



Twin Falls City Council Agenda

Monday, October 7, 2019, 5:00 PM

City Council Chambers
203 Main Avenue East- Twin Falls, Idaho

Members: Shawn Barigar, Suzanne Hawkins, Nikki Boyd, Chris Talkington, Gregory Lanting, Christopher Reid, Ruth Pierce

- 1) CALL MEETING TO ORDER/CONFIRMATION OF QUORUM
- 2) PLEDGE OF ALLEGIANCE
- 3) PROCLAMATIONS
 - a) **PRESENTATION:** National Energy Month & Weatherization Day 2019 - Ken J. Robinette, Chief Executive Officer, South Central Community Action Partnership
 - b) **PRESENTATION:** City of Twin Falls/Breast Cancer Awareness Month - Ruth Pierce, City Council
- 4) GENERAL PUBLIC INPUT
- 5) CONSENT CALENDAR
 - a) **ACTION ITEM:** Request to approve the Accounts Payable for September 26 through October 2, 2019.
By: Amy Luna, Finance Administrative Assistant
 - b) **ACTION ITEM:** Request to approve the September 30, 2019, City Council Minutes.
By: Kelli Ebersole, Recording Secretary
 - c) **ACTION ITEM:** Request to approve the Walk for Freedom event.
By: Sergeant Justin Dimond, Twin Falls Police Department
- 6) ITEMS OF CONSIDERATION
 - a) **PRESENTATION:** Presentation by Jason Kirschenmann of PSI on their "Pink Cart Program". This program is designed to raise funds and awareness for breast cancer.
By: Lorie Race, Chief Finance Officer
 - b) **PRESENTATION:** The Twin Falls Fire Department would like to recognize their newest promoted Captain Tom McCully, and their new Driver Scott Wyatt, and have each take their oath of office, and pin their new rank badges.
By: Les Kenworthy, Fire Chief

- c) **PRESENTATION:** Fire Chief Les Kenworthy would like to take this opportunity to thank four individuals for their outstanding and dedicated service to the citizens and visitors of the City of Twin Falls and recognize them for their following accomplishments.

By: Les Kenworthy, Fire Chief

- d) **ACTION ITEM:** Request approval to enter into contract negotiations with Lytle Signs for the completion of the "Archway with Message Boards Proposal #IT201901".

By: Kathy Markus, ITC Manager

- e) **ACTION ITEM:** Request approval to enter into contract negotiations with Central Square for the implementation of a Public Safety Software System that includes CAD, Mobile and Records Management.

By: Brian Pike, Deputy City Manager

- f) **ACTION ITEM:** Consideration of the City of Twin Falls accepting the status to become a Community Development Block Grant (CDBG) program recipient for the 2020 Fiscal Year.

By: Travis Rothweiler, City Manager

7) GENERAL INPUT/ADVISORY BOARD REPORT/ANNOUNCEMENTS

8) PUBLIC HEARINGS: None

9) ADJOURNMENT

- a) REQUEST TO ADJOURN TO EXECUTIVE SESSION:

§ 74-206(1)(b) To consider the evaluation, dismissal or disciplining of, or to hear complaints or charges brought against, a public officer, employee, staff member or individual agent, or public school student.

§ 74-206(1)(f) To communicate with legal counsel for the public agency to discuss the legal ramifications of and legal options for pending litigation, or controversies not yet being litigated but imminently likely to be litigated. The mere presence of legal counsel at an executive session does not satisfy this requirement.

Any person(s) needing special accommodations to participate in the above-noticed meeting could contact Leila Sanchez (208) 735-7287 at least two working days before the meeting. Si desea esta información en español, llame Leila Sanchez (208) 735-7287.

Public Input Procedures

1. Individuals wishing to provide public input regarding matters relevant to the City of Twin Falls shall:
 - Wait to be recognized by the Mayor or Chairman
 - Approach the microphone/podium
 - State their name, and whether they are a resident or property owner in the City of Twin Falls, and proceed with their input.
2. The Mayor or Chairman may limit input to no less than two (2) minutes. Individuals are not permitted to give their time to other speakers.

Public Hearing Procedures for Zoning Requests

1. Prior to opening the first Public Hearing of the session, the Mayor or Chairman shall review the public hearing procedures.
2. Individuals wishing to testify or speak before the City Council or Planning & Zoning Commission shall wait to be recognized by the Mayor or Chairman, approach the microphone/podium, state their name, and then proceed with their comments. Following their statements, they shall write their name and address on the record sheet(s) provided by the staff. The staff shall make an audio recording of the Public Hearing.
3. A City Staff Report shall summarize the application and history of the request.
4. The Applicant, or the spokesperson for the Applicant, will make a presentation on the application/request (request). No changes to the request may be made by the applicant after the publication of the Notice of Public Hearing. The presentation should include the following:
 - A complete explanation and description of the request.
 - Why the request is being made.
 - Location of the Property.
 - Impacts on the surrounding properties and efforts to mitigate those impacts.
5. Applicant is limited to 15 minutes, unless a written request for additional time is received, at least 72 hours prior to the hearing, and granted by the Mayor or Chairman.
6. The City Council or Planning & Zoning Commission may ask questions of staff or the applicant pertaining to the request.
7. The general public will then be given the opportunity to provide their testimony regarding the request. The Mayor or Chairman may limit public testimony to no less than two (2) minutes per person.
 - Individuals are not permitted to give their time to other speakers.
 - However, five (5) or more individuals that received written notice of the public hearing may appoint, by written petition, a spokesperson. The written petition must be received at least 72 hours prior to the hearing and must be granted by the Mayor or Chairman. The spokesperson shall be limited to 15 minutes.
 - Written comments, including e-mail, received by 12:00 p.m. on the date of the hearing shall be either read into the record or displayed to the public on the overhead projector.
8. Following the Public Testimony, the applicant is permitted five (5) minutes to respond to Public Testimony.
9. Following the Public Testimony and Applicant's response, Council or Commission members, as recognized by the Mayor or Chairman, shall be allowed to question the Applicant, Staff or anyone who has testified. Responses shall be limited to answering the questions asked. The Mayor or Chairman may limit the time permitted for the answer.
10. The Mayor or Chairman shall close the Public Hearing. The City Council or Planning & Zoning Commission shall deliberate on the request. Deliberations and decisions shall be based upon the information and testimony provided during the Public Hearing. Once the Public Hearing is closed, additional testimony from the staff, applicant or public is not allowed. Legal or procedural questions may be directed to the City Attorney.

* Any person not conforming to the above rules may be prohibited from speaking. Persons refusing to comply with such prohibitions may be asked to leave the hearing and, thereafter removed from the room by order of the Mayor or Chairman.

Proclamation

City and County of Twin Falls, Idaho

WHEREAS, the **Department of Energy Weatherization Assistance Program** is the Nation's largest residential energy efficiency program, initiated in 1976 in response to the energy shortage; and

WHEREAS, the City and County of Twin Falls, Idaho have a long-standing commitment to conserve our resources and to help low-income households through South Central Community Action Partnership Weatherization Assistance Program; and

WHEREAS, the **Department of Energy's Weatherization Assistance Program** in the City and County of Twin Falls, Idaho, since its inception in 1976, administered by **Idaho Department of Health and Welfare** in cooperation with **South Central Community Action Partnership**, produced energy cost reductions with a national average of \$283 annually in more than 620 homes throughout Idaho, affecting thousands of people, many of whom are elderly, disabled, and children; and

WHEREAS, the program not only assists families working toward self-sufficiency, but also contributes more broadly to the improvements and progress of communities by decreasing carbon emissions, reducing the dependence on foreign oil, stimulating local economies through the purchase of goods and services, creating jobs, and stabilizing neighborhoods; and

WHEREAS, the **United States Department of Energy Weatherization Assistance Program** provided by **South Central Community Action Partnership** returns on average an energy investment of \$4.50 to households for energy and society benefits for every \$1.00 invested in the program; and on average each home saves 8,030 gallons of water every year; and

WHEREAS, because of its proven effectiveness and its recognized potential to do more for the common good, the program has gained the growing support of public and private interests; and

WHEREAS, it is important to recognize the importance of those programs that ensure that all residents, especially those living at or below the federal poverty level, have the opportunity to live in energy efficient, healthy, safe, and comfortable homes as provided by the **South-Central Community Action Partnership Weatherization Assistance Program**;

THEREFORE, I Shawn Barigar, Mayor of the City of Twin Falls, Idaho, and Don Hall, Chairman of the County Commission for the County of Twin Falls, Idaho, do hereby proclaim the month of October and specifically October 10, 2019 as:

"National Energy Month & Weatherization Day 2019"

in the City and County of Twin Falls and urge all City and County of Twin Falls citizens to join in this observance.

In Witness Whereof, I have hereunto set my hand and caused this seal to be affixed.


Shawn Barigar
Mayor of Twin Falls


Don Hall
Chairman of Twin Falls County Commission

Dated: September 27, 2019



Office of the Mayor
City of Twin Falls, Idaho

Proclamation

"CITY OF TWIN FALLS | BREAST CANCER AWARENESS MONTH"

Whereas, every year, too many Americans are touched by the pain and hardship caused by breast cancer; and whereas breast cancer remains one of the leading causes of cancer-related deaths among women; the City of Twin Falls proudly honors those who lost their lives to breast cancer and the courageous survivors who are still fighting it.

And whereas October is Breast Cancer Awareness Month, the City of Twin Falls, with bold pink ribbons and shirts displayed proudly throughout our community, will stand with breast cancer survivors and raise awareness in advancing research efforts.

Furthermore, we commit ourselves to support survivors, their loved ones, and organizations that seek to forge a future free from all cancer.

Now, Therefore I, Shawn Barigar, Mayor, and the City Council of Twin Falls, Idaho, do hereby proclaim October 2019 to be:

"BREAST CANCER AWARENESS MONTH"

We encourage citizens, government agencies, private businesses, nonprofit organizations, and all others to join in activities that increase awareness of breast cancer prevention.

In witness whereof, I have hereunto set my hand and caused this seal to be affixed.



Shawn Barigar
Mayor

Attest: Leila A. Sanchez, Deputy City Clerk

Date: October 3, 2019



Twin Falls City Council Minutes

Monday, September 30, 2019, 5:00 PM

City Council Chambers
203 Main Avenue East- Twin Falls, Idaho

1) CALL MEETING TO ORDER/CONFIRMATION OF QUORUM

Mayor Barigar called the meeting to order at 5:00 PM
A quorum was present.

Members Present: Barigar, Reid, Boyd, Lanting, Pierce, Hawkins
Council Member Talkington excused.

Staff Present: Rothweiler, Palmer, Humble, Hicks, Dimond, Kenworthy, Markus, Thompson, Race, Vitek, Spendlove, Holtzen, Davis, Ebersole, Hafer

2) PLEDGE OF ALLEGIANCE

Mayor Barigar invited all present, who wished, to recite the Pledge of Allegiance to the Flag.

3) PROCLAMATIONS: None

4) GENERAL PUBLIC INPUT: None

5) CONSENT CALENDAR

Council Member Reid made a motion to approve the consent calendar, as presented. Council Member Pierce seconded the motion.

Roll call vote showed all members present voted. Motion passed by a vote of 6 to 0.

- a) **ACTION ITEM:** Request to approve the Accounts Payable for September 12 through 25, 2019.
- b) **ACTION ITEM:** Request to approve the September 16, 2019, City Council Minutes.
- c) **ACTION ITEM:** Request to approve the September 23, 2019, City Council Minutes.
- d) **ACTION ITEM:** Request to approve the Family Dollar, Inc., Alcohol License.
- e) **ACTION ITEM:** Request to approve the Walk for Wishes Twin Falls 2019 event.
- f) **ACTION ITEM:** Request to approve the 2019 Oktoberfest event.
- g) **ACTION ITEM:** Request to approve the Southern Idaho Buddy Walk on October 5, 2019.
- h) **ACTION ITEM:** Request to accept the dedication of two mini park tracts in the Canyon Trails Subdivision on the southwest and southeast corners of Park View Drive and Federation.

6) ITEMS OF CONSIDERATION

- a) **PRESENTATION:** The Rotary Club of Twin Falls check presentation for the Archway Project.
 - Mike Feltzman, president of the Rotary Club, presented a check to the City for \$15,000 for the Archway Project.
 - Mayor Barigar thanked the Rotary Club for their check and support of the project.
 - Kathy Marcus thanked the Rotary Club as well.

- b) **ACTION ITEM:** Request to appoint Elynor Young, Debbie Dane, and Susie Kapeleris to serve on the Board of Trustees of the Twin Falls Public Library.
- Tara Bartley, Director of the Twin Falls Public Library, introduced the appointees to the Council.

MOTION: Council member Pierce moved to appoint Elynor Young, Debbie Dane, and Susie Kapeleris to serve on the Board of Trustees of the Twin Falls Public Library. Council Member Hawkins seconded the motion.

Roll call vote showed all members present voted. Motion approved by a vote of 6 to 0.

- c) **PRESENTATION:** Southern Idaho Economic Development update.
Connie Stopher, Executive Director, gave the City Council an update on the Southern Idaho Economic Development activities.

Discussions Followed:

- Mayor Barigar asked about veteran recruitment in Mountain Home.
- Ms. Stopher explained her monthly visits through the TAP program.
- Mayor Barigar recognized the SIEDO podcasts.

- d) **ACTION ITEM:** Request approval and adoption of the Collective Bargaining Agreement between the City of Twin Falls and Twin Falls Firefighters Local 1556.
- Chief Kenworthy gave a brief overview of the Collective Bargaining Agreement.
 - Gerry Dillman, Vice President of Local 1556, expressed gratitude for support from council and city staff.

MOTION: Council member Boyd moved to recommend the approval and adoption of the Collective Bargaining Agreement between the City of Twin Falls and Twin Falls Firefighters Local 1556. Council Member Pierce seconded the motion.

Roll call vote showed all members present voted. Motion approved by a vote of 6 to 0.

- e) **ACTION ITEM:** Consideration of the City of Twin Falls accepting the status to become a Community Development Block Grant (CDBG) program recipient for the 2020 Fiscal Year.
- City Manager Travis Rothweiler presented the request for consideration of the City of Twin Falls accepting the status to become a CDBG program recipient for the 2020 Fiscal Year.
 - Doug Carlson, representing HUD, gave an overview of the CDBG grant process.

Discussions Followed:

- Council Member Hawkins asked if the city can wait to opt in next year.
- Mr. Carlson stated the city can opt out this year and how to postpone until the next fiscal year.
- Council Member Hawkins asked for the pros and cons for state and jurisdiction programs.
- Mr. Carlson stated the differences between the state and jurisdiction programs.
- Vice Mayor Boyd asked the difference of the administration costs between the two

programs.

- City Manager Rothweiler explained the city administrative costs for the previous grants. He stated that the city is familiar with the federal grant requirements, processes and data submission.
- Mayor Barigar asked if the city can expect the same dollar amount from year to year with the CDBG grant.
- Mr. Carlson stated as other cities grow and qualify for the CDBG grant, they become additional applicants. If the same total allocation is awarded, the city would get similar funds. If the allocation is higher, the city may be awarded more. He added this could be integrated as part of the regular budgeting process.
- Council Member Lanting asked where the data came from on the city's population.
- Mr. Carlson stated there is an update on off census years, and it was determined Twin Falls already falls over the 50,000 population.
- Council Member Lanting asked what happens if the funds go away, does the state money go away as well?
- Mr. Carlson explained what occurs if funds are not awarded for grant programs.
- Council Member Pierce asked if the city drops in population, would the city lose the grant status. She asked if the amount decreases as other cities are qualified.
- Mr. Carlson stated the city is grandfathered in once accepted and gave the process of how funds for each city are determined.
- Council Member Pierce asked if this is a zero funded program with no effect to the current budget.
- City Manager Rothweiler stated yes, except the first year for development of the plan.
- Mayor Barigar asked if someone is hired to manage the grant, can that person have additional duties.
- Mr. Carlson stated it is different in every community and how complex you want to make the program. He stated he has seen the position be part time or a split position, and can supplement a full time position or contract position.
- Council Member Hawkins stated this grant is in the city's best interest, but may be beneficial to take a year off to get familiar with the program.
- Council Member Reid stated he would like to wait to vote on this item next week.
- Council Member Lanting stated he is okay with waiting a week to vote. He sees the benefit of accepting the grant now.
- Council Member Pierce agreed. She stated she does not feel the city needs to wait another year and there are great opportunities for this year.
- Mayor Barigar concurred with waiting until next week for a vote.
- City Manager Rothweiler stated there is a public review process included with this grant process. He would like to have plan submitted 120 days prior to the deadline for time for corrections, etc.

ACTION ITEM: Table vote until next week. Council to email questions to City Manager Rothweiler by end of business tomorrow for agenda packet for next week's meeting.

- f) **ACTION ITEM:** Request to sign a contract with PMF, Inc., for construction of Canyon Springs Grade Roadway.

Council majority is required to authorize the City Engineer to sign a contract with PMF.

Troy Vitek, Assistant City Manager, gave a brief history of the contract process for the project. Staff recommends the Council authorize the City Engineer to sign a contract with PMF Inc. in the amount of \$1,134,266 and reserve a 10% contingency of \$113,427 for re-construction of the Canyon Springs Grade Roadway for a total project value of \$1,247,692. Construction is to start this Fall.

Discussions Followed:

- Mayor Barigar acknowledged that Mr. Vitek gave a great history of this project.
- City Manager Rothweiler stated for the record the PMF bid amount with the total project cost.

MOTION: Council Member Hawkins moved to recommend the request to sign a contract with PMF, Inc. for construction of Canyon Springs Grade Roadway. Council Member Reid seconded the motion.

Roll call vote showed all members present voted. Motion approved by a vote of 6 to 0.

7) GENERAL INPUT/ADVISORY BOARD REPORT/ANNOUNCEMENTS

8) PUBLIC HEARINGS: None

9) ADJOURNMENT

The meeting adjourned at 6:33 pm

Kelli Ebersole, Administrative Assistant



Date: Monday, October 7, 2019
To: Honorable Mayor and City Council
From: Jason Kirschenmann, PSI

PRESENTATION

Request:

PRESENTATION: Presentation by Jason Kirschenmann of PSI on their "Pink Cart Program". This program is designed to raise funds and awareness for breast cancer.

Time Estimate:

This presentation will take approximately 5 to 7 minutes.

Background:

The pink carts offered through this program have been available for three and a half months now. Jason will be sharing the amount of money raised, as well as the number of carts on the streets.

Approval Process:

There is no approval process.

Budget Impact:

There is zero cost to the City for this program.

Regulatory Impact:

There is no regulatory impact

History:

N/A

Analysis:

N/A

Conclusion:

Attachments:

None



Date: Monday, October 7, 2019
To: Honorable Mayor and City Council
From: Les Kenworthy, Fire Chief

PRESENTATION

Request:

PRESENTATION: The Twin Falls Fire Department would like to recognize their newest promoted Captain Tom McCully, and their new Driver Scott Wyatt, and have each take their oath of office, and pin their new rank badges.

Time Estimate:

Approximately 15 minutes.

Background:

Fire Chief Les Kenworthy would like to take this opportunity to welcome and recognize each of our newly promoted Captain Tom McCully, and Driver Scott Wyatt.

Approval Process:

N/A

Budget Impact:

N/A

Regulatory Impact:

N/A

History:

N/A

Analysis:

N/A

Conclusion:

Chief Kenworthy would like to have our newest Captain Tom McCully, and our new Driver Scott Wyatt sworn in before the City Council, with Mayor Shawn Barigar administering the Oath of Office on October 7, 2019.

Attachments:

None



Date: Monday, October 7, 2019
To: Honorable Mayor and City Council
From: Les Kenworthy, Fire Chief

PRESENTATION

Request:

PRESENTATION: Fire Chief Les Kenworthy would like to take this opportunity to thank four individuals for their outstanding and dedicated service to the citizens and visitors of the City of Twin Falls and recognize them for their following accomplishments.

Time Estimate:

Approximately 15 minutes.

Background:

Captain Dave Owens for receiving the 2018 Fire Officer of the year.
Kyle Eldridge for receiving the 2018 Firefighter of the year.
Firefighter Kody Lewin for receiving his certification as TFFD Firefighter II.
Captain Josh Kliegl for his new role as TFFD fire training officer.

Officer / Firefighter of the Year

Twin Falls Fire Department awarded our first ever 2018 Fire Officer, and Firefighter of the Year. The award was nominated and selected by all members of the Twin Falls Fire Department. In addition to an individual award, each will be memorialized on a plaque located in the lobby at our headquarters fire station.

Firefighter II

Firefighters must meet the following criteria to be Firefighter II certified;
Must have completed all requirements of Firefighter I certification, State of Idaho Emergency Medical Technician (EMT)-Basic (National Registry EMT-B Class) 110 hours, Building construction class and certification 40 hours, , National Fire Academy Fire Cause and Determination certification 16 hours, Extrication Operations (State Class) – 8 hours, Incident Command System 100 – 8 hours, and complete a final written exam.

Fire Training Captain

Eligibility:

- For the creation of this position, eligible employees will 1) currently hold the rank of Captain, or 2) be the next eligible candidate for a Captain position from the current valid testing list.
- For future assignment to the position, eligible employees must currently hold the rank of Captain. A promoted employee that holds an introductory status is eligible to test for the assignment.
- A Captain that has previously held the Training Officer position may only be re-assigned after a period of four years from the end of the last assignment has expired, unless by mutual agreement between the Chief, member and local.

Selection:

- Those interested in applying for the assignment will present an oral presentation to a board consisting of the current TFFD Training Officer, a TFFD Battalion Chief, and the Fire Chief or his designee. The presentation should include an oral resume and his/her desired goals and vision for the position.
- The level of interest, ability to perform the required tasks, and seniority will be factors considered when the selection is made by the Fire Chief.

Required Special Qualifications:

- E.M.T. (Emergency Medical Technician) Certified
ICS 100, 200, 300 and IS 700.A, 703.A, 704 certified
Fire Instructor 1 certification
TFFD Firefighter I and II Certification
- Incident Safety Officer Certification
IFSAC or TFFD Equivalent Hazardous Materials Operations Certification
TFFD Fire Company Officer I Certification

Approval Process:

N/A

Budget Impact:

N/A

Regulatory Impact:

N/A

History:

N/A

Analysis:

N/A

Conclusion:

N/A

Attachments:

None



Date: Monday, October 7, 2019
To: Honorable Mayor and City Council
From: Kathy Markus, Information Services, ITC Manager

ACTION ITEM

Request:

ACTION ITEM: Request approval to enter into contract negotiations with Lytle Signs for the completion of the "Archway with Message Boards Proposal #IT201901".

Time Estimate:

10 Minutes

Background:

The City Council requested that a Citizens Advisory Committee be created to design and raise funds for an archway with an electronic sign. The proposed archway spans Shoshone Street by the city park and has two electronic message boards. The electronic message boards will be used to present city events, community events, and emergency messages. Several messages will be able to be displayed at the same time.

The Archway Project Citizens Advisory Committee has raised the majority of the funds and on 7/15/19 the City Council approved proceeding in the RFP process. There was only one response to the RFP. Lytle Signs submitted a bid for \$347,353 for the complete project. Lytle Signs has been working with the businesses that have volunteered in-kind donations and was able to reduce their bid by \$22,717.

Lytle Signs has completed many projects within the City of Twin Falls, they have a good reputation, and they met all of the RFP requirements. The committee that reviewed the RFP recommended Lytle Signs as the project vendor.

Approval Process:

After the contract negotiations are complete, the contract will be presented to the City Council for approval.

Budget Impact:

The Twin Falls Community Foundation has been managing the funds for this project. The City's portion will be included with the Foundation's balance to fund the complete project.

Regulatory Impact:

N/A

History:

N/A

Analysis:

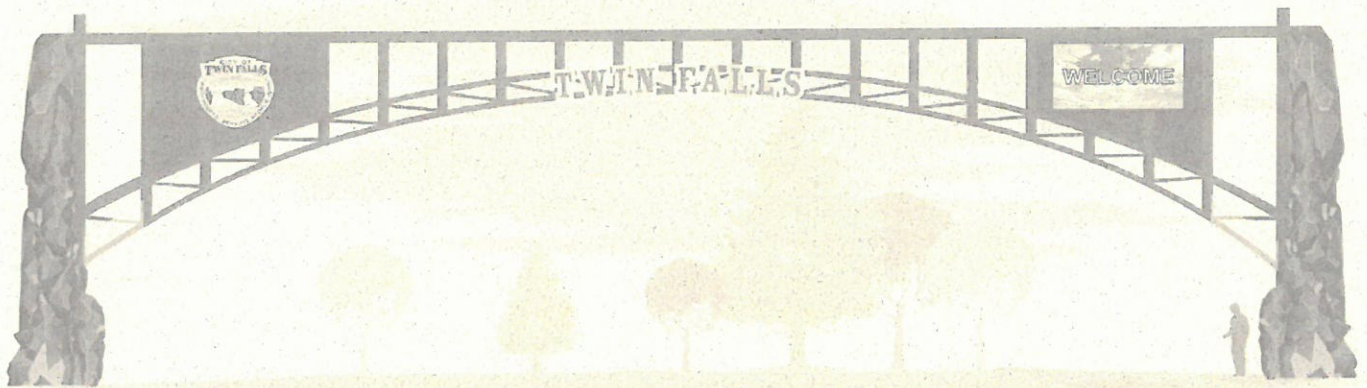
N/A

Conclusion:

Lytle Signs has met the requirements of the RFP and is the recommended vendor for the Shoshone Archway Project. Contract negotiations will begin if approved by the City Council.

