent not expressly supplement herein, are hereby incorporated into the terms and conditions of this Proposal as set out in full herein				

EARLY TERMINATION

The early termination penalties cover the 5-year SSA Software Licensing for the Customer's Genetec system. Convergent prepaid for 5 years of software support, charging Clackamas County annually at a reduced rate. These penalties ensure full compensation for the prepaid software in the event of early termination.

EARLY TERMINATION PENALTIES	
YEAR OF CANCELLATION	AMOUNT DUE
AFTER YEAR 1	\$203,247.20
AFTER YEAR 2	\$152,435.40
AFTER YEAR 3	\$101,623.60
AFTER YEAR 4	\$50,811.80
AFTER YEAR 5	\$0.00

ACCEPTANCE

By signing below, I accept this proposal and agree to the Terms and Conditions contained herein.

Customer Name (Printed)

Date

Authorized Signature

Title



Clackamas County Jail
CUSTOMER SUPPORT PLAN (CSP) PROPOSAL

Date Submitted: 8/13/2025
By: Daniel Eastvold – daniel.eastvold@convergint.com

August 13, 2025

Clackamas County Jail
2206 Kaen Rd.
Oregon City, Oregon 97045

Quotation: DE03830692P

Attention: Ronald Sandner
Reference: Clackamas County (JAIL) - Security CSP (Multi-Year)

Dear Ronald,

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PRICING AND IMPLEMENTATION

AGREEMENT DETAILS					
CSP CONTRACT PERIOD	11/1/2025 – 10/31/2030				
CSP DURATION	5-Years				
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
GENETEC ADVANTAGE	\$14,152.40	\$14,152.40	\$14,152.40	\$14,152.40	\$14,152.40
ORDER PROCESSING	Waived	Waived	Waived	Waived	Waived
TOTAL ANNUAL CSP PRICE	\$14,152.40	\$14,152.40	\$14,152.40	\$14,152.40	\$14,152.40
PAYMENT SCHEDULE / CLARIFICATIONS	The CSP will be invoiced annually in the first month of the agreement period. Despite anything to the contrary in the attached Terms and Conditions, Convergent agrees to allow Customer to pay recurring service charges in installments per the schedule above. If the Customer terminates the Agreement for any reason, all remaining payments will become immediately due, with the full balance payable NET 30 upon invoice. Pricing will be reviewed annually and updated only to reflect changes in camera counts or coverage options. This Proposal is subject to Sourcewell Master Agreement dated 03/04/2025 between Sourcewell and Convergent Technologies LLC for Clackamas County, Contract #121024 for the category of Facility Security Systems, Equipment, and Software with Related Services. All of the terms and conditions of the Sourcewell Master Agreement, to the extent not expressly supplement herein, are hereby incorporated into the terms and conditions of this Proposal as set out in full herein				

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EARLY TERMINATION PENALTIES	
YEAR OF CANCELLATION	AMOUNT DUE
AFTER YEAR 1	\$56,609.60
AFTER YEAR 2	\$42,457.20
AFTER YEAR 3	\$28,304.80
AFTER YEAR 4	\$14,152.40
AFTER YEAR 5	\$0.00

ACCEPTANCE

By signing below, I accept this proposal and agree to the Terms and Conditions contained herein.

Customer Name (Printed)

Date

Authorized Signature

Title