Attachments:

1. Lytle Signs _ Entry Archway Proposal #IT201901



A S I G N P R O P O S A L E X C L U S I V E L Y F O R
City of Twin Falls • Entry Archway with Message Boards

PROPOSAL#: IT201901

CONTACT: Brandon Byce





August 29, 2019

Re: City of Twin Falls Archway Project Bid

Ladies and Gentleman,

It is with great pride that the 85 employee owners of Lytle Signs, Inc. submit our bid proposal for consideration. We believe we have offered a comprehensive proposal closely following the RFP instructions provided by the City of Twin Falls.

Due to the fact that some work on the Archway Project may be donated by local contractors as noted in the RFP, we wanted to take this opportunity to clarify for bid reviewers costs currently included in our proposal.

We chose to keep the cost of possibly donated work, such as excavation for example, in our proposal so that a full and true cost of the project would be represented. Should any of the donated work come to fruition, Lytle Signs will gladly deduct the cost of that work from our proposal. We believe that in addition to giving bid reviewers a full representation of total project cost, this will also allow all involved to prevent change orders from occurring should one or several of these pledged work donations not come to pass for one reason or another.

Thank you again for the opportunity to bid the Archway Project and we look forward to working with the Committee, The City of Twin Falls and Twin Falls County on what will ultimately be a legacy project for our community.

Sincerely,

JJ McBride
President
Lytle Signs, Inc.



2.1 LETTER OF TRANSMITTAL

PROJECT

Archway with Message Boards #IT201901

COMPANY

Lytle Signs Inc. PO Box 305, Twin Falls, ID 83303

PRIMARY CONTACT

Mel Stokesberry – Field Engineer 208-420-9133 mel@lytlesigns.com

Stacy Mavencamp – Engineering Supervisor 208-421-1976 stacy@lytlesigns.com

Lytle Signs, Inc.

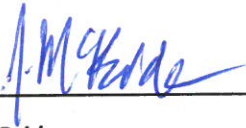
1925 Kimberly Rd

Twin Falls, ID 83303

T: 208-733-1739 F: 208-735-5903

mel@lytlesigns.com

Lytle Signs President


JJ McBride

2.3 PROJECT REVIEW

- (1) Bridge & Supports constructed from weathering steel per stamped engineered drawings
- (2) Sets of Reverse Pan Channel letters reading "Twin Falls"
- (4) Sign panel backgrounds
- (2) Color Electronic Message Centers
- (1) Illuminated City and County Logos
- (2) Weathering steel simulated canyon walls
- (4) "U" shaped clear polycarbonate climbing deterrents
- (1) Donor sign

Set donor bricks and reset pavers

Proposal Pricing \$347,353.00



2.2 TABLE OF CONTENTS (ALL CONTENT IS PROPRIETARY AND CONFIDENTIAL)

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2.4 SECTION 2 – CORPORATE AND COMPANY INFORMATION

Lytle Signs, Inc. Your National Connection in the Northwest

Since 1948, Lytle Signs has strived to produce the finest sign related products possible. As we have grown in size, our commitment to that mission has remained constant. We are committed to our customers and have been honored to have our customers return that commitment and loyalty. They have come to realize that their business image is our only business. We take great pride in that trust.

We've worked hard for our good reputation and we'll work hard for you.

We offer custom electric signs, corporate signage, non-illuminated signs, neon signs, electronic message centers, free standing signs, fuel price signs, monument signs, awnings, real estate signs, traffic signs, vacuum formed signs, vehicle graphics, vehicle lettering, window lettering, vinyl decals, complete sign packages and more. In addition, we offer sign installation, sign service and repair in Idaho, Nevada, Utah, Wyoming, Oregon and Montana. We will manufacture, permit and install your complete sign package, or manufacture and ship your sign package directly to you.

To familiarize you with Lytle Signs, Inc., a brief description of our equipment and capabilities includes the following:

- In business since 1948 with offices in Twin Falls and Meridian, Idaho
- Member of World Sign Assoc. with affiliates throughout the United States
- Member of International Sign Association and Northwest Sign Council
- Employ approximately 80 people
- Installation Equipment includes (3) 60' Cranes, (1) 70' Crane, (1) 100' Crane, (1) 146' Crane, (4) remote control service bucket trucks, (10) Service trucks, and (4) scissor lifts.
- Total plant size in excess of 40,000 square feet
- 4 acres of outside storage
- Our crews provide installation throughout Idaho, Nevada, Utah, Oregon, Montana and Wyoming. We contract with a reputable network of sign companies throughout the United States for installations outside these areas.
- Computerized Cad-cam router system for interior and exterior signs, plaques, letters and graphics
- Computerized Water-Jet cutter up to 8' x 12'
- Computerized vinyl cutting and pattern making equipment
- (2) Large format exterior quality digital imaging systems; (1) Grand Format HP Latex Series R-2000 Flat-bed Printer
- Color scanning and reproduction
- Rolls Roller for large scale graphic lamination up to 8' x 18'
- Manufacture electric, neon, plastic, painted and sandblasted signs, and illuminated awnings
- Manufacturing vacuum-formed faces up to 8' x 16'
- State of the art neon glass manufacturing equipment and facility in Meridian, ID location
- Manufacture and install custom store fronts and fascia
- (2) Spray booths; (1) spray bake system, one 54' in length
- Provide installation work for several national companies and franchises
- Manufacture and install many types of electric and electronic signage that we own and lease and/or maintain for customers from Idaho, Northern Nevada, Utah, Wyoming, Montana and Oregon
- All of the necessary workers' compensation, property and casualty insurance; licenses and bonds in force in areas where necessary

In addition to our main focus of custom electric signs, we manufacture for regional and national companies including, but not limited to, Tesoro Petroleum, IHOP Restaurants, Sinclair Oil, Wal-Mart and Arctic Circle Restaurants.

In addition to our main plant in Twin Falls, Idaho, Lytle Signs, Inc. has a 10,000 square foot office in Meridian, Idaho (opened in 2006) with light fabrication capability. All of our signs are manufactured to Underwriters Laboratories specifications and are UL labeled with UL Green Energy Verified certification. Lytle Signs, Inc. is committed to keeping abreast of the newest and most effective production materials and procedures.



2.5 SECTION 3 – FINANCIAL STABILITY

Letter of Financial Stability by Lytle Signs President – JJ McBride

Please see **Appendix A**



2.6 SECTION 4 – REFERENCES

First Federal Bank, PO Box 249, Twin Falls, ID 83303

Contact info – Ashley Frodin, Marketing Director 208-933-3412 afrodin@bankfirstfed.com

Boise Stage Stop, 23801 S. Orchard Access Road, Boise, ID 83716

Contact info - Bob French - Owner 208-343-1963 rfrenchwts@aol.com

Westmark Credit Union, 2520 Channing Way, Idaho Falls, ID 83403

Contact info – Gil Birdsong 208-528-8315 gbirdsong256@westmark.org

Pioneer Federal Credit Union, 250 W 3rd South, Mt Home, ID 83647

Contact info – Elizabeth Thomas 208-587-3304 x 1147 ethomas@pioneerfcu.org

Clif Bar, 556 Champlin Way South, Twin Falls, ID 83301

Contact info – Dale 507-291-1178 dducommun@clifbar.com

Stinker Stores, 3184 Elder St, Boise, ID 83706

Contact info - Roger Titmus 208-991-5728 rtitmus@stinker.com

Sinclair Oil, PO Box 30825, SLC, UT 84130

Contact info – Ron Mrocek 801-254-2744 rmrocek@sinclairoil.com

Lynch Oil, PO Box 790, Burley, ID 83318

Contact info – Jim Lynch 208-678-9007 jim@mrgas.com



2.7 SECTION 5 – RESPONSE TO REQUIREMENTS

2.7.1 Archway

In manufacturing, the archway components will be constructed using all weathering steel and will be placed at the location set forth on the site plan provided. Two one-inch conduit for electrical wiring and network cable will be concealed within the structure. Two two-inch conduit will be installed on both the city park side and the court house side and will lead to a locking and tamper proof accessible electrical boxes hidden in the structure. The archway will be transported from our facility to site and set in place while the road is closed between the hours of 7PM and 7AM, and will be time coordinated with city officials. Welding will be done by certified welders both in our manufacturing facility and on site.

2.7.2 Archway Electrical

Lytle Signs has an in-house Electrician and will meet all state UL listing requirements.

2.7.3 Fabricated Canyon Walls

The simulated canyon walls will be built using 3/16" weathering steel and shaped to resemble the Snake River canyon walls.

2.7.6 Climbing Deterrent

(4) clear polycarbonate panels will be formed and place on the outside edges of the structure to help prevent climbing.

2.7.5 Electronic Message Centers

The electronic message centers typically take five to six weeks to arrive after ordered and will be connected by our in-house electrician. Message centers will be compatible and controlled by Navori software and meet the bid guidelines. Customer to provide Navori player.

2.7.6 Twin Falls Lettering

(2) Sets of reverse pan channel letters reading "TWIN FALLS" will be manufactured and installed at the center of the structure with blue LED halo illumination and they will be UL listed.

2.7.7 Twin Falls City and County Logos

The signs will be manufactured using aluminum and will have LED technology for longevity. All electrical wiring will be done within the sign body and they will be UL listed.

2.7.8 Works Hours

Work will be coordinated with city and county personnel to avoid any interference with park or county events.

2.7.9 Traffic/Barricades

All lane or road closures will be permitted and coordinated with city officials, police and Twin Falls Street Department and Parks Department.



2.7.10 Permits

All applicable permits will be applied for by Lytle Signs a licensed State of Idaho contractor.

All welding will be done by certified welders both in our shop and on site at installation. A third party inspection firm will inspect concrete/rebar placement and field welding. Concrete test cylinders to be taken by special inspector and tested for compression strength as indicated by engineering.

2.7.11 Tree/Pole Removal

Tree removal permit will be applied for and the tree and stump will be removed by an approved tree care provider listed by the city. Removal will be coordinated with Parks and Recreation dept.

2.7.12 Donation Recognition and Services

City Park– Donor bricks will be set at base of simulated canyon wall base

County (rose garden side) – Remove and reinstall existing pavers as needed with flexibility on design which will be determined at a later date.

2.7.13 Sprinkler System, Grass and Sidewalks

All sprinkler systems and grass will be repaired and the sidewalk will be preserved and returned to functioning order at the end of the project.

2.7.14 Cleaning

The high traffic areas will be kept in an orderly fashion during construction and cleaned up by the end of every shift.

2.7.15 Documentation

Lytle Signs will provide all documentation as needed.



2.8 SECTION 6 – PRODUCT FEATURES

All weathering steel by reputable steel companies (due to wide variations in steel pricing these companies may vary)

Electronic Message Centers will be provided by Daktronics, Inc.

All signage will be built by Lytle Signs, Inc. and will be state required UL listed.

All electrical needs will be provided by Lytle Signs, Inc.

2.9 SECTION 7 - IMPLEMENTATION

Project Manager – Mel Stokesberry

Mel has more than forty years' experience in manufacturing, design and installation of large complex projects. Mel is a key employee at Lytle Signs and is typically charged with managing all large scale projects. Recently Mel led brand conversion projects at 30 sites all over Colorado acquired by Stinker Stores. Designed and constructed the 85 foot high rise electronic message project at the Boise Stage Stop, and oversaw the design and construction of a new monument sign with electronic message centers at the College of Eastern Idaho.

Co-Project Manager – Stacy Mavencamp

Stacy has been with Lytle Signs for 7 years and will assist Mel with all administrative needs, permitting, ordering and coordinating schedules. Stacy will also service as the main contact for all city and/or county personnel.

Production Manager – Phil Briggs

Phil has over 20 years of experience in fabrication and he oversees a shop of 25 employees in all aspects of manufacturing.

Installation manager - Paul Groninga

Paul has 12 years of experience in organizing, mobilizing and directing field installation crews.

VP of Operations – Mark Crider

Responsible for manufacturing and quality assurance of custom fabrication. Mark had over 35 years of experience in the manufacturing industry and with Lytle Signs.



Preliminary Project Schedule

Starting from day 1, all applicable permitting will be submitted within 5 days.

Week 1 – Materials will be sourced and ordered. Message centers will be ordered and site visit with crews to review project. Start preliminary scheduling.

Week 3 – Start manufacturing as materials are delivered. Logo signs will be started.

Week 4 – Construction continues.

Week 5 – Construction continues and excavation and pole setting begins.

Week 6 – Crews on site removing pavers and set up staging area

Week 7 – Donor sign completed and ready for install

Week 9 – Fence off staging area and begin moving completed sections to staging area

Week 11 – Installation week. Road Closure between the hours of 7PM – 7AM

Week 12 – Landscape and sprinkler repair

Week 13 – Job completed and City site walk through

Schedule is subject to change depending on product delivery and weather related issues.

Archway

Manufacturing the archway package will commence once all permits are approved and acquired. The electronic message centers would be ordered at that time and typically take five to six weeks to arrive. The structure will be built using weathering steel and follow the engineered stamped drawings provided in the bid packet. The signs will be manufactured using aluminum and will have LED technology for longevity and have the State required UL listing. All electrical wiring will be done within the sign body and will be connected by our in-house electrician. The archway will be transported from our facility to site and set in place while the road is closed between the hours of 7PM and 7AM, and will be time coordinated with city officials. Welding will be done by certified welders both in our manufacturing facility and on site.

Donor Sign

Manufacturing the donor sign will also commence once all permitting has been approved. The flat cut out aluminum archway will be powder coated a simulated rust to match the full sized version. The aluminum letters will be powder coated white. We will recreate the donor logos and designs using our state of the art printer.



Final

After final installation, all areas will be cleaned of all debris and it will be hauled away from the site. All sprinklers will be in working order. Committee personnel will be asked to do a site visit and a completion form will need to be signed.

Safety

Our safety officer will make periodical visits to site during installation. Workers will adhere to all OSHA safety guidelines and all crane operators have the required certification in crane operations.

Changes

Changes in the scope of work, scheduling, cost overruns and quality issues will have a verbal and an E-mail communication stream internally and externally as needed. The project manager, production manager and the install manager will be key to the success of this project.

2.10 SECTION 8 – ACCEPTANCE TESTING

A final inspection with both company and City officials will be completed as soon as installation is completed. If any deficiencies are found they should will be noted on a punch list and provided to Lytle Signs in a timely fashion. Lytle Signs will address and/or correct all items listed on punch list within 30 days.

Final documentation will be provided to the City from all special inspection testing.

2.11 SECTION 9 – WARRANTY/MAINTENANCE SUPPORT

APPENDIX B – GENERAL SIGN CARE AND MAINTENANCE

APPENDIX C – WARRANTY LETTER



2.12 SECTION 10 – SAMPLE AGREEMENTS/CONTRACTS

2.12.1 Terms and Conditions

Proposal - **APPENDIX 1.1**

2.12.2 Workers Compensation Act Coverage and Compliance with Other Laws

If awarded the bid Lytle Signs will supply all necessary insurance documents required.

2.13 SECTION 11 – EXCEPTIONS

Due to lack of enough information on the both paver location and donor brick location we respectfully ask for possibility of a change order regarding costs.

2.14 SECTION 12 – ADDITIONAL INFORMATION

We reserve the right to add additional information as it becomes necessary.



2.16 SECTION 14 – STATEMENT OF COMPLIANCE

Statement of Compliance

Instructions: Identify the page of the response and check Yes, No, or N/A for Compliance

Page	Compliant			Compliant Category
	Yes	No	N/A	
1				Executive Summary
3				Corporate and Company Information
4				Financial Stability
5				References
6				Response to Requirements
6				Archway
6				Archway Electrical
6				Fabricated Canyon Walls
6				Climbing Deterrent
6				Electronic Message Centers with Navari
6				Twin Falls Lettering
6				Twin Falls City and County Logos
6				Work Hours
6				Traffic/Barricades
7				Permits
7				Donation and Recognition Services
7				New Donation Bricks
9				Donation Sign
1				Rose Garden Existing Donation Bricks
1				Volunteer Services Twin Falls Canal Company
1				Volunteer Services Petruzzelli Electric
1				Volunteer Services Complete Crane Services
1				Volunteer Services - Anonymous
7				Sprinkler Systems, Grass Sidewalks
7				Cleaning
7				Documentation/As Built, Operational, Maintenance
8				Product Features
8				Implementation
10				Acceptance Testing
10				Warranty/Maintenance
11				Sample License Agreements/Contracts
11				Workers Compensation
11				Exceptions
11				Additional Information
13				Pricing
				Statement of Compliance



Lytle Signs Inc.

Twin Falls Office

P.O. Box 305 1925 Kimberly Rd.
TWIN FALLS, IDAHO 83303
208.733.1739 fax 208.736.8653
1.800.621.6836

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2070 Commercial St.
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208.388.1739 fax 208.388.3966
Web Site: www.lytlesigns.com
E-mail: sales@lytlesigns.com

PROPOSAL

Proposal #: 24791

Proposal Date: 08/29/19
Customer #: 5147
Page: 1 of 5
Salesperson: BB

SOLD TO:	JOB LOCATION:
TWIN FALLS CITY ARCHWAY COMMITTEE TBD TWIN FALLS ID 83301	Twin Falls City Archway Committee Twin Falls ID 83301 REQUESTED BY: Rex Lytle

AS PER SKETCH (IF PROVIDED BY LYTLE SIGNS, INC)

1	QUOTE #39884 Twin Falls Entry Archway - Materials Materials for a 30' x 113'2" overall size double face entry archway 1 - Bridge & Supports constructed from weathering steel square & rectangle tube with natural rust finish (See stamped engineered plans) 2 - (2) Sets of reverse pan channel letters, aluminum faces & 2" aluminum returns painted Blue PMS 3015 C, clear polycarbonate backs, Blue halo illumination, and .080 aluminum shaped backer panel powder coated Silver 3 - (4) Sign panel backgrounds, 2" weathering steel square tube frame (See stamped engineered plans), .080 aluminum cladding painted Duranodic Bronze (Both sides) 4 - (2) Color LED EMCs with cellular communication compatible with Navori & capable of displaying Amber Alerts Daktronics GS6 15.85MM 100 x 200 matrix, mounted on each side of arch above oncoming traffic 5 - (1 Ea.) Illuminated city & county logos, fabricated aluminum cabinet & retainers painted Duranodic Bronze, internal white LED illumination, clear polycarbonate faces with second surface color on color digitally printed logos, flush mounted to frame 6 - (2) Simulated canyon walls, internal steel framework (See stamped engineered plans), 10 gauge weathering steel plate covers cut and welded together with natural rust finish & random etching to create color variation Note: Elements to be designed to deter climbing structure 7 - (4) "U" shaped clear polycarbonate installed over steel beams on first sections of structure to prevent climbing Note: All exposed steel elements fabricated with weathering steel	\$227,990.00	\$227,990.00
1	QUOTE #39885 Twin Falls Entry Archway - Labor & Concrete Labor for a 30' x 113'2" overall size double face entry archway	\$119,363.00	\$119,363.00

Lytle Signs, Inc. is Licensed in: Idaho, Utah, Oregon, Wyoming, Montana & Nevada (0029311 - \$750,000)

COMPANY INITIALS _____

APPENDIX 1.1 - PROPOSAL



Lytle Signs Inc.

Twin Falls Office

P.O. Box 305 1925 Kimberly Rd.
TWIN FALLS, IDAHO 83303
208.733.1739 fax 208.736.8653
1.800.621.6836

Boise/Meridian Office

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E-mail: sales@lytlesigns.com

PROPOSAL

Proposal #: 24791

Proposal Date: 08/29/19
Customer #: 5147
Page: 2 of 5
Salesperson: BB

1 - Bridge & Supports constructed from weathering steel square & rectangle tube with natural rust finish (See stamped engineered plans)

2 - (2) Sets of reverse pan channel letters, aluminum faces & 2" aluminum returns painted Blue PMS 3015 C, clear polycarbonate backs, Blue halo illumination, and .080 aluminum shaped backer panel powder coated Silver

3 - (4) Sign panel backgrounds, 2" weathering steel square tube frame (See stamped engineered plans), .080 aluminum cladding painted Duranodic Bronze (Both sides)

4 - (2) Color LED EMCs with cellular communication compatible with Navori & capable of displaying Amber Alerts
Daktronics GS6 15.85MM 100 x 200 matrix, mounted on each side of arch above oncoming traffic

5 - (1 Ea.) Illuminated city & county logos, fabricated aluminum cabinet & retainers painted Duranodic Bronze, internal white LED illumination, clear polycarbonate faces with second surface color on color digitally printed logos, flush mounted to frame

6 - (2) Simulated canyon walls, internal steel framework (See stamped engineered plans), 3/16" weathering steel plate covers cut and welded together with natural rust finish & random etching to create color variation
Note: Elements to be designed to deter climbing structure

7 - (4) "U" shaped clear polycarbonate installed over steel beams on first sections of structure to prevent climbing

Note: All exposed steel elements fabricated with weathering steel

** Due to the volatility of steel prices, you may see a price increase in the final cost of this proposal

ACQUISITION OF PERMITS AND PERMIT COSTS WILL BE BILLED IN ADDITION (IF APPLICABLE)
ELECTRICAL REPAIRS WILL BE BILLED IN ADDITION AT TIME AND MATERIAL RATES (IF APPLICABLE)
**THIS PROPOSAL MAY BE WITHDRAWN, AND PRICING MAY CHANGE IF NOT ACCEPTED WITHIN 7 DAYS

TOTAL PROPOSAL AMOUNT: \$347,353.00

TERMS: 50.0% DOWN, BALANCE DUE ON COMPLETION
(INTEREST OF 1.5% PER MONTH WILL BE ADDED TO PAST DUE ACCOUNTS)

TERMS AND CONDITIONS

1. THIS PRICE DOES NOT INCLUDE ELECTRICAL HOOKUP, PERMITS, OR STAMPED ENGINEERED DRAWINGS UNLESS SPECIFICALLY STATED.
2. WORK WILL NOT BEGIN UNTIL DOWN PAYMENT AND WRITTEN ACCEPTANCE IS RECEIVED. ANY ALTERATION FROM THE ABOVE SPECIFICATIONS INVOLVING EXTRA COSTS, WILL BE EXECUTED ONLY UPON WRITTEN ORDERS, AND WILL BECOME AN EXTRA CHARGE OVER AND ABOVE THE ESTIMATE TO BE PAID BY THE PURCHASER.
3. UPON DEFAULT IN THE PAYMENT OF ANY SUMS HEREIN AGREED, LYTLE SIGNS MAY, AT ITS OPTION, DECLARE THE ENTIRE BALANCE PRICE FULLY DUE AND PAYABLE WITHOUT FURTHER NOTICE TO CUSTOMER; AND WHEN DECLARED, CUSTOMER AGREES TO PAY INTEREST ON SAID BALANCE WHEN DECLARED DUE AT THE RATE OF 1.5% PER MONTH. CUSTOMER FURTHER AGREES TO PAY ALL REASONABLE COSTS OF COLLECTION OF SAID BALANCE INCURRED BY THE COMPANY, INCLUDING ATTORNEY'S FEES.
4. CUSTOMER AGREES TO PROVIDE ELECTRICAL SERVICE FEED WIRE OF APPROVED AND SUITABLE CAPACITY TO LOCATION OF DISPLAY IN ADVANCE OF INSTALLATION.
5. AN ADDITIONAL CHARGE WILL BE MADE IF DURING EXCAVATION UNFORESEEN CIRCUMSTANCES ARISE OR IF RESTORATION OF EXISTING LANDSCAPING IS REQUIRED.
6. ALL AGREEMENTS ARE CONTINGENT UPON THE ABSENCE OF STRIKES, DELAYS, OR INCIDENTS BEYOND LYTLE SIGNS, INC. CONTROL.
7. QUOTED PRICE DOES NOT INCLUDE ELECTRICAL SERVICE TO OPERATE PROPOSED SIGN OR LIGHTING. ADDITIONAL CHARGES MAY APPLY TO BRING CURRENT ELECTRIC SERVICE AND SIGNAGE TO CODE. ELECTRICAL COMPONENTS WILL COMPLY WITH 120V SERVICE UNLESS OTHERWISE SPECIFIED.
8. INITIAL DESIGN IS INCLUDED IN QUOTE PRICE. CHANGES REQUIRING ADDITIONAL SKETCH TIME WILL BE DONE AT AN HOURLY RATE. REQUEST FOR LOGOS ON CD OR MEMORY STICKS WILL RESULT IN ADDITIONAL CHARGES.

Lytle Signs, Inc. is Licensed in: Idaho, Utah, Oregon, Wyoming, Montana & Nevada (0029311 - \$750,000)

COMPANY INITIALS _____

CUSTOMER INITIALS _____



Lytle Signs Inc.

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P.O. Box 305 1925 Kimberly Rd.
TWIN FALLS, IDAHO 83303
208.733.1739 fax 208.736.8653
1.800.621.6836

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PROPOSAL

Proposal #: 24791

Proposal Date: 08/29/19
Customer #: 5147
Page: 3 of 5
Salesperson: BB

9. THE TIME INTERVAL FOR PROJECT COMPLETION WILL BEGIN WHEN ALL PERTINENT INFORMATION AND PERMITS ARE RECEIVED BY ENGINEERING.

THIS PROPOSAL DOES NOT BECOME EFFECTIVE UNTIL SIGNED AND DATED BY AN AUTHORIZED LYTLE SIGN'S REPRESENTATIVE.

SALESPERSON: _____

DATE: _____

ACCEPTED BY: _____

TITLE: _____

SIGNATURE: _____

DATE: _____

Lytle Signs, Inc. is Licensed in: Idaho, Utah, Oregon, Wyoming, Montana & Nevada (0029311 - \$750,000)

COMPANY INITIALS _____

CUSTOMER INITIALS _____



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DEPOSIT INVOICE

Invoice #: DP24791

Inv Date: 08/29/19
Customer #: 5147
Page: 4 of 5

SOLD TO:	JOB LOCATION:
TWIN FALLS CITY ARCHWAY COMMITTEE TBD TWIN FALLS ID 83301	Twin Falls City Archway Committee Twin Falls ID 83301 REQUESTED BY: Rex Lytle

ORDERED BY	PO NUMBER	SALESPERSON	PAYMENT TERMS
Rex Lytle		BB	50.0% Due Upon Receipt

DESCRIPTION			TOTAL PRICE
1	QUOTE #39884 Twin Falls Entry Archway - Materials Materials for a 30' x 113'2" overall size double face entry archway 1 - Bridge & Supports constructed from weathering steel square & rectangle tube with natural rust finish (See stamped engineered plans) 2 - (2) Sets of reverse pan channel letters, aluminum faces & 2" aluminum returns painted Blue PMS 3015 C, clear polycarbonate backs, Blue halo illumination, and .080 aluminum shaped backer panel powder coated Silver 3 - (4) Sign panel backgrounds, 2" weathering steel square tube frame (See stamped engineered plans), .080 aluminum cladding painted Duranodic Bronze (Both sides) 4 - (2) Color LED EMCs with cellular communication compatible with Navori & capable of displaying Amber Alerts Daktronics GS6 15.85MM 100 x 200 matrix, mounted on each side of arch above oncoming traffic 5 - (1 Ea.) Illuminated city & county logos, fabricated aluminum cabinet & retainers painted Duranodic Bronze, internal white LED illumination, clear polycarbonate faces with second surface color on color digitally printed logos, flush mounted to frame 6 - (2) Simulated canyon walls, internal steel framework (See stamped engineered plans), 10 gauge weathering steel plate covers cut and welded together with natural rust finish & random etching to create color variation Note: Elements to be designed to deter climbing structure 7 - (4) "U" shaped clear polycarbonate installed over steel beams on first sections of structure to prevent climbing Note: All exposed steel elements fabricated with weathering steel	\$227,990.00	\$227,990.00
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PLEASE PAY THIS DEPOSIT AMOUNT:			Continued



Lytle Signs Inc.

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TWIN FALLS CITY ARCHWAY COMMITTEE TBD TWIN FALLS ID 83301	Twin Falls City Archway Committee Twin Falls ID 83301 REQUESTED BY: Rex Lytle

ORDERED BY	PO NUMBER	SALESPERSON	PAYMENT TERMS
Rex Lytle		BB	50.0% Due Upon Receipt

DESCRIPTION	TOTAL PRICE
2 - (2) Sets of reverse pan channel letters, aluminum faces & 2" aluminum returns painted Blue PMS 3015 C, clear polycarbonate backs, Blue halo illumination, and .080 aluminum shaped backer panel powder coated Silver 3 - (4) Sign panel backgrounds, 2" weathering steel square tube frame (See stamped engineered plans), .080 aluminum cladding painted Duranodic Bronze (Both sides) 4 - (2) Color LED EMCs with cellular communication compatible with Navori & capable of displaying Amber Alerts Daktronics GS6 15.85MM 100 x 200 matrix, mounted on each side of arch above oncoming traffic 5 - (1 Ea.) Illuminated city & county logos, fabricated aluminum cabinet & retainers painted Duranodic Bronze, internal white LED illumination, clear polycarbonate faces with second surface color on color digitally printed logos, flush mounted to frame 6 - (2) Simulated canyon walls, internal steel framework (See stamped engineered plans), 3/16" weathering steel plate covers cut and welded together with natural rust finish & random etching to create color variation Note: Elements to be designed to deter climbing structure 7 - (4) "U" shaped clear polycarbonate installed over steel beams on first sections of structure to prevent climbing Note: All exposed steel elements fabricated with weathering steel ** Due to the volatility of steel prices, you may see a price increase in the final cost of this proposal TOTAL PROPOSAL AMOUNT *** FINAL INVOICE AMOUNT MAY VARY UPON COMPLETION ***	\$347,353.00 \$173,676.50
PLEASE PAY THIS DEPOSIT AMOUNT:	\$173,676.50



August 27, 2019

To whom it may concern:

I certify that Lytle Signs, Inc. meets the minimum qualifications to be considered for the Archway Project in Twin Falls, Idaho.

1. We have been in business for 71 years here in Twin Falls, Idaho
2. We have no bankruptcy filings in the past 60 months
3. We have no current or pending lawsuits for performance related issues
4. We have no performance related issues within the last 24 months

Sincerely,

JJ McBride
President
Lytle Signs, Inc.
An Employee Owned Company

Appendix A – Financial Stability Letter





General Sign Care and Maintenance

Polycarbonate and Acrylic Sign Faces: Clean with a mild detergent and water solution. Use a soft damp cloth to lightly wipe or dry the faces (like a chamois cloth) to decrease the chances of scratches from dust particles.

Aluminum Cabinets: Clean with a mild detergent and water solution and allow to air dry.

Illumination Issues: A licensed sign service company or a licensed electrician should handle all illumination issues.

Preventative Action: Lawn irrigation sprinklers should be directed away from all signs. Repetitive watering will leave unsightly hard water stains and could possibly prematurely degrade signage.

APPENDIX B – WARRANTY/MAINTENANCE SUPPORT

NEON • PLASTIC • ELECTRONIC • VACU-FORMED • ARCHITECTURAL • ILLUMINATED AWNINGS
P.O. Box 305 1925 Kimberly Rd. Twin Falls Idaho 83303-0305 208-735-1739 fax 208-736-5653 1-800-621-6836
Boise/Meridian Office 2070 East Commercial Street 208-386-1739 fax 208-386-3966
LICENSED IN IDAHO, MONTANA, NEVADA, OREGON, UTAH, AND WYOMING #0029311 www.lytlesigns.com





WARRANTY

Lytle Signs, Inc. warrants the following to the purchaser of a Lytle Signs Inc. sign, subject to the conditions herein provided:

Sign Structure and Sign: During the first year in operation and under normal use and service, should the sign structure or identification/changeable copy sign malfunction due to defects in workmanship or materials, Lytle Signs, Inc. will, at its option, repair or replace any of the defective materials.

L.E.D. Electronic Displays: Lytle Signs, Inc. warrants the L.E.D. Electronic Display to be free from defects in workmanship or materials for a period of five (5) year from the date of installation. Lytle Signs, Inc. will, at its option, repair or replace the malfunctioning or defective part(s). Damage caused by abuse, misuse, misapplication or accidental damage outside of the control of Lytle Signs, Inc. (including lightning), and any consequential or contingent liability is excluded from this warranty.

Additional Warranty Terms: This warranty covers normal use and service. Warranty claims must be registered with Lytle Signs, Inc. within thirty (30) days of damage or malfunction. Lytle Signs, Inc. reserves the right to visit the site of the installation or to require documentation of the claim before assuming any responsibility under the provisions of this warranty. Damaged or defective parts will be covered under this warranty; however, removing and reinstalling these parts is the responsibility of the owner. Lytle Signs, Inc. assumes no liability for damage caused by careless handling or poor installation except for work completed by employees or agents of Lytle Signs, Inc.

Service to a damaged or malfunctioning sign, which has not been ordered or authorized by Lytle Signs, Inc. is not covered under this warranty. If, during the term of warranty as herein provided, the sign is serviced by someone other than Lytle Signs, Inc. or its authorized representatives, this warranty becomes null and void.

Damages caused by or resulting from any act of God, vandalism, fire, lightning, smoke, power surge or water abuse are specifically excluded from warranty coverage. Vandalism is specifically excluded from warranty coverage.

The foregoing warranty is exclusive and in lieu of all other warranties whether written, oral, or implied (including any warranty of merchantability or fitness for purpose).

Company Name

LYTLE SIGNS, INC.

APPENDIX C – WARRANTY/MAINTENANCE SUPPORT

NEON • PLASTIC • ELECTRONIC • VACU-FORMED • ARCHITECTURAL • ILLUMINATED AWNINGS

P.O. Box 305 1925 Kimberly Rd. Twin Falls Idaho 83303-0305 208-735-1739 fax 208-736-6653 1-800-621-6836

Boise/Meridian Office 2070 East Commercial Street 208-388-1739 fax 208-388-3966

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[illegible]

A diagram of the church sign with the following dimensions:

- Total height: 6'-10"
- Height of the "Twin Falls" script section: 1'-6"
- Width of the "Twin Falls" script section: 8'-1"
- Height of the "REFORMED CHURCH" block letters section: 6'-2"
- Width of the "REFORMED CHURCH" block letters section: 8'-8"

CLOUD TYPE FONT MODEL SETS.

11
CLOUD STYLE COPY MACHINE SIZES

**A DOUBLE FACE ILLUMINATED SIGN AND
ELECTRONIC MESSAGE CENTER**

A---CLOUD STYLE CHANNEL MODULES

A-CLOUD STYLE CHANNEL MODULES
WHITE ACRYLIC FACES WITH 1" GOLD JEWELITE TRIM-CAP
OVERLAY OF METALLIC GOLD AND BLACK VINYL

(1/8" WHITE OUTLINE)

5" PRE-FINISHED BLACK ALUMINUM RETURNS
(1/8" WHITE OUTLINE)
WHITE LED ILLUMINATION

WHITE LED ILLUMINATION
METAL RACEWAYS AS NEEDED TO STAND-OFF AND
SPAN COLUMNS WITH FAUX RUST PAINTED FINISH

**B---TAPERED METAL COLUMNS WITH
FAUX RUST PAINTED FINISH
(TUCANOS PATTERN)**

STEEL SUPPORT POLES SET IN CONCRETE EMBEDMENT

(—25mm, 48 X 112 FULL COLOR)

LONG RANGE RF CONTROL

PARTIAL INSET IN COLUMNS TO FLUSH
FACE WITH LETTERS ABOVE

*NOTE O.A. HEIGHT IS APPROXIMATE
AND TBD AFTER SURVEY OF
WATER RETENTION BASIN SLOPE

NEW R176 SINCLAIR LOGO CABINET
CUSTOM FUEL PRICE CABINETS

SINCLAIR - ALUMINUM CABINET PAINTED SINCLAIR GREEN (PMS 348)
WITH INTERNAL LED ILLUMINATION.

WITH INTERNAL LED ILLUMINATION

WHITE FLEX FACES WITH FIRST SURFACE DECORATION

GREEN (PMS 348) & RED (#33) TRANSLUCENT VINYL

TWO PRODUCT PRICE - ALUMINUM CABINET PAINTED BLACK

WITH INTERNAL LED ILLUMINATION

WHITE FACES WITH GREEN (PMS 348) BACKGROUNDS (WHITE COPY REVERSES OUT)

BY LED PRICERS (ONE RED, ONE GREEN PER SIDE)

16" GREEN LED "CASH/CREDIT" DISPLAYS (INSTALLED OVER DIESEL PRICE ONLY)
18" TALL FUEL GRADE COPY

DIESEL PRICE TO BE INSTALLED TOWARDS HWY ON BOTH SIDES

SECONDARY CABINET - ALUMINUM CABINET PAINTED BLACK

WITH INTERNAL LED ILLUMINATION

WHITE FLEX FACES WITH DIGITALLY PRINTED LOGO
INSTALLED BETWEEN POLES

CABINETS INSTALLED ON STEEL POLES PAINTED BLACK

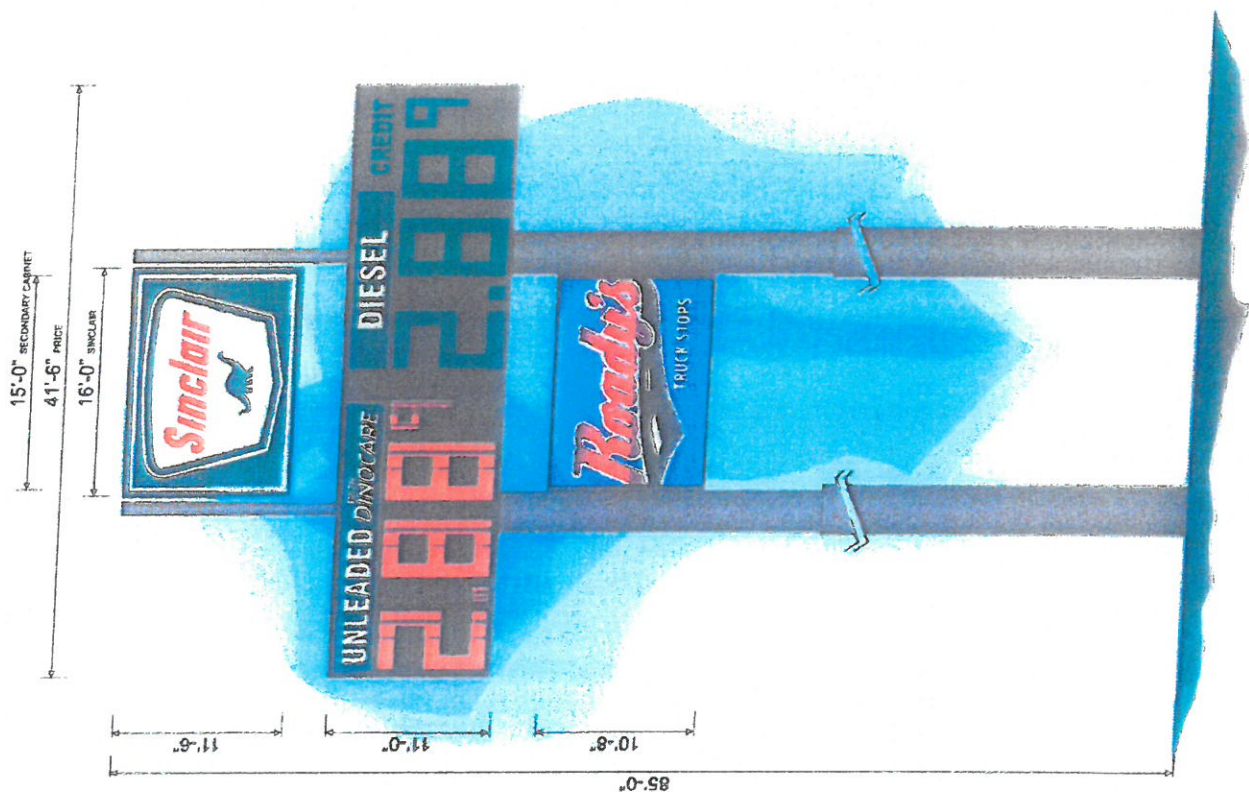
Mr Gas / Lynch Oil

Jim Lynch

1223 W. Main Jerome, ID 83338

lim@mrgas.com

208-678-9009



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Twin Falls Office

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for 208.736.8653

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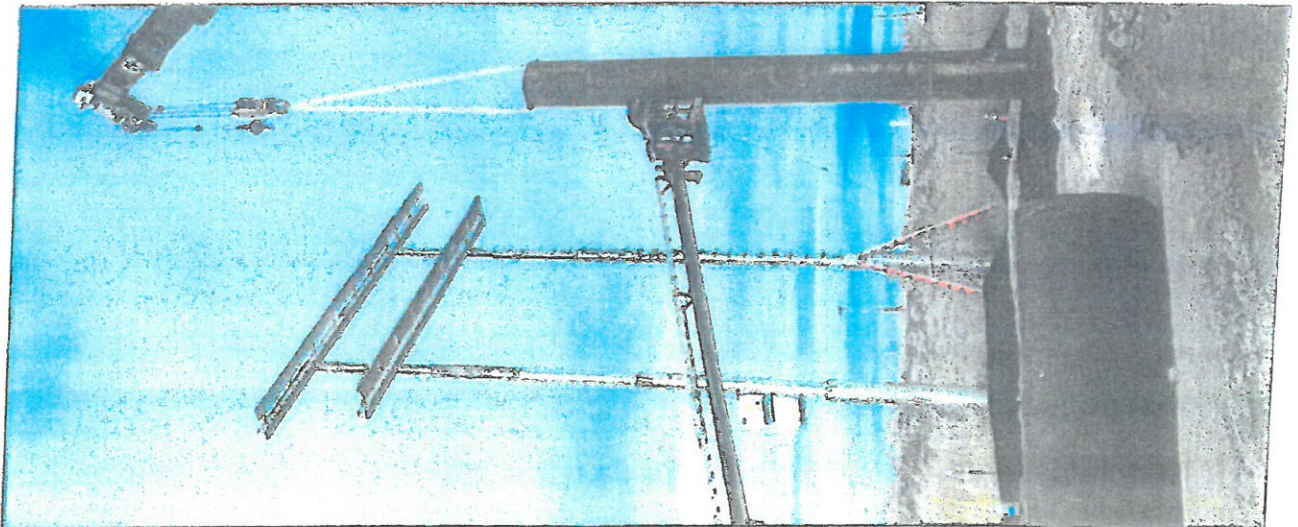
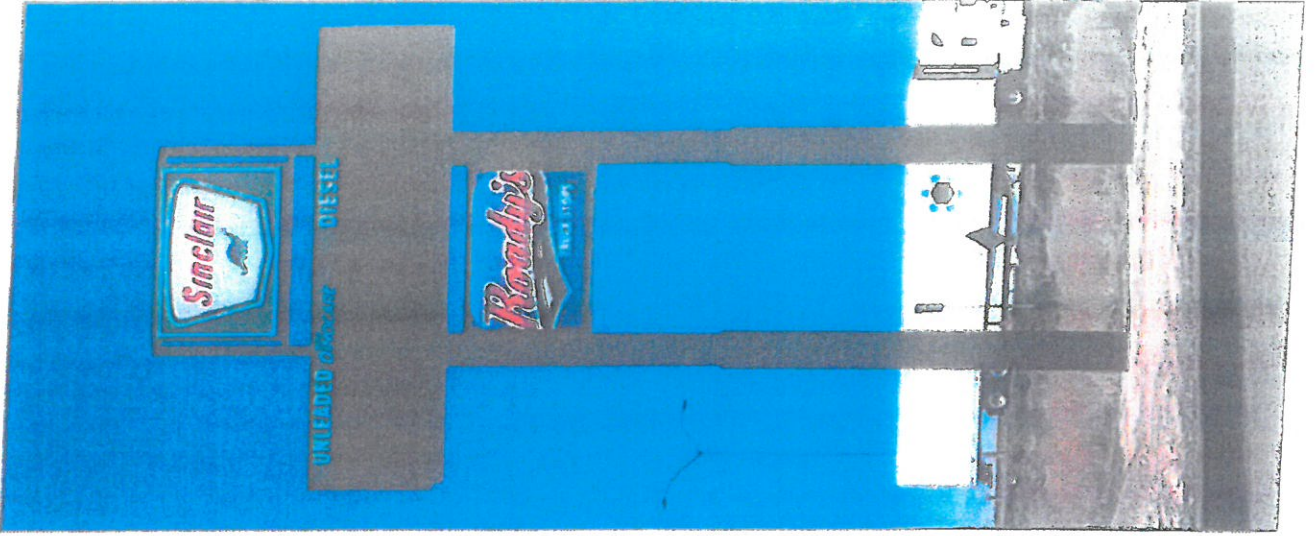
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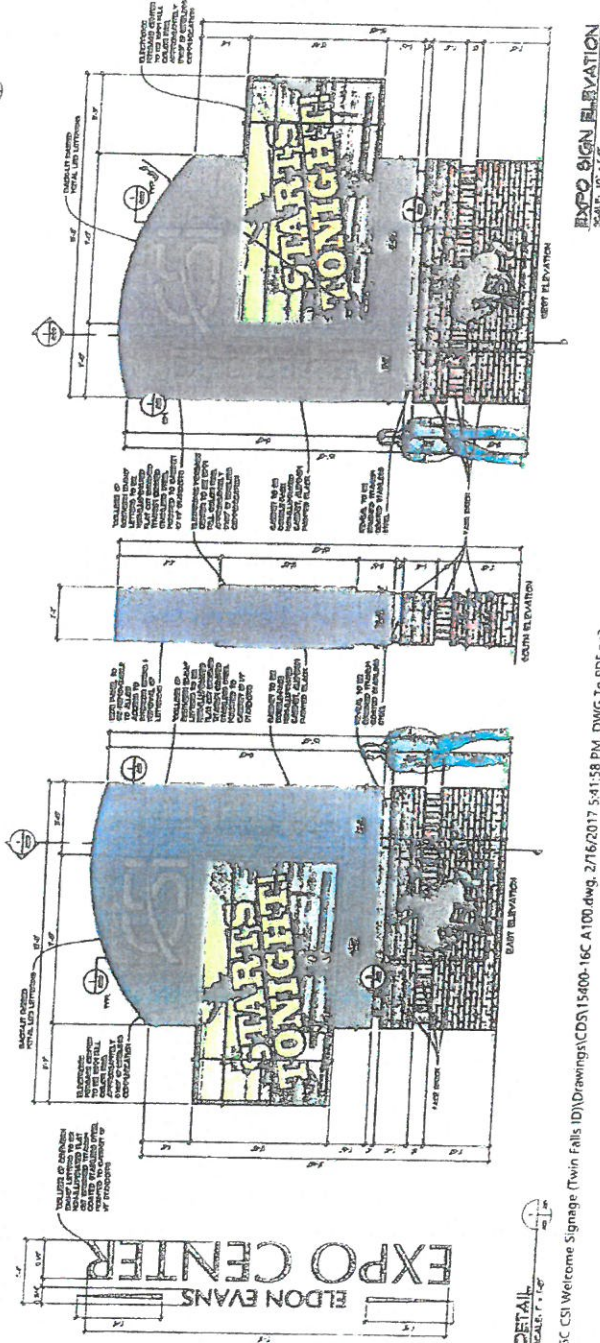
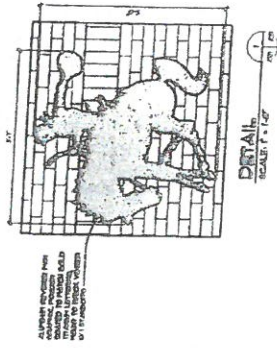


CS ENTRANCE SIGNAGE
ELEVATIONS
(EXPO)
TWIN FALLS, IDAHO

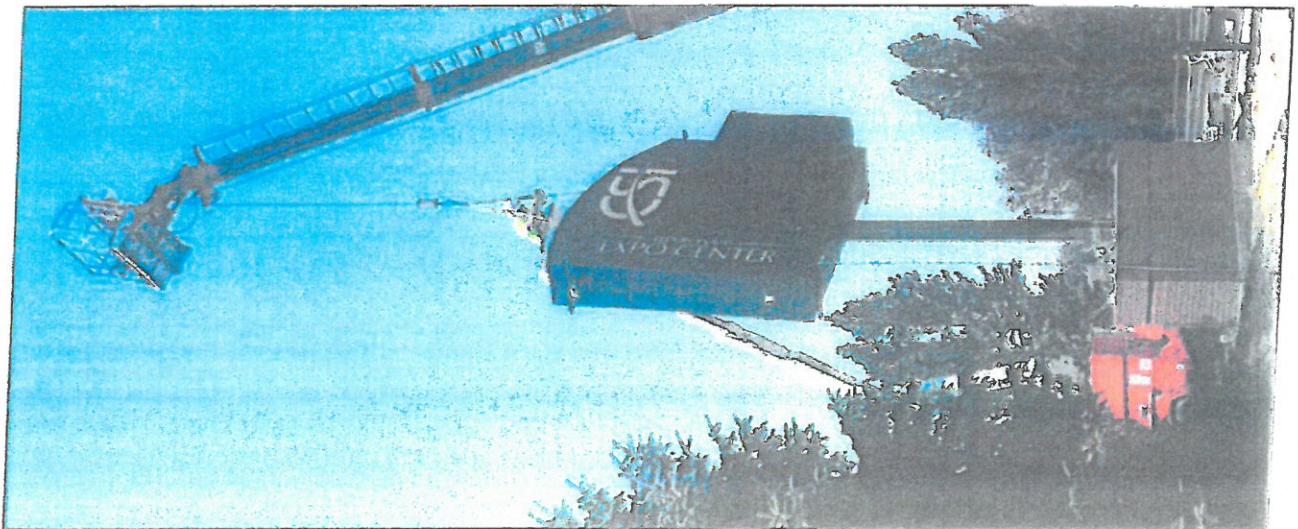
EXTERIOR
ENTRANCE
SIGNAGE
ELEVATIONS
(EXPO)

PROJECT NO. 15400-16C
DATE 07/16/2017
DRAWN BY SPENCER CUTLER
CHECKED BY SPENCER CUTLER
SCALE 1/4" = 1'-0"

A101



M:\Projects\15400-16C CSI Welcome Signage (Twin Falls ID)\Drawings\15400-16C A100.dwg, 2/16/2017 5:41:58 PM, DWG To PDF.pc3







Date: Monday, October 7, 2019
To: Honorable Mayor and City Council
From: Brian Pike, Deputy City Manager

ACTION ITEM

Request:

ACTION ITEM: Request approval to enter into contract negotiations with Central Square for the implementation of a Public Safety Software System that includes CAD, Mobile and Records Management.

Time Estimate:

10 Minutes

Background:

On May 17, 2019, the City of Twin Falls issues a Request for Proposals (RFP) for a new Public Safety Software System. This system included Cad, Mobile, and Records Management. There were two respondents; Central Square and Motorola. In September, both companies presented their software the the Public Safety group.

The Central Square software had many benefits and was selected unanimously by all who responded to the survey. The software is GIS based, easy to use, limits duplicate entry with drag and drop, has automated workflow, will work for all of the departments, and allows the end users to create modules and fields. The product vendor displayed the progressiveness of the software showing many changes to the product since it was last demonstrated to the city staff. The software also allows us to configure quick keys to match our existing system which will expedite the training process.

Approval Process:

Majority Vote

Budget Impact:

None at this time.

Regulatory Impact:

N/A

History:

N/A

Analysis:

N/A

Conclusion:

Central Square was able to meet all of the requirements of the RFP and is the product the committee selected. Staff is now requesting permission to enter into contract negotiations with Central Square.

Attachments:

1. CentralSquare Proposal for Twin Falls



Proposal for
City of Twin Falls, Idaho

Request for Proposal

PUBLIC SAFETY SOFTWARE SYSTEM
(CAD/MOBILE/RECORDS MANAGEMENT)

July 26, 2019

COPY



July 26, 2019

Kathy Markus
Information Communication Technology Manager
P.O. Box 1907
Twin Falls, Idaho 83303-1907

RE: Public Safety Software System (CAD/Mobile/Records Management)

Dear Ms. Markus:

TriTech Software Systems (TriTech), a CentralSquare Technologies company, is pleased to respond to the above-referenced Request for Proposal (RFP) for the City of Twin Falls (City). Our comprehensive solution for the City consists of:

- CAD Enterprise: a high performance computer-aided dispatch system
- Mobile Enterprise: a mobile data system that extends the power of CAD Enterprise to field officers
- Field Operations: an essential mobile app with constant access to CAD Enterprise.
- Records Enterprise: a highly configurable web-enabled law enforcement records management system
- Fire Records Enterprise, powered by FDM (Option): a highly configurable fire records management system
- Analytics Enterprise/Community Data Platform: membership to the largest public safety database in the United States

CentralSquare's solution will save the City time, keep your officers safer, and provide the field intelligence necessary to keep the City responsive to your community's public safety needs.

In September 2018, CentralSquare Technologies was formed when TriTech, Superior, Zuercher Technologies and Aptean's public administration business (including FDM) merged to create the largest company dedicated to serving the public sector. CentralSquare combines the public safety products of TriTech with the public administration products of Aptean and Superior and we focus exclusively on the needs of public agencies and leverage technology to allow our clients to better serve the public. TriTech Software Systems and FDM Software Ltd. remain legal entities and there are no changes to the proposed products or services expected from this merger.

As the undisputed leading provider of public safety solutions, CentralSquare is confident our solution:

- Meets the requirements and goals stated within the RFP
- Provides the maximum integration of the City's public safety entities
- Includes exemplary 24x7 customer support
- Helps keep the officers and citizens of Twin Falls safer and more secure

The following individuals are available to discuss the City's project in more detail:

Ken Schulte, Account Executive
858.799.7316 Office/303.909.5871 Mobile
Ken.Schulte@centralsquare.com

Andy Dean, Director Inform Sales
910.602.5190 Office/405.651.0322 Mobile
Andy.Dean@centralsquare.com

The terms and conditions contained in this proposal will automatically expire 180 days from the date of the proposal, unless renewed, extended, or terminated earlier by written notice from CentralSquare Technologies, LLC.



CentralSquare welcomes the opportunity to provide the City with an on-site demonstration of our robust solution and we look forward to partnering with you in the success of this project.

Sincerely,

Brad Surminsky
Chief Finance Officer



CENTRAL**SQUARE**
TECHNOLOGIES

Proposal for City of Twin Falls, Idaho

**PUBLIC SAFETY SOFTWARE SYSTEM
(CAD/MOBILE/RECORDS MANAGEMENT)**

JULY 26, 2019

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Non-Disclosure Statement

The terms and conditions contained in this proposal will automatically expire 180 days from the date of the proposal, unless renewed, extended, or terminated earlier by written notice from CentralSquare Technologies, LLC. 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 CentralSquare. 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 CentralSquare. 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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SECTION 1 – EXECUTIVE SUMMARY

CentralSquare welcomes the opportunity to partner with the City of Twin Falls (City) on the Public Safety Software Systems (CAD/Mobile/Records Management) RFP. Our end-to-end, integrated solution includes the requested application software, interfaces, and integration services necessary to support the goals and mission of the City.

CentralSquare Technologies, LLC (CentralSquare) is committed to the success of the goals and objectives of the City and is excited to present this comprehensive response for an innovative Law and Fire solution that will meet both the short and long term needs of the City. As the City continues to execute on its strategy to leverage technology to enhance the services provided to its citizens, the proposed CentralSquare Public Safety Suite Enterprise provides a contemporary, integrated and yet proven solution for both law and fire agencies that includes computer aided dispatch (CAD), records management system (RMS), ancillary applications and interfaces in an on-premise solution designed to scale to meet the needs of the City today, as well as the future.

With over 26 years of experience in public safety, serving small and large departments across the country, CentralSquare offers a true on-premise, Microsoft Windows/SQL, Commercial-Off-the-Shelf (COTS) solution that is so flexible that it can be tailored to meet the demands of the City without any customization. As an example, the level of configurability offered by Records Enterprise extends well beyond adding some fields or changing some parameters. The built-in capabilities allow for the creation of entry screens, workflows, outputs, and even new modules all within the core product.

As the City grows, so also will the needs to collect new data, analyze new information, and incorporate new technologies into your operations. CentralSquare Public Safety Suite Enterprise will allow the City to implement these new strategies immediately while leveraging the robust collection, analytics, and intelligence capabilities of the platform.

Driven by a spirit of innovation and a passion for public safety, the nearly 2,000 employees of CentralSquare are supported by a culture that inspires forward-looking ideas fostered by a company that focuses exclusively on government technology. This is best observed in our Innovation Lab where a team of dedicated scientists, analysts, and engineers work to solve the real-world problems facing first responders, command staff, and employees of the City and other law and fire agencies across the country.

These innovations are incorporated into CentralSquare's technology portfolio and rolled out to our clients through our CAD, Mobile, Records and Analytics products. The City will benefit from current capabilities to improve multi-agency response times, officer efficiency, improve community relationships, and prevent crime.

Solution Overview

CentralSquare proposes a state-of-the-art solution that fulfills the City's mission-critical information management requirements, provides tools for enhanced operations, and facilitates product upgrades in the future. The CentralSquare Public Safety Suite Enterprise (powered by Inform) offers applications for dispatchers, first responders, and support staff. CentralSquare's comprehensive solution for the City consists of:

Proposal for Twin Falls, Idaho

- CentralSquare CAD Enterprise (powered by Inform): a high-performance computer-aided dispatch system (includes CAD Enterprise Browser for remote viewing)
- CentralSquare Mobile Enterprise (powered by Inform): a mobile data system that extends the power of CAD Enterprise to field officers (Optional Field Ops app is available)
- CentralSquare Records Enterprise (powered by Inform): a highly configurable law enforcement records management system
- CentralSquare Fire Records Enterprise (powered by FDM): a highly configurable fire records management system (Option)
- CentralSquare Public Safety Analytics Enterprise (Powered by Inform): a powerful set of tools for data aggregation, visualization, and sharing, includes:
 - Analytics Search module: a powerful search tool that allows agencies to aggregate data from multiple systems into one public safety-centric database
 - Analytics Community Data Platform (CDP): a hosted platform that enables participating agencies to build safer communities by sharing data
 - Law and Fire Analytics: These optionally proposed components support data visualization, mapping, and analysis for the City. Law Analytics provides unprecedented mission planning tools for command staff, patrol supervisors, analysts and field personnel to define, assign and communicate the department's patrol strategies. Fire Analytics enables better visualization for managing daily operations, accreditation, standards of cover, and NFPA 1710.

The integration between the components of the CentralSquare Public Safety Suite Enterprise drastically reduces redundant tasks and significantly minimizes the possibility of errors. Data flows seamlessly from CAD to mobile to records management. Authorized users share access to incident, premise, report, and historical and analytical information. Our proposed solution features a robust technology platform supporting the City's integration needs with interfaces to the following systems:

CAD Interfaces:	RMS Interfaces:
• Advanced CAD2CAD with Southern Idaho Regional Communications (Zuercher) • Powerphone EMD • Vesta ANI-ALI with Text-to-911 • Paging • Higher Ground logging recorder • AvTec Radio Console • Station Alerting/Toning • ZOLL Fire RMS and EMS Charts • Suppression Systems • ESRI	• SPIDR Tech – Victim Notification • elImpact – State software for crashes. Need collisions in RMS sent to the State • APS Citations – Import Citations into RMS • Odyssey Courts – Status, Warrants and Citations • Laserfiche – Document Storage • Fusion – Dictation • Evidence.com-Axon (Auto Tag w/ RMS) • State Lab • ESRI • NIBRS/IBR/ILETS

CAD Interfaces:

RMS Interfaces:

- FIRE RMS Interfaces:
- ZOLL Fire RMS
- EMS Charts

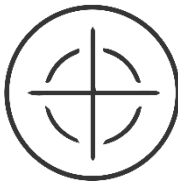
We are confident our state-of-the-art solution meets current City requirements, improves efficiency, increases officer safety, and allows command staff to analyze data more effectively.



The Public Safety Suite Enterprise drastically reduces redundant tasks and all but eliminates the opportunity for error. Common fields transfer from one application to the next over the life of the incident with a single common case number. The Public Safety Suite Enterprise is designed to allow any user (e.g., officer, dispatcher, investigator, etc.) to select previously entered information and reuse it in their current report or task.



CentralSquare's solution will improve officer safety by alerting the dispatcher and the officers of dangerous situations. The Public Safety Suite Enterprise applications all query a central Master Name file which incorporates alerts. When a name is queried, regardless of which application is used to perform the query, the user is immediately notified of any incidents or issues associated with that name. Improving officer safety is a key goal of the Public Safety Suite Enterprise.



The Community Data Platform (CDP) gives the City the power to search a public safety-centric database with a Google-like browser. Access to this database empowers investigators to quickly identify behaviors and relationships and enhance the dispatch center staff's ability to provide real-time support during complex and critical events with new levels of information. CDP extends the role of intelligence analysts by giving them tools to uncover patterns that would otherwise be hidden within their own agency or region.

Technology

CentralSquare's computing platform is designed to provide optimum performance, maximum availability, unsurpassed scalability, and centralized administration. The CentralSquare solution is based on proven hardware and commercial software technologies available from industry icons such as Microsoft, VMware, Intel, Dell, HPE, and Cisco.

CentralSquare deploys our applications on virtualized systems using the VMware vSphere platform. The beneficial characteristics of the VMware vSphere platform are many and include:

- Exceptional performance, reliability, and scalability
- Small footprint
- Robust infrastructure and application services
- Expansive resource management and allocation options
- Availability of vMotion, vStorage, vNetwork and other virtualization extensions
- Simple deployment, administration and operation capabilities

The High Availability (HA) features of VMware's vSphere are recommended to operate the CentralSquare Public Safety Suite Enterprise and other related business applications and silently manage the operation of all systems and resources to provide the availability required of mission-critical information systems such as those used by the City.

The proposed CentralSquare solution is highly configurable and provides optimal reliability, exceptional performance, and maximum value. Our solution is designed to provide the most innovative applications in the most current server technology environment. CentralSquare applications are engineered to operate on any conventional or virtualized computer platform compliant with the Intel 64-bit architectures executing compatible editions and versions of Microsoft Windows operating system software and Microsoft SQL Server relational database management system software using the IP protocol suite.

CAD Enterprise

The core software application within the Public Safety Suite Enterprise is CAD Enterprise, a multi-agency, multi-jurisdictional application that is highly configurable, allowing entities to configure the system to meet their specific business needs and workflow of their operations. CAD Enterprise leverages a Microsoft SQL Server to create a comprehensive data management platform that meets the high demands of CAD Enterprise transaction processing and data management.

CAD Enterprise is GIS-centric, using native Esri data to ensure fast, accurate, visual unit routing and incident response time. The dispatch map display shows the current position of each AVL-equipped unit, hazards, premise locations and other layers. Unit position is updated and allows dispatch staff to quickly generate turn-by-turn routing instructions. The CAD Enterprise GIS system is a powerful search engine using extensive address search routines that have been field tested in communities with some of the most complicated addressing schemes in the world.

CAD Enterprise Browser provides remote users with a secure administrative or operational view of the City's organization. This software has been designed to work in tandem with CAD Enterprise on a Microsoft Windows platform using a web browser such as Internet Explorer, Chrome, or Firefox. Using CAD Enterprise Browser, users can query data through a local or wide area network (LAN/WAN) as well as through a wireless connection, dedicated circuit, or over the intranet/internet, receiving near real-time access to active and pending incidents, unit status, rostering, and messaging.

Key benefits of CAD Enterprise include:

- Empowering emergency communications with CAD Enterprise and Mobile Enterprise
CAD Enterprise dispatch software helps communications center personnel manage a large amount of information—unit locations, unit statuses, pending and active calls, and other critical data—while serving as a voice of reassurance to callers and providing vital information that links first responders. CAD Enterprise captures, manages, and prioritizes mission-critical data to enable rapid decisions in situations where every second counts.
- Advisor Alerts to assist with decision support
Take quicker actions and improve productivity. Advisor Alerts serve as a dispatcher's personal assistant, helping them process, prioritize, and take immediate action.

Proposal for Twin Falls, Idaho

- **Geo-Fence Alerting**
Preserve the operational integrity of special operations and have confidence in situation awareness by alerting units that have entered CAD-established geo-fence areas.
- **Bi-Directional Freeway Response and Unit Swap**
Automatically recommend alternative locations where units need to respond based on the type of incident or location, and continuously monitor all assigned and available units to ensure the unit that can arrive in the shortest amount of time is dispatched.

Mobile Enterprise

Mobile Enterprise extends the power of information to vehicle laptop computers through sophisticated, integrated mapping components and wireless communications. Users can check email, or message other units, all while monitoring incident and unit updates from their vehicle, equipping personnel with the information they need in the field.

Mobile Enterprise architecture is based on .NET/XML technology to provide a highly maintainable configuration, as well as open and extensible integration to multiple disparate systems. The secure, wireless solution operates on a variety of wireless platforms, and provides secure Federal Information Processing Standard (FIPS) 140-2 compliant access to mission-critical information in the field. Units can make on-scene decisions that enhance personal safety and improve operation efficiency through secure, real-time access to CAD Enterprise, Records Enterprise, and other public and proprietary databases.

Key benefits of Mobile Enterprise include:

- **Seamless integration** extending CAD Enterprise into the field, including real-time incident information
- **Integrated mapping** including route directions
- **Premise history** at users' fingertips through historical incident information at a given location
- **Remote updates** avoid the need to touch units in order to update software

Remote connection to mission-critical information doesn't stop when an officer leaves their vehicle. If and when the City chooses, it can deploy Field Ops mobile app (optional) to connect field personnel to unit dispatch assignments, incident data within the agency including caution, hazmat, premise information, unit activity, maps including driving instructions, and allow unit status changes through a smartphone or tablet.

Records Enterprise

Records Enterprise is a fully customizable integrated data management platform that's fast, reliable, easy to use, and optimized to streamline data entry, reporting, and analysis. When deployed and interfaced with CAD Enterprise, data entered in CAD Enterprise can be used to populate queries, forms, and reports. Records Enterprise was specifically designed to allow agencies to customize their RMS to an unprecedented level—from changing display names,

Proposal for Twin Falls, Idaho

creating new forms, modifying data structures, to building workflow wizards and modifying business logic.

Key benefits of Records Enterprise include:

- **Reliable** data management that ensures related records are automatically linked to save time and increase efficiency, employs a data validation tool to ensure report accuracy prior to submission, is protected by a comprehensive security model that controls end user access to data, and allows user-defined validation rules to enforce data integrity and accuracy.
- **Easy and efficient** reporting of incidents and arrests directly to either the FBI or state crime information centers
- Add-on **modules are easily integrated** as the City incorporates other Department functions into a single solution or looks to eliminate other legacy third-party solutions.

Public Safety Analytics Enterprise

A powerful set of tools for data aggregation, visualization, and sharing, includes:

- **Analytics Search**
Analytics Search provides allows agencies to aggregate data from multiple systems into one public safety-centric database. Using familiar and easy-to-use searching tools, users can get a full perspective on a person, vehicle, piece of property, CAD incidents, and more. Supporting multiple browsers, device types, and operating systems (including iOS, Android, and Windows), Analytics Search allows users to quickly retrieve contributed information from anywhere. Analytics Search's powerful search capabilities include fuzzy searching, stemming searches, diminutive names, and name expansion from all entities, including narratives. Users can save searches for future hits or register for notifications when new data hits the database. Data can be contributed from other systems regardless of vendor or database type. As a vendor- and platform-agnostic system, Analytics Search supports sharing initiatives by allowing agencies to share and search information with neighboring jurisdictions. Analytics Search also enables agencies to share information on a national level.
- **Analytics Community**
CentralSquare's Analytics Community is a hosted platform that enables participating agencies to build safer communities by sharing data across public safety agencies and citizens. Analytics Community includes:
 - **Analytics Community Search**
CDP Search gives the City the power to search a public safety centric database with a Google-like browser. Built-in search algorithms are designed specifically for public safety, helping the City's personnel find people, places, words, phrases, values, word expansion, nicknames, and synonyms. Access to this database benefits your entire agency. The City can empower inspectors and investigators to quickly identify behaviors and relationships and enhance the dispatch center staff's ability to provide real-time support during complex and critical events with new levels of information.

Proposal for Twin Falls, Idaho

- Analytics Community Crimemapping.com and Responsemapping.com
These components were developed by CentralSquare to help law, fire, and EMS agencies throughout North America provide the public with valuable information about recent response activity in their neighborhood. Our goal is to assist these agencies in providing information to the public about the part they play in public safety in the community, hopefully leading to more involvement by the citizens in supporting public safety and the special programs the agencies are engaged in.
- Law Analytics
Law Analytics is a crime analysis and mapping solution used for investigations, deployment, emergency management and COMPSTAT reporting. Records Enterprise data is automatically imported into an Esri-based mapping platform that allows end users to visualize crime activity geographically. A predictive analytics module (Predictive Missions), provides analytical modeling of high-volume-type crime incidents to detect and predict crime patterns in order to enhance the tactical deployment of patrol resources. The Predictive Missions module takes a multi-dimensional approach to crime predictions.
- Fire Analytics (Optional)
Fire Analytics combines data visualization, analysis, mapping, and knowledge management into a full operational performance support environment that mirrors the organizational structure of a fire department. This enables agencies to better visualize and manage their daily operations. Fire Analytics can be used at all levels of an organization.

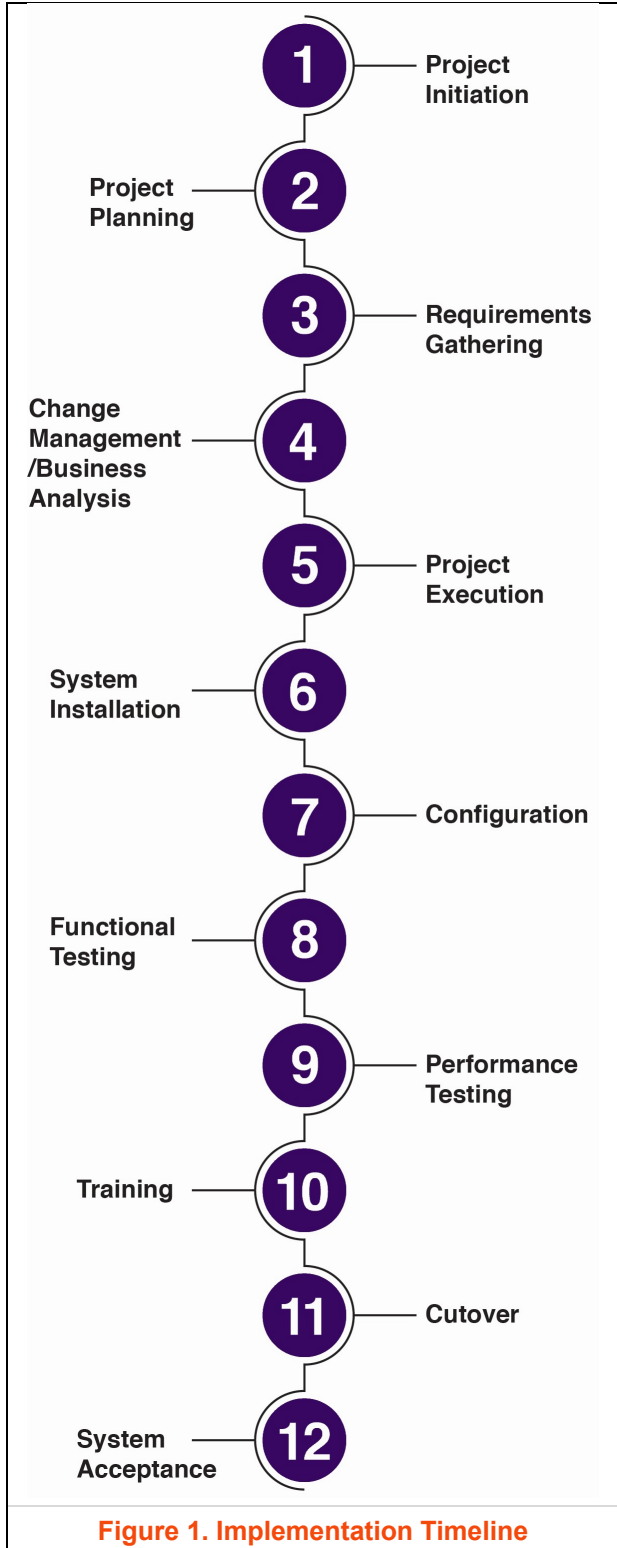
Implementation Approach

CentralSquare has delivered the most trusted public safety software for over two decades and continues to lead the market with innovative, enterprise-wide cloud-based and on-premise solutions for 9-1-1, computer aided dispatch, records management, field-based reporting, jail management, analytics and intelligence, patient care reporting, and ambulance billing software.

That record of accomplishment is the result of a commitment to following the Project Management Institute's (PMI's) general guidelines for project management while incorporating lessons learned. This implementation process is designed for deployment of our COTS solutions for public safety customers in mission-critical environments, with very large numbers of users in the station and in the field.

From deploying field solutions to 3,000 vehicles of the California Highway Patrol, to equipping the more than 2,700 sworn officers on the Memphis Police Department regional RMS, CentralSquare's implementation process starts with project initiation and planning phases that include working with officers, investigators, records, and Command Staff to understand their needs and expectations. The execution phase focuses on the core approach to the setup of the system and related interfaces and includes installation, configuration, testing, training, and cutover activities by CentralSquare and any subcontractors and partners.

Controlling processes involve the appropriate quality measures for the project that ensure the project is implemented on time, on budget, and all changes to the scope, cost, or contractual aspects of the project are reviewed, documented, and approved by both parties. This process also includes risk management and mitigation practices. CentralSquare will focus on business analysis, system



Proposal for Twin Falls, Idaho

development, and solution architecture to ensure the solution meets the needs of every team in the department.

Training Approach

CentralSquare offers a combination of standard training classes for the City's staff that correspond to their level of involvement with the system, their role during implementation, and their anticipated use of the system after cut-over. CentralSquare uses a comprehensive training approach for all our system components, as highlighted below:

- Our approach maximizes the use of hands-on training. Students will receive detailed training on a field-by-field, screen-by-screen basis
- CentralSquare team will devote time prior to the training sessions to learning the City's daily business procedures. As much as possible, these procedures are discussed throughout the training session.
- Class exercises will be designed to mirror users' daily activities and duties providing users with step-by-step training.
- The CentralSquare team will work closely with the City to identify "real life" exercises that will be meaningful to the students.
- As much as feasible, our Training team will emulate the City's workflow process in our training classes.

CentralSquare ensures that this standard approach is used throughout all our training course offerings.

Support

After installation and acceptance, CentralSquare application software support services are provided by our National Support Center. CentralSquare's knowledgeable, cross-trained staff can handle peak periods and serve as a backup to product line support teams that ensure day-in and day-out uninterrupted support. The CentralSquare support team consistently follows best practices supporting all CentralSquare product lines through processes, procedures, tasks, checklists, ticket management, and monitoring. The Center monitors customer support metrics across product lines to quickly respond to customer needs. CentralSquare also conducts random post-issue resolution audits and annual Customer Satisfaction surveys to ensure quality service.

As the undisputed leading provider of public safety solutions, CentralSquare is confident our solution:

- Meets the requirements and goals stated within the RFP
- Provides the maximum integration of the City's public safety entities
- Includes exemplary 24x7 customer support
- Helps keep the first responders and citizens of Twin Falls, Idaho safer and more secure

CentralSquare's Commitment

CentralSquare is proud of our deployments for some of the most complex and demanding public safety operations throughout the U.S. and across the globe. As an experienced public safety solution provider across the country and within Idaho, CentralSquare is uniquely positioned to provide the lowest risk, most cost-effective solution to the City, having already successfully delivered systems meeting Idaho statute codes and state reporting requirements.

Our commitment to our clients means we will provide the products and services the City needs to keep the City's communities safe and our commitment to new technologies and open standards means we will be here for the City far into the future.

CentralSquare welcomes the opportunity to meet with the City's project team to explore this solution in more detail and to collaborate on the most effective mix of products and services to meet the City's needs today and for many years to come.

SECTION 2 – CORPORATE AND COMPANY INFORMATION

Provide introductory information about Vendor's company, history, clients and industry involvement, including:

1. Company name, address, telephone number, and website

CentralSquare Response:

CentralSquare Technologies
1000 Business Center Drive
Lake Mary, FL 32746
Main phone: 407-304-3235
Toll free: 800-727-8088
Fax: 407-304-3914
www.centralsquare.com

CentralSquare headquarters is located in Lake Mary, Florida. Other CentralSquare facilities are located in the following cities:

- Castle Hayne, North Carolina
- Greensboro, North Carolina
- Overland Park, Kansas
- Kelowna, British Columbia
Canada
- Decorah, Iowa
- Sioux Falls, South Dakota
- Bountiful, Utah
- Cambridge, Ontario
Canada

2. Information on the company history

CentralSquare Response:

In September 2018, CentralSquare Technologies was formed by the merger of TriTech Software Systems, Superion, and Apteon's public administration business (including FDM Software Ltd. CentralSquare combines the public safety products of TriTech with the public administration products of Apteon (including FDM Fire Records) and Superion to focus exclusively on the needs of public agencies and leverage technology to allow our clients to better serve the public.

CentralSquare supports installations in

91 of the
top **100**
municipalities.

CentralSquare is a leading provider of mission-critical integrated public safety software and services to local, state, and federal agencies. Police, fire, and EMS agencies representing over 4,000 installations, rely on CentralSquare's solutions, including its computer-aided dispatch, 9-1-1 application, mobile data, records and jail management systems, analytic and intelligence, field-based reporting, EMS billing reimbursement and collections systems, software-as-a-service based billing solutions, and electronic patient care reporting.

CentralSquare's solutions protect over 255 million lives globally, serving over 130,000 sworn officers. The company supports installations in every U.S. state, including 91 of the top 100

municipalities, and operations in 14 countries around the world. Backed by a long history of successful software system deployments, CentralSquare has an exceptional customer list of top tier public safety agencies and boasts the industry's leading reputation for superior reliability, functionality, and customer service.

We now have the largest bench of talent focused on innovating for and supporting the public sector. CentralSquare will maintain all current products from each of the businesses mentioned above while investing in the development of new and advanced technology solutions. All with the single vision of building safer and smarter communities.

3. Executive team biographical summaries

CentralSquare Response:

Leadership Team

Simon Angove, Chief Executive Officer

Simon Angove serves as Chief Executive Officer of CentralSquare Technologies. Simon joined Superion, one of the innovative software businesses that formed CentralSquare, as Chief Executive Officer in April 2017. Prior to leading Superion, Simon spent 25 years in the technology industry, serving both private and public sector clients. Previously, he was Senior Vice President and General Manager at Verint, a billion-dollar customer relationship management and cyber-security company, where he led the global growth business units focused on client experience and digital engagement. Simon has been a serial entrepreneur, starting and growing software companies in fields such as video analytics, cloud computing, and workforce optimization. He also has served as a senior executive within large multi-national technology companies. Shared among all of the businesses he has led is the common theme of powering superior customer experiences and delivering better outcomes for the organization, its customers, and its employees. A native of England, Simon has lived in the United States for more than 20 years. He has a Bachelor of Science degree in general management from Boston College.

Jeff Davidson, Chief Operating Officer

As Chief Operating Officer, Jeff leads all aspects of the customer experience post sale, including services, support and success management.

Prior to joining CentralSquare, Jeff led the Professional Services – North America division at Ellucian, the #1 global provider of software and services in higher education with a customer base of more than 2,500 customers in 50 countries. As Vice President, Jeff led the \$85 million service business in North America with 250 resources across 60+ solutions, working with colleges and universities worldwide to implement and optimize their Ellucian ERPs and student experience solutions to improve overall student success. During his 17-year tenure at Ellucian, Jeff and the leadership team grew the company's revenue by more than sevenfold.

With specific expertise around delivering customer solutions and transforming on-premise service delivery organizations to cloud, Jeff led cloud delivery operations which had direct impact on improving customer experience and consistency of delivery. He also has led

organizations through mergers, driving appropriate synergies to achieve combined company targets.

John Pulling, Chief Technology Officer

John Pulling is CentralSquare's Chief Technology Officer. Most recently, John served as Chief Technology Officer at Superion, one of the innovative software businesses that formed CentralSquare. John is responsible for product management, product development, and QA operations. He has more than 25 years of operational leadership experience in the enterprise software industry. Previously, John served as CTO at Lanyon, a Vista portfolio company, where he led product management, product development, and cloud infrastructure. Prior to joining Lanyon, John led product and cloud operations teams at BigMachines, another Vista portfolio company, where he served as Senior Vice President of Products. Before assuming that role, John served as Vice President of Product Management at Infor, where he was responsible for product strategy for their strategic applications, including customer relationship management, supply chain management, enterprise asset management, public sector, and product lifecycle management. Prior to Infor, he was Vice President and Chief Operating Officer at Provia Software, a provider of supply chain software. John holds a Bachelor of Science degree in mechanical engineering from the University of Waterloo.

Steve Seoane, EVP and General Manager

Steve Seoane is CentralSquare's Executive Vice President and General Manager. Most recently, Steve served as the Chief Technology Officer of TriTech Software Systems, one of the innovative software businesses that formed CentralSquare. He has over 15 years of experience in leading technology strategy and positioning companies for success in rapidly evolving markets. Steve works across management teams to guide research and development strategy, technology advancements, and social trends that impact public safety by advising teams on standards and compliance regulations and setting the product roadmap for CentralSquare.

Working in both B2B to B2C technology companies, Steve has led and gained expertise in many areas including: predictive analytics and big data, product strategy/development, platform partnerships, mobile apps, data science/strategy, and engineering leadership. He has served as the Chief Product Officer of LifeLock and Senior Vice President of Scopely. Steve holds a Master of Business Administration from University of Maryland and a Bachelor of Science degree from the United States Naval Academy.

Bob Koenig, Vice President Inform Sales

Bob Koenig is Vice President of Inform Sales. Bob leads a team of talented Directors, Account Managers, Account Executives, Product Specialists, and Solution Architects who are responsible for the expansion of our product lines with our existing customers as well as introducing our solutions at new agencies. His team is responsible for ensuring that all of our customer agencies are experiencing a positive, collaborative relationship with CentralSquare.

Bob has been involved in providing solutions to the public safety market for more than 20 years, holding leadership roles at VisionAIR, TriTech, and Independence Communications. He is active in the public safety community, serving on the IJIS Governance Committee for more than ten years and the APCO Commercial Advisory Council for the past four years. Bob holds an Associate degree in Architectural Engineering from the University of Cincinnati.

4. **A description of the company's role and participation in industry forums such as NENA, APCO, and IJIS. Further, any employee participation on committees or boards within these organizations, as well as any certifications held from these organizations.**

CentralSquare Response:

CentralSquare Participation in Standards Development

CentralSquare (through TriTech) has had personnel on the Integrated Justice Information Sharing (IJIS) Institute Public Safety Technical Standards Committee (IPSTSC) for more than five years. Our representative contributes to and reviews the draft specifications and developing standards to ensure that CentralSquare's products continue to evolve and meet the changing needs of law enforcement and to take advantage of new and existing standards that can accelerate the product's ability to communicate with third-party systems. This committee published the NIEM Conformance for RFPs White Paper in 2009 to educate practitioners on the technology standards and best practices available for use in the implementation of information sharing projects.

CentralSquare also participated on the Integrated Justice Information Sharing I (IJIS) Institute N-DEx Advisory Committee. This committee was chartered to serve as the liaison between the FBI and public safety service providers to ensure the FBI was designing and providing specifications and tools to enable local, tribal, and municipal participation with existing records management systems capable of meeting the FBI's specifications.

Just as in the past, CentralSquare will continue to participate in these and other working groups to ensure the product can support NIEM conformant data exchanges, N-DEx data contribution, and alignment with emerging standards.

National Information Exchange Model (NIEM)

The National Information Exchange Model (NIEM) has recently become a highly desired standard throughout the Emergency Response, Public Safety, Public Health, and Justice domains for use when one or more systems need to exchange information. NIEM is a common data-sharing language that includes standards for use and blueprints for data-exchange between government systems. In so doing, NIEM creates a standards-based environment for diverse communities to more efficiently share information of common interest. Global Justice XML Data Model (GJXDM) is the XML vocabulary for the data sharing within the justice community.

The Public Safety Suite Enterprise uses NIEM-compliant exchanges which are designed, implemented, and shared via Information Exchange Package Documentation (IEPD).

In the typical life cycle of a standard, NIEM is a relatively new standard that is just now seeing widespread adoption with the implementation of new projects. The NIEM standard is largely based on the previous data exchange standard GJXDM, the Global Justice Exchange Data Model. CentralSquare has many operational data exchanges that leverage GJXDM and the Justice Reference Architecture (JRA).

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Any new information exchanges between the CentralSquare applications and other systems are evaluated for the use of NIEM as a common reference schema and data dictionary for the foundation of the exchange.

CentralSquare has developed a NIEM-conformant FBI N-DEx Incident/Arrest information exchange for the RMS that can be leveraged to make Incident and Arrest data available to consumers that can process files the FBI N-DEx Incident/Arrest IEPD format.

CentralSquare also provides NIEM-compliant integration through our CAD Enterprise API, and can provide API training for application creation. Pricing can be provided for this option.

Integrated API technology addresses emerging technologies for Public Safety data sharing standards and communications such as TCP/IP network communications and XML creating a truly modular and flexible environment for controlled and easy upgrades and/or enhancements remotely. Expanding geographic coverage or adding agencies is no longer an obstacle because the technology is flexible, secure, standardized and proven.

CentralSquare has also published a NIEM-compliant API for Standard CAD-to-CAD interfaces designed to transfer incident and unit data between CAD Enterprise and a remote CAD system. The remote CAD system can either be another CentralSquare system or another vendor's CAD system that follows the CentralSquare API as defined in the Developer's Guide. The transfer of information is bi-directional, so that both systems can send and receive data. Due to the wide-range of capabilities and the complexity of Standard CAD-to-CAD interactions, CentralSquare offers both a basic and advanced set of features.

FBI Criminal Justice Information Services (CJIS) Security Policy

It is CentralSquare's policy, as reflected in its Software Support Agreement, to keep its products current with applicable enforced federal- and state-mandated security requirements for the management of sensitive CJIS data. These updates and enhancements are provided to individual clients through the normal software upgrade services. CentralSquare uses NIST-certified encryption components that meet CJIS requirements.

APCO

CentralSquare's Vice President of Inform Sales sits on an Association of Public-Safety Communications Officials (APCO) committee.

CentralSquare products were awarded APCO's prestigious Hot Product Award for four consecutive years:

- 2013 CAD Enterprise+911
- 2012 TriTech.com IQ solution
- 2011 CAD Enterprise Rotation Provider module
- 2010 CAD Enterprise Advisor module

National Emergency Number Association (NENA)

Our deep commitment to public safety includes participation in NENA committees such as:

- Agency Systems past co-chair
- NG9-1-1 PSAP work group

Proposal for Twin Falls, Idaho

- VoIP 9-1-1 Deployment and Operation work group
- Human-Machine Interface PSAP display work group
- Handling Text-to-9-1-1 work group
- NENA Master Glossary Development work group

We have employees with a strong dedication to the industry, including an individual who was one of the 13 founding members and a three-time President of the NENA Institute Board, which oversees the ENP Certification program.

Several CentralSquare staff members have been equally involved in 9-1-1 by holding board memberships of various State-level NENA organizations.

NENA ALI/GIS Standards

CentralSquare's implementation of Automatic Number Identification (ALI) is compatible with 9-1-1 systems employing the Bellcore standard for message format and protocol, and NENA Standard 02-011, Issue 6, dated November 21, 2006, for the data format of ALI message contents. Addressing formats follow applicable U.S. Postal Service Publication 28 - Postal Addressing Standards.

NAED

CentralSquare is a ProQA Paramount Gold Partner as evidenced by our inclusion on the Priority Dispatch website. Priority Dispatch credits CentralSquare as one of the earliest adopters of ProQA and one of the first vendors to integrate ProQA with CAD. CentralSquare's Gold certificate has been in effect and approved by Priority Dispatch for more than two years.

CentralSquare is an annual sponsor and attendee of the National Academies of Emergency Dispatch Navigator conference.

HIPAA Compliance

CentralSquare's CAD Enterprise system does not violate HIPAA standards, but it also does not include any features or capabilities aimed specifically at meeting HIPAA standards.

As reported extensively in publications of the Association of Public Safety Communications Officials, the National Emergency Number Association and Dispatch Monthly, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) does not apply to the tasks of dispatching emergency units to an incident. The law firm of Page, Wolfberg & Wirth, LLC, which specializes in EMS law and regulation issues, comments, "Because 9-1-1 centers and other dispatch agencies usually don't bill for any health-care services, they don't engage in the type of electronic transactions covered by HIPAA, and they are, therefore, not "covered entities" under HIPAA."

Commission on Accreditation for Law Enforcement Agencies (CALEA)

The Commission on Accreditation for Law Enforcement Agencies (CALEA) does not publish any specifications directly relative to the information technology systems proposed for the City. CentralSquare has many client agencies that have successfully passed CALEA accreditation requirements leveraging CAD Enterprise reporting and other features.

National Fire Incident Reporting System (NFIRS)

CentralSquare's CAD Enterprise and Mobile Enterprise applications assist agencies with capturing key data elements required by NIFRS. This includes all response times, apparatus dispatched and personnel involved when properly configured. When used in conjunction with a Fire Records Management System, CAD Enterprise can pass all pertinent CAD data required. The standard reports in CAD Enterprise also include many reports specific to the fire service and valued by fire command staff for effective internal awareness.

National EMS Information System (NEMSIS)

The Electronic Patient Care Reporting (ePCR) systems offered by CentralSquare fully comply with relative National EMS Information System (NEMSIS) standards; however, CentralSquare's proposal to the City does not include any applications that use the National EMS Information System (NEMSIS) standard.

5. A description of the company's qualifications to assume responsibility for the success of this project.

CentralSquare Response:

CentralSquare (through our CentralSquare resources) has been developing innovative solutions for public safety for more than 26 years and continues to lead the market with innovative, enterprise-wide cloud-based and on-premise solutions for 9-1-1, computer aided dispatch, records management, jail management, analytics and intelligence, field-based reporting, patient care reporting, and ambulance billing software. The company provides products and services to address any size and type agency with an end-to-end product suite to meet the needs of any agency—PSAP, law, fire, or EMS. Our products include the CentralSquare Public Safety Suite Enterprise (Powered by Inform), CentralSquare 911 Enterprise (Powered by Inform), CentralSquare Public Safety Suite - Professional (Powered by Zuercher), CentralSquare Jail Enterprise (Powered by Inform), CentralSquare False Alarm Management (powered by CryWolf).

CentralSquare Goal and Strategy

CentralSquare's principal goal is to provide our clients the best value for their investment. We consistently accomplish this goal by:

- Securing the most talented and committed workforce in the industry
- Delivering innovative, robust information management solutions
- Providing superior client services
- Actively participating in industry organizations and initiatives
- Maintaining an enduring, commercially viable business

What motivates CentralSquare is our collective passion for being an engaged partner to the most meaningful public service professions in our society: emergency service first responders. CentralSquare's sole focus is information technology solutions for first responder organizations across the public safety sector and we have the financial resources required to deliver on our short-term commitments and long-term goals.

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CentralSquare is a privately held corporation with approximately 2,000 employees who develop and support public safety and public administration products that are used each day by our 7,650 government agency clients.

SECTION 3 – REFERENCES

This section should establish the vendor's ability to perform the required work by describing the vendor's experience with similar projects and include reference information from current customers.

CentralSquare Response:

CentralSquare is solidly positioned as one of the leading public safety software vendors in North America.

CentralSquare has successfully capitalized on its market leading position to grow market share, expand its geographic presence and broaden its product offerings. These efforts have enabled CentralSquare to grow and diversify its revenue base while delivering consistently strong financial results.

CentralSquare supports installations in

91 of the top **100** municipalities.

CentralSquare is very proud of our recent successes and continues to operate at a high level of efficiency and effectiveness. CentralSquare is geared, organized, and staffed to support a number of large, concurrent projects and has often supported many major projects and dozens of smaller projects, all being executed simultaneously and with unfaltering success for our clients. With more than 26 years of experience successfully implementing more than 4,000 installations around the globe, CentralSquare is highly skilled at balancing resources and workload across a variety of different projects.

Our proven implementation methodology, along with our operations team based in five geographically diverse offices, has enabled us to scale our team and successfully handle not only the workload but also respond to the specific needs of each project.

Vendor must have successfully implemented five or more operational public safety systems, which included applications similar to those required in this RFP. Provide a brief summary for at least five such projects, including:

- **Client name**
- **Client address**
- **Contact name**
- **Contact title**
- **Contact telephone number**
- **Contact email address**
- **Software provided by Vendor**
- **Number of licensed users for each major software product**
- **Installation date for each major software product**

CentralSquare Response:

CentralSquare is pleased to provide the following five client references:

- Ada County Sheriff, ID
- Adams County Communications Center, CO (ADCOM 911)
- Arapahoe County Sheriff's Office, CO
- City of Loveland, CO

Proposal for Twin Falls, Idaho

- City of Parker Police Department, CO

Client Name Address	Ada County Sheriff, ID 200 W Front St Boise, ID 83702
Contact Name Title Telephone Number Email Address	Stephen O'Meara IT Director 208.287.7030 someara@adacounty.id.gov
Software provided by Vendor	Ada County Sheriff is a multi-agency (Police, Fire & EMS) department using Enterprise CAD, Mobile, RMS and Jail solutions. Ada County's Enterprise technologies serves Boise Police/Fire, Garden City Police, Meridian Police/Fire, North Ada County Fire, Eagle Fire, Star Fire, Kuna Fire, BLM, NIFC and the Forest Service during large wildland incidents.
Number of licensed users for each major software product	Ada County currently serves a population of 455k with 533 combined sworn personnel
Installation date for each major software product	The County's project consisted of a suite of applications installed which started in 2014. Project was completed on-time and within the contracted budget 24 months later.

Client Name Address	Adams County Communications Center, CO (ADCOM 911) 7321 Birch St. Commerce City, CO 80022
Contact Name Title Telephone Number Email Address	Joel Estes Director 303.227.7119 jestes@adcom911.org
Software provided by Vendor	ADCOM911 is as multi-Agency (Police, Fire & EMS) department using Enterprise CAD, Mobile, RMS & Jail solutions by involving South Adams County, Adams County, Greater Brighton, North Metro Fire Rescue Districts, the Police Departments of Brighton, Commerce City, Northglenn and the Adams County Sheriff's Office.
Number of licensed users for each major software product	ADCOM911 currently serves a population of 460k with 574 combined sworn personnel
Installation date for each major software product	ADCOM911's project consisted of a suite of applications (CAD/RMS/JMS) installed with the project beginning on April of 2016 and the project concluding October of 2018.

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Client Name Address	Arapahoe County Sheriff's Office, CO 13101 East Broncos Parkway Centennial, CO 80112
Contact Name Title Telephone Number Email Address	Marsha Adams Senior Business Analyst (Project Manager) 303.795.4236 madams@arapahoegov.com
Software provided by Vendor	Arapahoe County Sheriff's Office provides CentralSquare's Enterprise technologies to unincorporated metro and rural areas of Arapahoe County, as well as the cities/towns of Bennet, Bow Mar, Centennial, Cherry Hills Village, Cherry Creek State Park Rangers, Columbine Valley, FoxField & Sheridan. In addition, the Law Enforcement communities of Englewood, Greenwood Village, Littleton and Glendale access the County's Enterprise CAD/RMS as an additional PSAP by performing day-to-day CAD/RMS functions from their respective PSAP locations throughout the Denver Metro via a consolidated intergovernmental agreement (IGA).
Number of licensed users for each major software product	Arapahoe County serves a population of 643k with 509 combined sworn personnel
Installation date for each major software product	ACSO's project consisted of a suite of applications (CAD/RMS/JMS) installed. Project began September of 2016 the project concluded Sept of 2018.

Client Name Address	City of Parker Police Department, CO 20120 E Mainstreet Parker, CO 80138
Contact Name Title Telephone Number Email Address	Ron Combs Commander 303.805.6506 rcombs@parkeronline.org
Software provided by Vendor	CentralSquare's Enterprise CAD has been live with Parker Police since 2000. Parker PD was using a legacy third party RMS that desperately needed updated. In 2017 Parker PD chose CentralSquare's Enterprise RMS to further expand the departments records capabilities now and well into the future. This project went live in January of 2019.
Number of licensed users for each major software product	City of Parker Police serves a population of 50k with 96 combined sworn personnel
Installation date for each major software product	PPD Enterprise CAD was install in 1999. However, recently PPD installed CentralSquares Enterprise RMS. This project started in 2017 and concluded in late 2018.

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Client Name Address	City of Loveland, CO 500 East 3rd St Loveland, CO 80537
Contact Name Title Telephone Number Email Address	Lieutenant Ben Hurr Lieutenant of Communications 970.962.2282 benjamin.hurr@cityofloveland.org
Software provided by Vendor	The Loveland Emergency Communications Center is a multi-agency (Police, Fire & EMS) Public Safety Answering Point covering over 260 square miles of southern Larimer County. The Center dispatches for Loveland Police Department, Loveland Fire and Rescue, Loveland Rural Fire, Big Thompson Canyon Fire, Thompson Valley EMS and the Berthoud Fire Protection District. The City of Loveland has been a CentralSquare Enterprise CAD/Mobile user since 1998 and is presently installing Enterprise RMS as a part of a consolidated CAD Enterprise/RMS/JMS project called Colorado Regional Information Sharing Project (CRISP) with the communities of Fort Collins, Estes Park Larimer County Sheriff and Colorado State University.
Number of licensed users for each major software product	City of Loveland serves a population of 343k with 605 combined sworn personnel
Installation date for each major software product	LPD Enterprise CAD was installed in 2000. However, today, LPD is presently installing the Enterprise RMS as a part of a consortium of users within the Larimer County region. Project is slated to go-live in mid-2020

SECTION 4 – RESPONSE TO REQUIREMENTS

This section should include the completed responses to the requirements. All responses must be completed on the provided forms. Any vendor failing to include these forms may be disqualified. Any specification without a response will be recorded as “NC – Proposed software does not meet the specification and cannot be modified.” All vendors are required to use the following response codes for each specification:

VENDOR COMPLIANCE RESPONSE CODE KEY

- C** Compliant. Current proposed software meets specification without modification. The function is fully developed and can be demonstrated in the proposed software package.
- PC** Partially Compliant. Proposed software meets part of the specification
- NC** Non-Compliant. Proposed software does not meet the specification and cannot be modified.
- F** The specification will be met by a future release of the software. Please provide an expected timeframe (quarter and year).
- A** The specification can be met by an alternative method (provide a description of the alternative method in the comment column)
- M** The proposed software will be modified to meet the specification.

For each “M” response, Vendor must include an explanation of the modification required, a timeframe for when the feature will be available, and identify any costs associated with the modification in the cost proposal.

Vendor must provide clear explanations of all modifications proposed; failure to clearly explain any deviation from the specifications identified in this RFP may be grounds for rejection of the proposal.

Use the forms provided in Appendix A.

CentralSquare Response:

CentralSquare has completed the forms provided in RFP Appendix A and has provided an electronic copy in our proposal submittal.

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VENDOR COMPLIANCE RESPONSE CODE KEY	
C	Compliant. Current proposed software meets specification without modification. The function is fully developed and can be demonstrated in the proposed software package.
PC	Partially Compliant. Proposed software meets part of the specification
NC	Non-Compliant. Proposed software does not meet the specification and cannot be modified.
F	The specification will be met by a future release of the software. Please provide an expected timeframe (quarter and year).
A	The specification can be met by an alternative method (provide a description of the alternative method in the comment column)
M	The proposed software will be modified to meet the specification.

For each “**M**” response, Vendor must include an explanation of the modification required, a timeframe for when the feature will be available, and identify any costs associated with the modification in the cost proposal.

Vendor must provide clear explanations of all modifications proposed; failure to clearly explain any deviation from the specifications identified in this RFP may be grounds for rejection of the proposal.

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General/Global Requirements			
General System			
1	Can run in a web browser	C	
2	Designed to leverage Microsoft SQL Server for the database	C	
3	Supports all common Microsoft shortcut keystrokes; can be mouse-driven or a combination of keyboard and mouse functions	C	
4	Includes rules to allow Administrator user to define the data in which each user is allowed to access in RMS records	C	
5	Allows different users, agency information, and configurations for each jurisdiction	C	
6	Provides agency-definable violation code table that is available throughout the system for standardization	C	
7	Retains all records entered for the life of the system, in order to enable comprehensive searching and information access	C	
8	Provides help functions to assist the user in system navigation and use, including pop-up menus, online help, validation warnings, and automatic checks	C	
9	Supports the record-keeping requirements of multiple agencies	C	
10	Incorporates pull-down menus listing the valid values for a particular field	C	
11	Quick search and export results to Microsoft Excel capabilities with no more than two keystrokes	C	
12	Scrolling functions using scroll bars, arrow keys, on-screen buttons to access records or information within records	C	
13	Scroll bars to enlarge or narrow the view of information contained within a particular screen	C	
14	Provides common functions such as save current record, add a new report, view audit trail, modify or delete current record, find or print a record	C	
15	Provides the following record user functions:		
	a. "Add" a new record	C	
	b. "Save" information added or modified to the current screen	C	
	c. "Modify" to make changes to records that have been previously saved	C	
	d. "Print" a record	C	
	e. "Delete" to delete a record from a form screen	C	

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16	Issues a warning when the user attempts to close a form without saving it	C	
17	Provides a summary function that allows the user to view information related to a record in outline form by applying one touch of a button. From this view, the user can navigate to all records displayed by simply selecting the record in the summary.	C	
18	Provide the ability to configure data entry screens and allows the user to change the field order and field size that is displayed on the user interface screen.	C	
19	Provide a main menu function that allows the user to exit the current screen without closing it and go to the main menu screen.	C	
20	Provide entry of current date with the use of hot keys	C	
21	Audit Trail function to view a detailed record of all events that have been made to a record, including the date and time of the change, who made the change, and the before and after values of the changed field	C	
22	The user can query NCIC and prefill the query screens with name and vehicle information available from the master indices record	C	
23	Provide Master Name Alerts throughout RMS	C	
24	Alert the user when selecting a master name with any applicable warnings within the Inform Suite (outstanding warrant, outstanding civil paper, confined status in Inform Jail, etc).	C	
25	User can either view or ignore the visual warning regarding unserved papers, currently confined, warrants, or records	C	
26	Able to print any of the RMS screens directly to a printer	C	
Security			
27	Can configure the system to the owning jurisdictions, restricting file/information usage	C	
28	Allow security at the table level through SQL server, ensuring that unauthorized users cannot access the data, even when using third-party software	C	
29	Use of the system and modules is permission-based, allowing the designation of agency-defined roles	C	
30	The system administrator sets up user permissions based on:		
	a. Jurisdiction	C	
	b. User ID	C	
	c. Role Type	C	

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31	Support individual rights to view, edit, add, print, and/or delete specific types of records	C	
32	Agency can use security to control access to incident and arrest records involving juveniles and sexual assault victims	C	
33	Enable the enforcement of FBI CJIS password complexity requirements for system users	C	
34	The system administrator defines user passwords by:		
	a. Number of upper case letters required	C	
	b. Number of lower case letters required	C	
	c. Number of special characters required	C	
	d. Number of characters required	C	
	e. Maximum number of characters required	C	
Narratives			
35	User can add one or more narratives to a record	C	
36	User can add, edit, delete, or print narratives in any part of a record	C	
37	User can title narratives and display them in a browse list	C	
38	Any authorized user can view the narrative associated with a record	C	
39	Rich text formatting of narrative text, including font, size, bullets, align left, align right, align center, underline, bold, and italic	C	
40	Cut, copy, paste, and undo functions within the narrative text	C	
41	Standard spell checking of narrative text.	C	
View Management			
42	User can customize the layout of the home screen to view only data that the user wishes to view	C	
43	User can select the columns to display in the view	C	
44	User can select default filter criteria for a view	C	
45	User can configure the size and location of each view on their personalized landing page	C	
46	User can select an event in the view and launch the event/report details	C	
47	User can approve or reject an event in a view that is waiting for approval	C	
Data Entry			
48	Enter key data elements that deliver a dynamic streamlined data entry screen that capture	C	
49	View visual indicators for data validations during data report entry	C	
50	View data validations while completing data entry	C	
51	Select CAD call for service data to populate the data entry screen (if CAD integration is pres	C	

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52	Add a description to an attachment	C	
53	View a thumbnail of an attachment	C	
54	Navigate report entry from the at a glance section navigation tool	C	
55	Duplicate data entry sections during report entry to streamline the data entry process	C	
Configurable Data Entry Fields			
56	Authorized users can add/set/modify the following data entry screen configurations:		
	a. Mandatory field	C	
	b. Default value in a field	C	
	c. Field order	C	
	d. Field labels to display	C	
	e. change the field labels to display	C	
	f. Data entry sections to display	C	
	g. Non-required fields	C	
	h. Deploy data entry screens to one or more user roles	C	
	i. Agency-defined text fields	C	
	j. Agency-defined dropdown list	C	
	k. Agency-defined data entry screens for Incident, Arrest, crash, citation, Field Interview, and Other Event	C	
	l. Field size, location, or label	C	
	m. Form Instructions for users that can contain text, tables, and images.	C	
	n. Tool Tips on individual Fields that provide specific instructions on a field by field basis.	C	
57	Authorized user can create agency-defined modules	C	
58	Authorized user can disable or remove agency-defined fields	C	
59	User can search the data in an agency-defined field	C	
60	User can create ad hoc reports and include agency-defined fields	C	
61	The system administrator can unhide additional fields for data collection beyond those provided with the vendor's baseline forms, including:		
	a. Accident	C	
	b. Adult Arrest	C	
	c. Juvenile Custody	C	
	d. Citation	C	
	e. Drug	C	
	f. Incident	C	
	g. Field Interview	C	

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	h. Crash	C	
	i. Other Event	C	
Configurable Data Entry Fields			
62	Search on any data field or any combination of data fields from any database, table, or index	C	
63	Search or query for exact or contain matches for one or multiple data elements	C	
64	User can perform a quick search to search all fields available in one search list.	C	
65	User can search for record(s) based on the information in one field	C	
66	Display a list of all records meeting the search criteria	C	
67	User can continue to filter the records displayed after initial search	C	
68	User can search for items using multiple criteria	C	
69	User can perform a diminutive or soundex search on names	C	
Address Verification Mapping			
70	Application-based address verification using ESRI-Conformant Data	C	
71	Any location in any record (incident, person, adult arrest, juvenile detention, organization, vehicle, or property/evidence) within the political boundaries of all supported agencies/jurisdictions is checked for validity using an available ESRI-conformant data source (shape, point, and centerline files)	C	
72	Retrieve and store additional address data including X, Y coordinates of validated addresses	C	
73	Provide a visual indicator of address validation	C	
74	Provide a list of the closest addresses if an invalid address is entered	C	
Address Verification Mapping			
75	Authorized users can create agency-customized report workflows	C	
76	Automatically send notifications at any point of workflow	C	
77	Authorized users can:		
	a. Create a workflow for a given data entry template via default	C	
	b. Associate a role with a workflow	C	
	c. Define report workflow with more than one review step	C	
	d. Define a report workflow that includes email distribution to specified users	C	
Attachments			

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78	Associate multiple digital images, documents, or other attachments with each record (as described in separately documented specifications for the Images function), including but not limited to:		
	a. Master Name	C	
	b. Master Location	C	
	c. Master Property	C	
	d. Master Vehicle	C	
	e. Accident	C	
	f. Arrest	C	
	g. Case	C	
	h. Supplemental Case	C	
	i. Citation	C	
	j. Drug	C	
	k. Impound Vehicle	C	
	l. Incident	C	
	m. Intelligence	C	
	n. Interview	C	
	o. Offense	C	
	p. Organization	C	
	q. Person	C	
	r. Property	C	
	s. Vehicle	C	
79	The actual number of images, documents, or other attachment is limited only by the hardware, operating system, and/or database platform sizing restrictions	C	
Master Indices			
80	The Master Indices feature correlates and aggregates name, location, vehicle, and property information during routine data processing functions so that subsequent queries return all matching records	C	
81	Unique master indices provided for each major data type include:		
	a. Names (Persons and Organizations)	C	
	b. Locations	C	
	c. Vehicles	C	
	d. Property (articles)	C	

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82	The Master Index function links name, location, vehicle, and property data from every RMS entry (e.g., incident report, arrest report, field interview, accident report, etc.) to a single master record for each unique entity	C	
83	Each entered name is linked to an existing Master Name record or, generates a new Master Name record	C	
84	If the same person or organization is subsequently involved in another event, the newer data is added to the single Master Name record and is linked to all associated events Data entered at the time of incident is retained.	C	
85	Produce a comprehensive response to each query and retrieval by name, vehicle, location, organization, and/or property and display all related records in the system	C	
86	Maintain lists of all the names, property, addresses, and vehicles entered into an agency's records from any module	C	
87	Automatically searches the database(s) for matches when a new record is added and alerts the user of any match in any Master Index module	C	
88	The Master Indices eliminate redundant data entry by allowing the reuse of previously stored information	C	
89	If a match is found when entering any master index information, the user can select the matching record from a list and fill in corresponding text entry fields automatically with the same information	C	
90	System Administrator can create custom fields for agency specific information within the Master Indices.	C	
Master Name Records			
91	Each Master Name record contains the most recent data for a person or organization, including:		
	a. Name Type (Person or Organization)	C	
	b. Person Name (First, Middle, Last, Suffix, Moniker) or Organization Name	C	
	c. Person Demographics	C	
	• Place of Birth	C	
	• Date of Birth	C	
	• Age/Age Range	C	
	• Gender	C	
	• Race	C	
	• Ethnicity	C	

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	● Height	C	
	● Weight	C	
	● Build	C	
	● Hair Color	C	
	● Hair Length	C	
	● Hair Style	C	
	● Eye Color	C	
	● Eyeglasses	C	
d.	Person Identification	C	
	● Single Social Security Number	C	
	● Single Driver's License Number with Issuing State and Expiration Date	C	
	● Multiple FBI Number/State ID number	C	
	● Local ID Number	C	
	● Miscellaneous Identification Numbers with ID Type and ID Issuer for each Miscellaneous Identification Record	C	
92	Accommodates person names and business names in the Master Name Index and distinguish between the two types in queries or, alternately, provides a separate Master Organization Index for business names	C	
93	User can add Name records directly into the Master Name Index without any other associated record	C	
94	An unrestricted number of alias names can be associated with a Master Name record	C	
95	An unrestricted number of known associates can be linked to a Master Name record	C	
96	Gang affiliations can be recorded within or associated with a Master Name record	C	
97	Modus Operandi (MO) information for a person can be recorded within or associated with a Master Name record	C	
98	User is alerted to any special circumstances associated with a Master Name record upon query	C	
99	All law enforcement involvements can be viewed on a timeline	C	
100	Multiple addresses can be stored for a person and AS OF date will display.	C	
101	Multiple contact numbers can be stored for a person	C	

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102	Multiple vehicles can be stored for a person and the AS OF date will display.	C	
Name Matching			
103	Person or organization record and report entries generate a system match query for existing Master Name records		
	a. The system presents a list of possible matches with existing Master Name records so the user can decide whether the new information should be associated with an existing Master Name record or if a new Master Name record should be created	C	
	b. The list presentation does not interrupt the report/record input process	C	
Name Query and Response			
104	A Master Name Index query produces a summary of all known contacts in RMS for the person or organization and allows the user to “drill down” into specific reports and records	C	
105	The following detailed records can be accessed directly from a response to a Master Name Index query:		
	a. Person or organization details	C	
	b. Associated RMS events (e.g., incident report, arrest report, field interview, accident report, etc.)	C	
	c. Alias names	C	
	d. Known associates	C	
	e. Gang affiliations	C	
	f. Known Modus Operandi	C	
	g. Monikers	C	
	h. Digital images and/or multimedia documents	C	
	i. Vehicles	C	
	j. Addresses	C	
106	Automatic notification of any active warnings, alerts, warrants, or civil papers associated with a name upon Name record addition or update	C	
Remote CJIS Query			
107	State CJIS, NCIC, and Master Person queries can be initiated from the individual report or record level	C	
Master Name Maintenance			
108	Authorized users can manipulate Master Name record associations in cases where the normal processes do not meet special requirements, and/or to correct user errors or omissions	C	
109	Two Master Name records can merged into a single record	C	

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110	Two or more Master Name records can be linked without being merged	C	
111	Authorized users can perform Master Name Index maintenance functions separate from authorizations for other RMS or name-related transactions	C	
112	A summary feature displays an individual's history throughout the RMS	C	
113	Person History report includes a person's image, previous address history, vehicles, and all involvements tracked in the system	C	
114	User can navigate to the Civil and Warrant modules directly from a Person record in Master Name Index	C	
115	User can view the Warrant records associated with a Master Name directly from the Master Name Index	C	
116	User can view the Civil records associated with a Master Name directly from the Master Name Index	C	
117	User can add alerts to a Master Name record that can be viewed throughout RMS when the name is entered or updated	C	
Master Location Index (MLI) Records			
118	Master Location records can be captured and stored for any location within the political jurisdiction of the supported agencies/jurisdictions	C	
119	Each Master Location record includes the most recent data and a chronological history for all RMS interactions with a location, including:		
	a. Primary Address (see below for further definition)	C	
	b. Apartment, Suite, Building, etc.	C	
	c. City	C	
	d. State	C	
	e. Postal Code	C	
	f. Country	C	
120	Master Location index supports the following primary address formats:		
	a. Street Address	C	
	b. Hundreds block range	C	
	c. Intersections	C	
	d. Limited Access Roadways (freeways, expressways, divided highways, etc.)	C	
	e. PO Box (in select instances)	C	
	f. X, Y coordinates and/or latitude/longitude measurements	C	
121	User can add Location records directly into the Master Location Index without any other associated record	C	
122	All location information being processed in RMS is subject to stringent formatting rules		

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	a. Validates actual location if the address is within the boundaries of the agency geofile	C	
	b. Key identification information (X, Y coordinates and agency-defined reporting areas) is added to the location information during the geovalidation process	C	
123	The geovalidation process accepts an address, even if it does not appear in the geofile	C	
124	Unverified addresses are flagged for possible review	C	
125	The Master Location Index allows information aggregation for a specific address	C	
126	All addresses within the jurisdiction are available in the Master Location Index	C	
127	Automatically updates the master indices upon entry of report information	C	
128	A summary feature displays address history throughout the RMS	C	
Master Vehicle Index (MVI) Records			
129	The Master Vehicle Index is the central data point that links all Vehicle records entered into RMS	C	
130	Each Master Vehicle record contains the most recent data and a chronological history for all RMS interactions with a vehicle (or other item of conveyance) including:		
	a. Vehicle Identification Number (VIN)	C	
	b. Vehicle License (License Number, State of Issuance, Expiration Date)	C	
	c. Vehicle Description (Vehicle Year, Type, Make, Model, Style, Color)	C	
	d. Person Name (First, Middle, Last, Suffix, Moniker DOB)	C	
	e. Person Address (Street Address, Apartment, PO Box, City, State, Postal Code, County, Country)	C	
	f. Person Telephone Number	C	
131	User can add Vehicle records directly into the Master Vehicle Index without any other associated record	C	
132	Automatically attempts to match any newly entered vehicles with a corresponding Master Vehicle record and provides alert to user upon verification of a match	C	
133	User can link newly entered records to the existing Master Vehicle record or create a new Master Vehicle record	C	
134	User can query the Master Vehicle Index using one or any combination of data fields	C	

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135	Summary feature displays a vehicle's history throughout the RMS with the option to drill down into individual records	C	
136	Master Vehicle Index is integrated with the RMS Property and Evidence module, Citation module, Crash Reports, Towed Vehicles module, Impounded Vehicles module, and Stolen and Recovered Vehicle information	C	
137	User can initiate State, CJIS, NCIC, and Accident queries from the vehicle record, individual report, or record level	C	
Master Property Index (MPI) Records			
138	The Master Property Index (MPI) is the central data point that links all Property records entered into RMS	C	
139	Each Master Property record contains the most recent data including:		
	a. Property Category	C	
	b. Quantity	C	
	c. Make or Brand	C	
	d. Model	C	
	e. Serial Number	C	
	f. Description and Distinguishing Characteristics	C	
	g. Article Status (stolen, lost, found, etc.)	C	
	h. Transaction Date	C	
	i. Value	C	
	j. Property Article	C	
140	User can add Property records directly into the Master Property Index without any other associated record	C	
141	Automatically attempt to match any newly entered property with a corresponding Master Property record	C	
142	User can link newly entered records to the existing Master Property record or create a new Master Property record	C	
143	User can query the Master Property Index using one or any combination of data fields	C	
144	Master Property Index is integrated with the RMS Property and Evidence module, Pawn module, Arrest Property, Incident Property, etc., to identify the status of each article that is currently in custody	C	
145	User can initiate State, CJIS, and NCIC property queries from the individual report, or record level	C	
Case Organization Module			
146	The RMS includes a distinct module that enables each agency/jurisdiction to organize and access all data associated with a case, including:		

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	a. Assemble all official information associated with an incident	C	
	b. Consolidate all related follow-up and investigation reports and records	C	
147	Case module provides a portal for authorized users to access and/or interact with all information for a single case, including:		
	a. Initial Incident Record	C	
	b. Supplemental Incident Record(s)	C	
	c. Associated Offense Record(s)	C	
	d. Associated Location Record(s)	C	
	e. Associated Person Record(s)	C	
	f. Adult Arrest Record(s)	C	
	g. Associated Organization Record(s)	C	
	h. Associated Vehicle Record(s)	C	
	i. Associated Property Record(s)	C	
	j. Associated Evidence Record(s)	C	
	k. Associated Drug Record(s)	C	
148	User can associate multiple notes with each Case record	C	
149	The number of Case records allowed to be active at any time or stored in the system at any time is limited only by the hardware, operating system, and/or database platform sizing restrictions	C	
150	Authorization records define which users can view, add, modify, delete, or print Case records for each agency/jurisdiction	C	
Case Identification			
151	Each case is assigned a unique case number that can be the same as the original Incident Case File number or be from a unique numbering series	C	
152	The CAD incident/call number and agency/jurisdiction is included for reference when cases are initiated by the CAD system	C	
Case Classification			
153	User can indicate if a case is to be included in/excluded from subsequent state- and/or federally-mandated crime statistics reports	C	
154	User can place an alert on a case with a visual indicator	C	
Incident Processing			
155	User can navigate to the Incident record to view, add, modify, delete, print, validate, and approve Incident records from the Case module	C	
156	User can enter information related to a crime or non-criminal event in an Incident record	C	

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157	When the Incident record in the Case module is created from data originally captured on a field incident report or combination of field incident and supplement(s) reports, the system permanently adds a facsimile of the original report in .pdf or similar format to the Incident record	C	
158	An existing Incident record can be the basis for initializing a new Case record	C	
159	A new Incident record can be created directly in the Case module	C	
160	An Incident record is directly linked to other records related/associated exclusively to the incident, including the following record(s):		
	a. Offense	C	
	b. Person	C	
	c. Adult Arrest or Juvenile Detention	C	
	d. Organization	C	
	e. Vehicle	C	
	f. Property	C	
	g. Drug	C	
	h. Evidence	C	
161	User can associate multiple narratives with each Incident record	C	
162	A validation process within the Case module verifies the incident data from a reportable case conforms to the validation rules imposed by state and federal agencies responsible for setting crime statistic reporting standards	C	
163	Once an Incident record is set to "approved" status, only an authorized user may modify, delete, or print the original Incident record	C	
164	Authorization records define which users can view, add, modify, delete, or print Incident records for each agency/jurisdiction	C	
Incident Processing			
165	User can navigate to the Incident record to view, add, modify, delete, validate, approve, and print Supplement records.	C	
166	Supplement record is used to add data in an approved Incident record from within the Case module	C	
167	Data changed or added to an Incident record is entered directly into the existing approved Incident form and saved to generate a Supplement record	C	
168	User can associate multiple narratives with each Supplement record	C	
169	Summary view of the entire Incident includes all supplement reports or an individual view of each report	C	

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170	The validation process is re-executed within the Case module after each supplement transaction from a reportable case	C	
171	Authorized users can approve a Supplement record from within the Case module in order to “lock” the Supplement record and prevent any direct changes to the associated data	C	
172	User can view all changes that have been made to any incident data after an Incident record has been approved within the Case module	C	
Offense Processing			
173	User can navigate to the Incident to view, add, modify, delete, or print Offense records associated with a case from within the Case module for any active case	C	
174	Each case contains distinct Offense records and/or Offense records that are subordinate to the Incident, Adult Arrestee and/or Juvenile Detention record(s)	C	
175	Offense record can be directly linked to other associated records related to the case, including:		
	a. Person	C	
	b. Adult Arrest or Juvenile Detention	C	
	c. Organization	C	
	d. Vehicle	C	
	e. Property	C	
	f. Drug	C	
	g. Evidence	C	
176	Offense codes can be defined as unique to an individual agency/jurisdiction	C	
177	The table of valid offense codes includes additional data that may define business rules for setting data dependencies and other case reporting requirements necessary to satisfy mandated statistical reporting functions	C	
178	User can associate multiple narratives with each Offense record	C	
179	Authorization records define which users can view, add, modify, delete, or print Offense records for each agency/jurisdiction	C	
Person Processing			
180	User can navigate to the Incident to view, add, modify, delete, or print from within the Case module for any active case	C	
181	Each case can contain distinct Person records and/or Person records that are subordinate to the Incident, Offense, Adult Arrestee and/or Juvenile Detention record(s)	C	
182	Person record can be directly linked to other records related to the case, including:		

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	a. Associated Offense	C	
	b. Adult Arrest or Juvenile Detention	C	
	c. Organization	C	
	d. Vehicle	C	
	e. Property	C	
	f. Drug	C	
183	Associate the data captured with a Person record with the data included in the Master Name Index or equivalent	C	
184	User can query the Master Name Index (or equivalent) from within the Case module when entering names and apply or import any additional data from a known person to the Case record without reentering the same additional data	C	
185	When entering or editing a name within the Case module, the system notifies the user of any existing outstanding warrants, active civil papers, or alerts in the RMS for that person	C	
186	Add each person entered as an element of a case to the Master Name Index or equivalent	C	
187	Subsequent queries of the Master Name Index (or equivalent) identify any matching Case records	C	
188	User can associate multiple narratives with each Person record	C	
189	User can associate multiple Person records with a single case	C	
190	Authorization records define which users can view, add, modify, delete, or print Person records for each agency/jurisdiction	C	
Adult Arrest Processing			
191	Arrest records associated with a case can be viewed, added, modified, printed, deleted, or expunged from within the Case module for any active case	C	
192	User can initiate an Arrest record from the Incident record by simply selecting Actions > Copy and copy the named suspect as an arrestee and the associated person and charge data will be imported into the Arrest record without reentering the available data	C	
193	An Adult Arrestee record can be directly linked to other records related to the case, including:		
	a. Offense	C	
	b. Person	C	
	c. Organization	C	
	d. Vehicle	C	
	e. Property	C	

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	f. Drug	C	
	g. Evidence	C	
	h. Detained Persons	C	
194	User can associate multiple narratives with each Adult Arrest record	C	
195	User can associate multiple Adult Arrest records with a single case	C	
196	User can associate multiple digital images, documents, or other attachments with each Juvenile Detention record (as described in separately documented specifications for the Images function)	C	
197	The actual number of images, documents, or other attachments is limited only by the hardware, operating system, and/or database platform sizing restrictions	C	
198	User can execute a validation process from within the Case module to verify that the arrest data from a reportable case conforms to the validation rules imposed by state and federal agencies responsible for setting crime statistic reporting standards	C	
199	Each record allows for the recording of an arrest disposition	C	
200	Specially authorized users can expunge an Arrest record from within the Case module	C	
201	Authorization records define which users can view, add, modify, delete, or print Adult Arrest records for each agency/jurisdiction	C	
202	Uniquely authorized users can view, add, modify, delete, or print charges to any existing Adult Arrest record from within the Case module	C	
Juvenile Detention Processing			
203	Juvenile Detention records can be viewed, added, modified, deleted, expunged, or printed from within the Case module for any active case	C	
204	User can initiate an Arrest record from the Incident record by simply selecting Actions > Copy and copy the named suspect as an arrestee and the associated person and charge data will be imported into the Arrest record without reentering the available data	C	
205	Distinguish Juvenile Detentions from adult arrests to facilitate unique security rules for the display and dissemination of juvenile identification data	C	
206	User can directly link a Juvenile Detention record to other “child” records related exclusively to the detained juvenile, including:		
	a. Detained Person	C	
	b. Offense	C	
	c. Person	C	
	d. Organization	C	

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	e. Vehicle	C	
	f. Property	C	
	g. Drug	C	
	h. Evidence	C	
207	User can associate multiple narratives with each Juvenile Detention record	C	
208	Distinguish Narrative records as related to juvenile data, in which case the Narrative record can have a separate and distinct list of users authorized to view the Narrative	C	
209	User can associate multiple Juvenile Detention records with a single case	C	
210	User can associate multiple digital images, documents, or other attachments with each Juvenile Detention record (as described in separately documented specifications for the Images function)	C	
211	The actual number of images, documents, or other attachments is limited only by the hardware, operating system, and/or database platform sizing restrictions	C	
212	User can associate multiple Juvenile Detention records with a single case	C	
213	Execute a validation process from within the Case module to verify that the detention data from a reportable case conforms to the validation rules imposed by state and federal agencies responsible for setting crime statistic reporting standards	C	
214	Each Juvenile Detention record allows for the recording of a detention disposition that uses codes separate from the adult arrest disposition codes	C	
215	Specially authorized users can expunge a Juvenile Detention record from within the Case module	C	
216	Authorization records define which users can view, add, modify, delete, or print Juvenile Detention records for each agency/jurisdiction	C	
217	Authorized users can view, add, modify, delete, or print charges to any existing Juvenile Detention record from within the Case module	C	
Organization Processing			
218	Organization records associated with a case can be viewed, added, modified, deleted, or printed from within the Case module for any active case	C	
219	User can directly link Organization records to other records related exclusively to the organization, including:		

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	a. Offense Record(s) and/or involvement	C	
	b. Person	C	
	c. Adult Arrest or Juvenile Detention	C	
	d. Vehicle	C	
	e. Property	C	
	f. Drug	C	
	g. Evidence	C	
220	Associate data captured with an Organization record with data included in the Master Name Index	C	
221	User can associate multiple narratives with each Organization record	C	
222	User can associate multiple Organization records with a single case	C	
223	Authorization records define which users can view, add, modify, delete, or print Organization records for each agency/jurisdiction	C	
Vehicle Processing			
224	Vehicle records associated with a case can be viewed, added, modified, deleted, or printed from within the Case module for any active case	C	
225	Each case can contain distinct Vehicle records and/or Vehicle records that are subordinate to the Incident, Offense, Adult Arrestee and/or Juvenile Detention record(s)	C	
226	User can directly link a Vehicle record to other records related to the case, including:		
	a. Offense	C	
	b. Person	C	
	c. Adult Arrest or Juvenile Detention	C	
	d. Organization	C	
	e. Property	C	
	f. Drug	C	
227	Associate data captured with a Vehicle record with the data included in the Master Vehicle Index or equivalent	C	
228	When the user enters or edits a Vehicle record, the system automatically queries the Master Vehicle Index (or equivalent) from within the Case module and provides a warning of any active records, enabling the user to easily apply or import any additional data from a known vehicle to the Case record without reentering the same additional data	C	
229	Add each vehicle entered as an element of a case to the Master Vehicle Index or equivalent	C	

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230	Subsequent queries of the Master Vehicle Index (or equivalent) identify any matching Case records	C	
231	User can associate multiple narratives with each Vehicle record	C	
232	User can associate multiple Vehicle records with a single case	C	
Property Processing			
233	Property records associated with a case can be viewed, added, modified, deleted, or printed from within the Case module for any active case	C	
234	Each case can contain distinct Property records and/or Property records that are subordinate to the Incident, Adult Arrestee and/or Juvenile Detention record(s)	C	
235	User can directly link a Property record to other records related to the case, including:		
	a. Offense	C	
	b. Person	C	
	c. Adult Arrest or Juvenile Detention	C	
	d. Organization	C	
	e. Vehicle	C	
	f. Drug	C	
	g. Evidence	C	
	h. Interview	C	
236	Associate the data captured with a Property record to the data included in the Master Property Index or equivalent	C	
237	When the user enters or edits a Property record, the system automatically queries the Master Property Index (or equivalent) from within the Case module and provides a warning of any active records, enabling the user to easily apply or import any additional data from a known property to the Case record without reentering the same additional data	C	
238	User can query the Master Property Index or equivalent from within the Case module when entering articles of property and apply or import any additional data from a known article to the Case record without reentering the same additional data	C	
239	Add each article of property entered as an element of a case to the Master Property Index or equivalent	C	
240	Subsequent queries of the Master Property Index or equivalent identify any matching Case records	C	
241	User can associate multiple narratives with each Property record	C	
242	User can associate multiple Property records with a single case	C	

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243	Authorization records define which users can view, add, modify, delete, or print Property records for each agency/jurisdiction	C	
Drug Processing			
244	Drug records associated with a case can be viewed, added, modified, deleted, or printed from within the Case module for any active case	C	
245	Each case can contain distinct Drug records and/or Drug records that are subordinate to the Incident, Adult Arrestee and/or Juvenile Detention record(s)	C	
246	User can directly link a Drug record to other records related to the case, including:		
	a. Offense	C	
	b. Adult Arrest or Juvenile Detention	C	
	c. Organization	C	
	d. Vehicle	C	
	e. Property	C	
	f. Evidence	C	
247	Drug records with fields for capturing data unique to documenting information about illegal or illicit drugs associated with a case include:		
	a. Drug Type	C	
	b. Drug Name	C	
	c. Drug Status	C	
	d. Drug Measure	C	
	e. Drug Quantity	C	
	f. Drug Involvement	C	
248	User can associate multiple narratives with each Drug record	C	
249	User can associate multiple Drug records with a single case	C	
250	Authorization records define which users can view, add, modify, delete, or print Drug records for each agency/jurisdiction	C	
Evidence Processing			
251	Authorization records define which users can view, add, modify, delete or print Evidence records for each agency/jurisdiction	C	
252	Evidence records associated with a case can be viewed, added, modified, deleted, or printed from within the Case module for any active case	C	
253	Support all functionality described in separately documented specifications for the Evidence module from within the Case module	C	
254	Each case can contain distinct Evidence records and/or Evidence records that are subordinate to the Incident, Adult Arrestee and/or Juvenile Detention record(s)	C	

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255	User can directly link an Evidence record to other records related to the case, including:		
	a. Offense Record(s) and/or Involvement	C	
	b. Person	C	
	c. Adult Arrest or Juvenile Detention	C	
	d. Organization	C	
	e. Vehicle	C	
	f. Drug	C	
256	User can associate multiple narratives with each Evidence record	C	
257	User can associate multiple Evidence records with a single case	C	
Location Processing			
258	Locations (addresses) can be validated from within the Case module for any active case	C	
Disposition Processing			
259	User can record a disposition that clears and closes a case. Dispositions are listed as, Cleared by Arrest, Cleared by Arrest by Another Agency, Exceptional Clearance, located (Missing Persons and Runaways Only, and Not Cleared)	C	
Crimes against the People or the State			
260	Certain offenses (driving under the influence, disorderly conduct) are committed against "society" as opposed to a named victim and the system must support the identification of the People of the State or similar as a valid victim name	C	
Validation			
261	Evaluate Case data at various stages of the data collection process for compliance with validation rules imposed by state and federal agencies responsible for setting crime statistic reporting standards	C	
262	Interdependencies between data elements in multiple separate forms within a single record type and multiple separate records within a single case can impact the validation rules that are applied, necessitating record-level and case-level validations in addition to form-level validation	C	
263	User can invoke form-level validation for cases that have been defined as qualifying for mandatory statistical reporting, including:		
	a. Incident records ("parent" form and individual "child" forms that capture associated offense, person, organization, vehicle, drugs, or property data)	C	
	b. Adult Arrest records ("parent" form and individual "child" forms that capture associated charge, vehicle, drugs, or property data)	C	

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	c. Juvenile Detention records (“parent” form and individual “child” forms that capture associated charge, vehicle, drugs, or property data)	C	
264	User can initiate incident-level validation to examine all related data in a single Incident record, including the “parent” form and all “child” forms that capture associated offense, person, organization, vehicle, drugs, and property, along with any rules to be applied based on the relationship between data in the subject incident records	C	
265	User can initiate adult arrest-level validation and juvenile detention-level validation to examine all related data in a single Arrest or Detention record, including the “parent” form and all “child” forms that capture associated charges, vehicles, drugs, and property, along with any rules to be applied based on the relationship between related data in the subject Arrest or Detention records	C	
266	User can initiate case-level validation to examine all related incident, adult arrest, and juvenile detention data, along with any rules applied based on the relationship between related data in the subject Incident, Arrest, and Detention records	C	
267	Present any error(s) detected during validation in sequence and navigate directly to the source of the error for easy correction	C	
268	Support all form, record, and case validation functionality described in separately documented specifications for the crime reporting function from within the Case module	C	
269	Authorization records define which users can validate forms, records, and/or cases for each agency/jurisdiction	C	
Case Management Module			
270	The Case Management module is used to record and track case activity, assignment, and status information	C	
271	The Case Management component is an extension of the Case Module	C	
272	The Case Management module provides facilities that track case management activity such as investigator case assignment and monitoring status of investigative assignments	C	
273	Restrict access to the Case Management component so that only authorized users can access and view the information in the Case Management module	C	
274	Populate the Case Management module with relevant data entered as part of the incident	C	

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275	Supervisors can update investigative status and case disposition	C	
276	User can configure views for quick navigation	C	
277	Include a summary function that allows the user to review a list of all people and events associated with the case	C	
278	Include a Narrative function that allows the user to attach multiple notes/memos to forms	C	
279	Include an Audit trail function that displays the specifics of each change made to a record, including the date and time of the change, the user who made the change, and the before and after value of the field	C	
280	Quick navigation capability to specific parts of a case, includes:		
	a. Incident Record	C	
	b. Offense Record	C	
	c. Name Record	C	
	d. Property Record	C	
	e. Vehicle Record	C	
	f. Drug Record	C	
	g. Evidence Associated	C	
	h. Narratives	C	
	i. Images	C	
	j. attachments (streaming video, hand-written confessions, governors' warrants)	C	
	k. Arrest Record	C	
	l. Field Interviews	C	
	m. Warrants	C	
	m. Master Indices	C	
	o. Supplemental Records	C	
	p. Citations	C	
	q. Crashes (Traffic Accidents)	C	
	r. Any 'Other Event' reports	C	
Case Investigation			
281	Authorized users can create agency-defined case workflows based on case type	C	
282	Automatically route cases to a supervisor for review and assignment based on case type	C	
283	Automatically assign multiple investigators to a case based on case type	C	
284	Automatically assign follow up activities on a case based on case type	C	

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285	Assign completion date for follow up activities on a case based on case type	C	
286	View key investigative updates from a single location	C	
287	Authorized users can override automatic investigator assignment on a case	C	
288	Authorized users can override automatic follow up assignments on a case	C	
289	Authorized users can override automatic follow up assignment completion dates on a case	C	
290	View cases by investigator, status, or case type in a queue	C	
Email Notifications			
291	Automatic generation of e-mails at when a case is due/overdue to provide quick exchange of information	C	
292	Email notification to a supervisor when a task is updated	C	
293	Email notification to a supervisor if a due date passes without an update	C	
Availability			
294	Include a Case Management module to track the status and availability of detectives and other investigation resources	C	
Assignment			
295	The Case Management module is used by investigation supervisors to assign cases requiring follow up to detectives and other investigation resources	C	
296	Supervisors can assign tasks to investigators and monitor the progress of assignments through completion	C	
297	Task assignment allows officers the ability to update progress on assigned tasks	C	
298	The Task Assignment form includes unique data fields to record, at minimum, the following information for each assigned task:		
	a. Case Number	C	
	b. Assignment Task (value as defined by each agency/jurisdiction)	C	
	c. Assignment Status (complete/incomplete)	C	
	d. Officer ID and Name	C	
	e. Assigned Date and Time	C	
	f. Planned Assignment Start Date	C	
	g. Review Date and Time	C	
	h. Suspense Date and Time	C	
	i. Date Actually Complete	C	

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	j. Assignment Narrative	C	
State Reporting			
299	Capture and validate offense and arrest data required to produce state- and/or federal-mandated crime report statistics	C	
300	Include validation rules in the RMS designed to enforce state IBRS data collection mandates.	C	
301	The validation rules engine provides notification of missing data elements required by state and/or federal guidelines.	C	
302	Provide validation from the case level the incident level, and the arrest level	C	
303	The system's validation process alerts/warns the user during validation if data elements are missing or incorrect based on the offense/violation codes entered.	C	
304	User can select a validation error from the list and be taken to the field that requires modification	C	
305	Produce an electronic extract of statistical reporting data that can be submitted to state and/or federal agencies	C	
306	Support the printing and/or saving of a statistical summary file that includes the data from the state reporting extract	C	
307	The software warranty and extended service agreements include timely software updates to satisfy subsequent changes to state and federal mandated data capture requirements.	C	
308	The following requirements are state- specific and should be evaluated on a state-by-state basis for inclusion in a sample specification:	C	
309	Offer the following UCR reports:		
	a. Return A	C	
	b. Supplement to Return A	C	
	c. Property Stolen by Classification	C	
	d. Arson	C	
	e. LEOKA	C	
	f. Hate Crimes	C	
	g. Arrests (Over 18 and under 18)	C	
310	Provide case involvement reports that include details on the cases included in the UCR report statistics	C	
Arrest Management Module			

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311	The Arrest Management module is used to record and track information documenting an arrest	C	
312	include a distinct module for each agency/jurisdiction to manage the arrest process for their jurisdiction including:		
	a. Arrest Entry	C	
	b. Arrest Correction	C	
313	The Arrest forms include unique data fields to record, at a minimum, the following information for each arrest:		
	a. Law Enforcement Agency/Jurisdiction	C	
	b. Arrest Date and Time	C	
	c. Arrest Type (edited value as defined by each agency/jurisdiction)	C	
	d. Arrest Location Details	C	
	e. Associated Case File Number(s), if any	C	
	f. Juvenile Disposition (if applicable)	C	
	g. Person Details	C	
	h. Property Details	C	
	i. Arresting Officer Information	C	
	j. Booking Date and Time	C	
	k. Citation Number	C	
314	The Arrest forms capture any state-mandated data elements or data elements required for state and federal reporting	C	
315	Code edits and business logic are included to ensure that appropriate codes are used to satisfy the version of Uniform Crime Reporting and/or Incident Based Reporting mandated by the state at time of system initialization	C	
316	User can associate multiple narratives with each Arrest record	C	
317	User can associate multiple Arrest records with a single RMS case	C	
318	Authorization records define which users can view, add, modify, delete, or print Arrest records for each agency/jurisdiction	C	
Charges			
319	Each Arrest record transaction records details on the charges, violations and/or court orders that precipitated the arrest	C	
320	include a Charge form or equivalent with unique data fields to record, at a minimum, the following information for each arrest:		
	a. Statute(s)	C	
	b. Violation Classification (includes IBR Code, Description and state code)	C	
	c. Number of Counts	C	

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	d. UCR or UCR Classification Code Disposition	C	
	e. Disposition Date	C	
	f. Sentence	C	
321	An extension to the Charge Form is provided to capture common data unique to drug-related arrests, including:		
	a. Information on any illegal or illicit drug in possession of the arrestee at time of arrest	C	
	• Drug Type	C	
	• Quantity and Measure	C	
	• Status	C	
Arrest Report Form			
322	Record each arrest as a unique record (e.g., an arrest based on a warrant or other court order) or associate the arrest with an RMS incident/case (e.g., for a probable cause arrest)	C	
323	User can validate an entire record including arrest, charge, drug, property, and/or vehicle in a single transaction or validate upon completion of each form	C	
324	Automatically link arrest data to the associated case when a case file number is included	C	
Juvenile Custody Report Form			
325	Restrict Juvenile records to authorized users	C	
326	Record each custody as a unique record (e.g., an arrest based on a warrant or other court order) or associate the arrest with an RMS incident/case (e.g., for a probable cause)	C	
327	User can validate an entire record including custody, charge, drug, property, and/or vehicle in a single transaction or validate upon completion of each form	C	
328	Automatically link custody data to the associated case when a case file number is included	C	
Arrest Processing			
329	Person records can be viewed, added, modified, deleted, or printed from within the Arrest module	C	
330	Associate data captured with a Person record in the Adult Arrest module with the data included in the Master Name Index or equivalent	C	
331	User can initiate a query of the Master Name Index (or equivalent) from within the Arrest record to determine if the person has previously been entered into RMS or is associated with an active RMS Want or Warrant record without reentering any data and will notify the user of any positive or potential matches	C	

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332	Allow configuration so that each Person record transaction initiated from the Adult Arrest module automatically generates a query of the Master Name Index or equivalent	C	
333	User can apply or import any additional data from an existing Master Name Index (or equivalent) record to the new Person record being entered in the Adult Arrest module without reentering the same additional data	C	
334	User can associate multiple narratives with each Person record in the Arrest module	C	
335	add or link all Person records entered into the Arrest module to the Master Name Index or equivalent	C	
336	Subsequent queries of the Master Name Index or equivalent identify any matching Person records from the Arrest module	C	
337	Authorization records define which users can view, add, modify, delete, or print Person records in the Arrest module for each agency/jurisdiction	C	
Vehicle Processing			
338	Vehicle records can be viewed, added, modified, deleted, or printed from within the Arrest module	C	
339	Associate data captured with a Vehicle record in the Arrest module with the data included in the Master Vehicle Index or equivalent	C	
340	User can initiate a query of the Master Vehicle Index (or equivalent) from within the Vehicle record for the Arrest module to determine if the vehicle has previously been entered into RMS or is associated with an active RMS Want or Warrant record without reentering any data and will notify the user of any positive or potential matches	C	
341	Upon entry of each Vehicle with a VIN, the system automatically generates a query of the Master Vehicle Index or equivalent	C	
342	User can apply or import any additional data from an existing Master Vehicle Index (or equivalent) record to the new Vehicle record being entered in the Arrest module without reentering the same additional data	C	
343	User can associate multiple narratives with each Vehicle record in the Arrest module	C	
344	Authorization records define which users can view, add, modify, delete, or print records in the Arrest module for each agency/jurisdiction	C	
Location Processing			

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345	Check Locations associated with the person's Arrest record for format and validity using a geographic database and location verification service or routine	C	
346	If any location in an Arrest record is validated, the system links the Arrest record the Master Location Index or equivalent	C	
347	Subsequent queries of the Master Location Index (or equivalent) identifies any matching Arrest records	C	
Firearm Processing			
348	Each Arrest record transaction automatically records or associates any firearms from the arrest with the Master Property Index or equivalent	C	
349	Subsequent queries of the Master Property Index identify any matching Property records that included a firearm	C	
Property and Evidence Processing			
350	Each Arrest record automatically records or associates any confiscated property and/or evidence from the arrest with the Master Property Index	C	
351	The property and evidence seized as the result of an arrest is separate and apart from any personal property confiscated from the arrestee during booking, which is recorded using Jail	C	
352	Subsequent queries of the Master Property Index identify any matching Property records	C	
353	Confiscated Property records can be viewed, added, modified, deleted, or printed from within the Adult Arrest module	C	
354	Associate the data captured with a Property record in the Arrest module with the data included in the Master Property Index or equivalent	C	
355	User can initiate a query of the Master Property Index (or equivalent) from within the Property record to determine if the article of property has previously been entered into RMS or is associated with an active RMS Want record for the Arrest module without reentering any data and will notify the user of any positive or potential matches	C	
356	When a user enters a Property record, the system automatically generates a query of the Master Property Index or equivalent	C	
357	User can apply or import any additional data from an existing Master Property Index (or equivalent) record to the new Property record being entered in the Arrest module without reentering the same additional data	C	
358	User can associate multiple narratives with each Property record in the Arrest module	C	

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359	Add or link all serialized Property records entered into the Arrest module to the Master Property Index or equivalent	C	
360	Subsequent queries of the Master Property Index (or equivalent) identify any matching Property records from the Arrest module	C	
361	Authorization records define which users can view, add, modify, delete, or print Property records in the Arrest module for each agency/jurisdiction	C	
Field-Based Reporting			
362	The system must support a field based reporting component of RMS for Incident, Arrest, Citation, Field Interview and Accident	C	
Accident Reporting Module			
363	The Accident Reporting module records and manages accident-related data	C	
364	The Accident form includes unique data fields to record, at a minimum, the following information:		
	a. Location	C	
	b. Vehicles Involved	C	
	c. Persons Involved	C	
	d. Scene Diagram	C	
	e. Officer Notes	C	
	f. Witnesses	C	
365	When the Accident record is created from data originally captured on an accident report in the field reporting system, an image of the original report in .pdf (or similar format) is added to the Accident record and is unchanged by any additions or updates to the Accident record in RMS or updates from field reporting	C	
366	Ability to print accident data in the State required format. Changes to state mandated data are part of the maintenance agreement and are provided by TriTech.	C	
367	Directly link an Accident record to other records related exclusively to the accident, including:		
	a. Associated Person Record(s)	C	
	b. Associated Organization Record(s)	C	
	c. Associated Vehicle Record(s)	C	
	d. Associated Property Record(s)	C	
	e. Associated Citation Record(s)	C	
	f. Associated Offense/Incident Report	C	
368	Associate multiple narratives with each Accident record	C	

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369	Authorization records define which users can view, add, modify, delete, or print Accident records for each agency/jurisdiction	C	
370	Support integration with a third-party accident diagramming applications	C	
Person Processing			
371	Applicable Person records associated with an accident can be viewed, added, modified, deleted, or printed by an authorized user	C	
372	Person records can be directly linked to Unit records related to the Accident	C	
373	Associate the data captured with a Person record with the data included in the Master Name Index or equivalent	C	
374	User can query the Master Name Index (or equivalent) from within the Accident module when entering names and apply or import any additional data from a known person to the Accident record without reentering the data	C	
375	When the user enters or edits a name within the Accident module, a notification of any outstanding warrants, active civil papers, or alerts in the RMS for that person and notify the user if the person is currently incarcerated according to the Jail (requires integration with JMS)	C	
376	Add each person entered as an element of an Accident record to the Master Name Index or equivalent	C	
377	Subsequent queries of the Master Name Index (or equivalent) identify any matching Accident records and subsequently associate the return to the record.	C	
378	User can multiple narratives with each Person record	C	
379	User can associate multiple Person records with a single Accident record	C	
Vehicle Processing			
380	Vehicle records associated with an Accident record can be viewed, added, modified, deleted, or printed from within the Accident module	C	
381	User can directly link a vehicle to Person records related to the Accident record	C	
382	Associate data captured with a Vehicle record with data included in the Master Vehicle Index or equivalent	C	

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383	When the user enters or edits a Vehicle record, the system automatically queries the Master Vehicle Index (or equivalent) from within the Accident module and provides a warning of any active records, enabling the user to easily apply or import any additional data from a known vehicle to the Accident record without reentering the data	C	
384	Add each vehicle entered as an element of an Accident record to the Master Vehicle Index or equivalent	C	
385	Subsequent queries of the Master Vehicle Index (or equivalent) identify any matching Accident records	C	
386	User can associate multiple narratives with each Vehicle record	C	
387	User can associate multiple Vehicle records with a single Accident record	C	
Property Processing			
388	Property records associated with an Accident record can be viewed, added, modified, deleted, or printed from within the Accident module	C	
389	Each Accident record can contain distinct Property records and/or Property records that are subordinate to the Incident, Adult Arrestee and/or Juvenile Detention record(s)	C	
390	User can directly link Property to other records related to the Accident record	C	
391	Associate data captured with a Property record with data included in the Master Property Index or equivalent	C	
392	When entering a piece of property, the system the system automatically queries the Master Property Index (or equivalent) from within the Accident module and provides a warning of any active records, enabling the user to easily apply or import any additional data from a known vehicle to the Accident record without reentering the data	C	
393	User can query the Master Property Index (or equivalent) from within the Accident module when entering articles of property and apply or import any additional data from a known article to the Accident record without reentering the data	C	
394	Add each article of property entered as an element of an Accident to the Master Property Index or equivalent	C	
395	Subsequent queries of the Master Property Index or equivalent identify any matching Accident records	C	
396	User can associate multiple narratives with each Property record	C	

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397	User can associate multiple Property records with a single Accident record	C	
Citation Module			
398	The Citation module documents the issuance of traffic and criminal citations	C	
399	Includes a distinct module for each agency/jurisdiction to document the citations issued and manage the citation resolution, either as an extension of an Incident, Traffic, Arrest and/or Case record, or to document a citable violation independent of any other transaction	C	
400	The Citation module includes three distinct functions:		
	a. Document Citations Issued	C	
	b. Track Total Fees Due for each Citation	C	
	c. Record Payments Received for each Citation	C	
401	Citation record can be added to a Case folder, as described in the separately documented specifications for Case requirements, from within the Citation module	C	
Citation Data			
402	Use a Citation form to collect data to document the basic circumstances for a traffic, parking, or criminal citation	C	
403	The Citation form includes unique data fields to record, at a minimum, the following information for each citation:		
	a. Violation Date/Time	C	
	b. Citation Number	C	
	c. Associated Case File Number(s)	C	
	d. Citation Type (traffic or criminal)	C	
	e. Supplemental Driver's License Details (license class, commercial license indicator, issuing authority indicator)	C	
	f. Location of Violation (same data format as Master Location Index)	C	
	g. Traffic Conditions (weather, visibility, vehicle speed, posted speed, special safety zone, accident indicator)	C	
	h. Driving Impairments (alcohol indicator, drugs indicator, test type, analyst name, results)	C	
	i. Assisting Agency or Jurisdiction	C	
	j. Issuing Officer ID and Name	C	
	k. Court and Court Date	C	
404	User can associate multiple narratives with each Citation record	C	

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405	User can associate multiple Citation records with a single Incident or Case record	C	
406	Authorization records define which users can view, add, modify, delete, or print Citation records for each agency/jurisdiction	C	
Person Processing			
407	Person records associated with a citation can be viewed, added, modified, deleted or printed from within the Citation module	C	
408	Each Citation can contain Person records that are subordinate to the Citation record	C	
409	Associate data captured with a Person record with the data included in the Master Name Index or equivalent	C	
410	User can query the Master Name Index (or equivalent) from within the Citation module when entering names and apply or import any additional data from a known person to the Citation record without reentering the same additional data	C	
411	When the user is entering or editing a name and performs a query of the Master Name Index from within the Citation module, the system informs the user of any outstanding warrants, active civil papers, or alerts in the RMS for that person	C	
412	Notify the user if the person is currently incarcerated according to the Jail (assumes integration with Jail)	C	
413	Add each person entered as an element of a Citation record to the Master Name Index or equivalent	C	
414	Subsequent queries of the Master Name Index (or equivalent) identify any matching Citation records	C	
415	User can associate multiple narratives with each Person record	C	
416	User can associate multiple Person records with a single Citation record	C	
417	Authorization records define which users can view, add, modify, delete, or print Person records for each agency/jurisdiction	C	
Vehicle Processing			
418	Vehicle records associated with a Citation can be viewed, added, modified, deleted, or printed from within the Citation module	C	
419	Each Citation can contain Vehicle records that are subordinate to the Citation record	C	
420	Associate data captured with a Vehicle record with the data included in the Master Vehicle Index or equivalent	C	

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421	User can query the Master Vehicle Index (or equivalent) from within the Citation module when entering vehicles and apply or import any additional data from a known vehicle to the Citation record without reentering the same additional data	C	
422	When the user is entering a vehicle and performs a query of the Master Vehicle Index from within the Citation module, the system informs the user if any outstanding warrants, active civil papers, or alerts exist in the RMS for that vehicle	C	
423	Add each vehicle entered as an element of a citation to the Master Vehicle Index (or equivalent)	C	
424	Subsequent queries of the Master Vehicle Index or equivalent identify any matching Vehicle records	C	
425	User can associate multiple narratives with each Vehicle record	C	
426	User can associate multiple Vehicle records with a single Citation record	C	
Location Processing			
427	Check the location(s) associated with a Citation record for format and validity using a geographic database and location verification service or routine	C	
428	If any location in a Citation record is validated, the system links the associated Citation and/or Person record to the Master Location Index (MLI) or equivalent	C	
429	Subsequent queries of the Master Location Index (or equivalent) identify any matching Location records	C	
Violation Processing			
430	Violation records associated with a Citation can be viewed, added, modified, deleted, or printed from within the Citation module	C	
431	Each Citation can contain Violation Description / IBR Code to records that are subordinate to the Citation record	C	
432	The Violation form includes unique data fields to record, at a minimum, the following information for each violation:		
	a. Violation Code Section	C	
	b. Violation Code Type	C	
	c. UCR Classification Code	C	
	d. Charged Violation	C	
	e. Violation Disposition (value as defined by each agency/jurisdiction)	C	
	f. Disposition Date	C	

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	g. Sentence (value as defined by each agency/jurisdiction)	C	
	h. Violation Description	C	
	i. Counts	C	
	j. IBR Code	C	
	k. Primary Violation Indicator	C	
433	User can associate multiple narratives with each Violation record	C	
434	User can associate multiple Violation records with a single Citation record	C	
Fee Processing			
435	The Citation module supports the calculation and recording of fees assessed for the violations associated with each citation	C	
436	The Citation module forms include unique data fields to record, at a minimum, the following information for each citation:		
	a. Generated Fees Due (calculated automatically per violation and condition)	C	
	b. Additional Fees Due (user-entered amounts)	C	
	c. Total Fees Due (system-calculated addition)	C	
Payment Processing			
437	The Citation module records payments received for the violations associated with each citation	C	
438	The Citation module forms include unique data fields to record, at a minimum, the following information for each citation:		
	a. Date Received	C	
	b. Reference/Citation Number	C	
	c. Receipt Number	C	
	d. Amount Received	C	
	e. Balance Due (system-calculated subtraction)	C	
Electronic Submission			
439	External systems can supply Citation records for upload in any supported digital format, including: upload may include a .pdf image of the citation, parking ticket or warning that will be added as an attachment		
	a. Extensible Markup Language (XML)	C	
	b. Comma-Separated Values (CSV)	C	
440	Automatically transform new records from their native format to the format required for import by the RMS	C	
441	Apply person, vehicle, and location information included in each new record to the corresponding master indices	C	

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442	The system administrator, or other authorized user, can initiate an upload of any file that was not uploaded successfully	C	
443	Automatically delete a file after the Citation records are successfully processed	C	
Citation Administration			
444	The Citation module administration forms include unique data fields to record, at a minimum, the following information:		
	a. Law Enforcement Agency/Jurisdiction	C	
	b. Citation Type	C	
	c. Driver's License Classes	C	
	d. Weather Conditions	C	
	e. Visibility Conditions	C	
	f. Special Safety Zones and Associated Enhanced Fees	C	
	g. Impaired Driving Test Types	C	
	h. Impaired Driving Test Results	C	
	i. Violation Code Sections/Types and Associated Base Fees	C	
	j. Violation Dispositions	C	
	k. Violation Sentences	C	
445	The number of Citation records that can be stored is limited only by hardware, operating system, and/or database platform sizing restrictions	C	
446	Authorization records define which users can view, add, modify, delete, or print Citation records for each agency/jurisdiction	C	
Narrative Function Module			
447	All modules of the RMS support the inclusion of narrative as an element of the data collected	C	
448	Additional narrative can be added to any record or "child" portion of a record in the RMS (e.g., a Vehicle "child" record associated with Towed Vehicle record; a Person "child" record associated with an Incident record, etc.)	C	
449	User can apply an optional unique title to Narrative records for easy identification	C	
450	Authorized users can edit and/or delete previously entered Narrative records from within the RMS	C	
451	User can enter multiple Narrative records and link them to other records within the RMS	C	

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452	Authorization records define which users can view, add, modify, delete, or print Narrative records for each agency/jurisdiction	C	
453	Distinguish Narrative records related to juvenile data, in which case the Narrative record can have a separate and distinct list of users authorized to view the narrative	C	
Edditing Capabilities			
454	Includes an embedded text editor that is intuitive to use with features equivalent to other common commercial text editors	C	
455	The text editor used with the Narrative feature provides spell check capabilities with a customizable dictionary	C	
456	The text editor function of the Narrative feature provides standard Rich Text Format edit capabilities, including:		
	a. Font Selection	C	
	b. Font Size	C	
	c. Bulleted Lists	C	
	d. Left Aligned Text	C	
	e. Right Aligned Text	C	
	f. Center Aligned Text	C	
	g. Underline Text	C	
	h. Bold Text	C	
	i. Italicize Text	C	
457	The text editor function of the Narrative feature provides standard text editing capabilities, including:		
	a. Cut Text	C	
	b. Copy Text	C	
	c. Paste Text	C	
	d. Undo Last Edit Transaction	C	
Viewing Narrative			
458	An authorized user can view the associated "parent" record to view the accompanying Narrative record(s)	C	
459	Provides a graphical icon or indicator with the "parent" record to easily identify when Narrative records are available	C	
460	In cases where multiple Narrative records exist, the system presents the user a pick list of available Narrative records, including the user-entered title for each record	C	
Printing Narrative			
460	Any authorized user authorized can print the narrative separately from the report	C	

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Searching Narrative			
461	Provide search capabilities for text within narrative sections of any report using tools that are provided and accessed from within the RMS	C	
Warrant Module			
462	The Court Order Management function of the RMS is used to record and track arrest warrants, summonses and similar court-issued documents that authorize or mandate arrest, appearance or other action enforceable by local police agencies	C	
463	Includes features for each agency/jurisdiction to document and manage orders issued by courts in their jurisdiction including:		
	a. Receipt and entry	C	
	b. Order service and update	C	
	c. Order expiration	C	
464	Record Court orders as an extension to the Master Name Index and include unique data fields to record, at minimum, the following information for each order:		
	a. Law Enforcement Agency/Jurisdiction	C	
	b. Order Action or Disposition	C	
	c. Order Status	C	
	d. Order Type (value as defined by each agency/jurisdiction)	C	
	e. Order Number	C	
	f. Offense (value as defined by each agency/jurisdiction)	C	
	g. Associated Case File Number(s), if any	C	
	h. Defendant/Subject Details (same data format as Master Name Index with extensions for Master Location Index and Master Vehicle Index data)	C	
	i. Defendant/Subject Attorney Name	C	
	j. Date Order Received	C	
	k. Method Order Received	C	
	l. Date Order Expires	C	
	m. Date Order Served	C	
	m. Order Served By (Officer Identifier/Name)	C	
	o. Method Order Served	C	
	p. Date Order Returned	C	
	q. Order Transaction Date/Time	C	
465	Authorization records define which users can view, add, modify, delete, or print Court Order records for each agency/jurisdiction	C	

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466	When the user adds or updates a Warrant record, the system automatically notifies the user of any active warnings or alerts associated with the name	C	
467	Alert the user if an active court order exists for a person being queried or entered in RMS	C	
Order Processing			
468	Record each Court Order as a unique record or associated with an RMS case or other type of RMS record, such as Citation	C	
469	Record multiple subjects, complainants, and narratives with a single Court Order record	C	
Person Processing			
470	Automatically record or associate each named defendant or subject in each Court Order record transaction with the Master Name Index or equivalent	C	
471	Subsequent queries of the Master Name Index identify any matching Court Order records for that person	C	
Location Processing			
472	Automatically record or associate the validated address(es) of each person from each Court Order record transaction automatically with the Master Location Index or equivalent	C	
Vehicle Processing			
473	Automatically record or associate any licensed vehicles from each Court Order record transaction with the Master Vehicle Index or equivalent	C	
Reports			
474	Include a combination of baseline reports and ad hoc reporting capabilities	C	
475	Can search by active warrant and warrant type	C	
476	Generates a summary report to document court order/warrant statistics by officer, case, offense, jurisdiction, and type of order	C	
477	Include a commercial ad hoc query/report generator for defining custom reports and executing/scheduling ad hoc queries	C	
Order Administration			
478	Maintain edit values and business logic used for recording court order data using the general RMS code table utilities	C	
Expunging Records Module			
479	A court order to expunge a record is equivalent to obliterating any representation of that record in the RMS	C	

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480	Records are expunged for a single occurrence involving a single person that had been identified as a named suspect, adult arrestee, or juvenile detainee	C	
481	Includes a distinct feature for specially authorized users to erase all representations of a single record, including:		
	a. Suspect, Adult Arrest, or Juvenile Detention data from Incident record	C	
	b. Person data from Traffic Accident record	C	
	c. Person data from Citation record	C	
	d. Person data from Warrant record	C	
	e. Person data from Civil record	C	
	f. Person data from Adult Arrest record	C	
	g. Person data from Juvenile Detention record	C	
482	Expunge all person data and the relevant charges for a single subject from an individual record or event	C	
483	Remove expunged records from the system so that they are no longer available in the RMS	C	
484	Authorization records define which users can expunge records for each agency/jurisdiction	C	
Expungement Process			
485	Upon execution of the Expunge transaction, the system replaces name data in the associated record with the term "EXPUNGED," or a suitable equivalent to indicate the former presence of person data	C	
Field Interview Module			
486	The RMS Field Interview module is used to record and track field contacts with persons and/or vehicles so that the information is available in subsequent queries, investigations and analysis	C	
487	The Field Interview module can also be used to produce reports and analysis to identify potential racial profiling or other possible biased enforcement practices	C	
488	Include a distinct module for each agency/jurisdiction to document and manage contacts with persons and/or vehicles	C	
489	Record each field interview as a unique record or associate with an RMS case or other type of RMS record, such as citation	C	
490	Allow for a configuration for a system-generated interview record number to be assigned automatically when a new interview record is completed or for the user to enter a number manually	C	

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491	The number of Field Interview records that can be stored is limited only by hardware, operating system, and/or database platform sizing restrictions	C	
Interview Processing			
492	User can view, add, modify, delete, or print Interview records from within the Field Interview module	C	
493	The Field Interview forms include unique data fields to record, at a minimum, the following information for each interview:		
	a. Law Enforcement Agency/Jurisdiction	C	
	b. Stop/Interview Action (Enter or Correct)	C	
	c. Reason for Stop/Interview (value as defined by each agency/jurisdiction)	C	
	d. Time of Stop/Interview	C	
	e. Location Details (same data format as Master Location Index)	C	
	f. Associated Case File Number(s), if any	C	
	g. Person Details (same data format as Master Name Index with extensions for Master Location Index and Master Vehicle Index data)	C	
	h. Supplemental Person Details (Subject Number, Involvement Type, Known, Later Identified by Follow-Up Investigation, Alias/False Information Given)	C	
	i. Vehicle Details (same data format as Master Vehicle Index)	C	
	j. Stop/Interview By (Officer Identifier/Name)	C	
494	User can associate multiple narratives with each interview record in the Field Interview module	C	
495	Authorization records define which users can view, add, modify, delete, or print Field Interview records for each agency/jurisdiction	C	
Person Processing			
496	User can view, add, modify, delete, or print Person records from within the Field Interview module	C	
497	Associate data captured with a person record in the Field Interview module with the data included in the Master Name Index or equivalent	C	
498	User can initiate a query of the Master Name Index or equivalent to determine if the person has previously been entered into RMS or is associated with an active RMS want or warrant record from within the person record of the Field Interview module without the user reentering any data, and the system notifies the user of any positive or potential matches	C	

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499	Automatically generate a query of the Master Name Index (or equivalent) for each person record entered in the Field Interview module	C	
500	User can apply or import any additional data from an existing Master Name Index or equivalent record to the new person record being entered in the Field Interview module without reentering the same additional data	C	
501	Add or link all person records entered into the Field Interview module to the Master Name Index or equivalent	C	
502	Subsequent queries of the Master Name Index (or equivalent) identify any matching Person records from the Field Interview module	C	
503	Authorization records define which users can view, add, modify, delete, or print Person records in the Field Interview module for each agency/jurisdiction	C	
Organization Processing			
504	User can view, add, modify, delete, or print Organization records from within the Field Interview module	C	
505	Associate data captured with an Organization record in the Field Interview module with the data included in the Master Organization Index (MOI) or equivalent	C	
506	Accept recording organization names in the same index as person names	C	
507	User can initiate a query of the MOI or equivalent to determine if the organization has previously been entered into RMS from within the Organization record for the Field Interview module without reentering any data and will notify the user of any positive or potential matches	C	
508	Allow a configuration so that each Organization record transaction initiated from the Field Interview module automatically generates a query of the Master Organization Index or equivalent	C	
509	User can apply or import any additional data from an existing Master Organization Index (or equivalent) record to the new Organization record being entered in the Field Interview module without reentering the same additional data	C	
510	The length or amount of narrative that can be associated with each Organization record in the Field Interview module is not limited	C	
511	There are no imposed limits on the type or number of images or other attachments (as described in separately documented specifications for the Images function) that can be associated with each Organization record in the Field Interview module	C	

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512	Add or link all Organization records entered into the Field Interview module to the Master Organization or equivalent	C	
513	Subsequent queries of the Master Organization Index (or equivalent) identify any matching person records from the Field Interview module	C	
514	Authorization records define which users can view, add, modify, delete, or print Organization records in the Field Interview module for each agency/jurisdiction	C	
Vehicle Processing			
515	User can view, add, modify, delete Vehicle records from within the Field Interview module	C	
516	Associate data captured with a Vehicle record in the Field Interview module with the data included in the Master Vehicle Index or equivalent	C	
517	User can initiate a query of the Master Vehicle Index (or equivalent) to determine if the vehicle has previously been entered into RMS or is associated with an active RMS Want or Warrant record from within the Vehicle record for the Field Interview module without reentering any data, and the system will notify the user of any positive or potential matches	C	
518	Automatically generate a query of the Master Vehicle Index (or equivalent) for each vehicle record entered into the Field Interview module	C	
519	User can apply or import any additional data from an existing Master Vehicle Index (or equivalent) record to the new Vehicle record being entered in the Field Interview module without the user reentering the same additional data	C	
520	Add or link all Vehicle records entered into the Field Interview module to the Master Vehicle Index or equivalent	C	
521	Subsequent queries of the Master Vehicle Index (or equivalent) identify any matching Vehicle records from the Field Interview module	C	
522	Authorization records define which users can view, add, modify, delete, or print Vehicle records in the Field Interview module for each agency/jurisdiction	C	
Location Processing			

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523	The location where the field interview was conducted, along with any locations associated with the persons, organizations, and vehicles documented with a Field Interview record, can be checked for format and validity using a geographic database and location verification service or routine	C	
524	If any location in a Field Interview record is validated, the system links the Field Interview record to the Master Location Index or equivalent	C	
525	Subsequent queries of the Master Location Index (or equivalent) identify any matching Field Interview records	C	
Reports			
526	Include a combination of baseline reports and ad hoc reporting capabilities	C	
527	A report query measures and compares contacts with persons based on combinations of factors most commonly attributed to potential racial or ethnic profiling as a factor in selective enforcement actions	C	
528	Provide a commercial report generator for defining custom reports and executing or scheduling ad hoc queries	C	
Interview Administration			
529	Maintain edit values and business logic used for recording field interview data using the general RMS code table utilities	C	
530	Field Interview administration includes facilities for administering Field Interview record numbers, including:		
	a. Law Enforcement Agency/Jurisdiction	C	
	b. Format of Field Interview Number Series	C	
	c. Next Number to be Issued for this Field Interview Number Series	C	
Impound Vehicles Module			
531	The Impounded Vehicle module manages the status of vehicles that have been impounded for investigation	C	
532	An Impounded Vehicle form collects data to document the towing, impounding, fees, NCIC status, and investigation associated with an impounded vehicle	C	
533	The Impounded Vehicle form includes unique data fields to record, at a minimum, the following information for each impounded vehicle:		
	a. Impound Date/Time	C	
	b. Impound Number	C	
	c. Associated Case File and/or Citation Number(s)	C	
	d. Impound Type (value as defined by each agency/jurisdiction)	C	
	e. Fee Category (value as defined by each agency/jurisdiction)	C	

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	f. Impounded Vehicle (same data format as Master Vehicle Index)	C	
	g. Supplemental Vehicle Details (VIN description, key available, observed damage and comments)	C	
	h. Impound Recovery Location (same data format as Master Location Index)	C	
	i. Towing Service	C	
	j. Impound Storage Location	C	
	k. Agency or Jurisdiction Requesting Impound/Hold	C	
	l. Officer ID and Name	C	
	m. Impound Reason	C	
	n. Key Location	C	
534	User can associate multiple narratives with each Impounded Vehicle record	C	
535	The user can associate multiple Impounded Vehicle records with a single Incident or Case record	C	
536	The number of Impounded Vehicle records that can be stored is limited only by hardware, operating system, and/or database platform sizing restrictions	C	
537	Authorization records define which users can view, add, modify, delete, or print Impounded Vehicle records for each agency/jurisdiction	C	
Vehicle Processing			
538	User can view, add, modify, delete, and print Vehicle records associated with an impounded vehicle from within the Impounded Vehicle module	C	
539	associate data captured with a Vehicle record with the data included in the Master Vehicle Index or equivalent	C	
540	User can query the Master Vehicle Index (or equivalent) from within the Impounded Vehicle module when entering vehicles and apply or import any additional data from a known vehicle to the Impound record without reentering the same additional data	C	
541	Add each vehicle entered as an element of an Impound record to the Master Vehicle Index or equivalent	C	
542	Subsequent queries of the Master Vehicle Index (or equivalent) identify any matching Impounded Vehicle records	C	
543	User can associate multiple narratives with each Vehicle record	C	
Person Processing			

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544	User can view, add, modify, delete, or print Person records associated with an impounded vehicle from within the Impounded Vehicle module	C	
545	Each Impounded Vehicle record contains associated Person records information	C	
546	Associate data captured with a Person record with the data included in the Master Name Index or equivalent	C	
547	User can query the Master Name Index (or equivalent) from within the Impounded Vehicle module when entering names and can apply any additional data from a known person to the Impound record without reentering the same additional data	C	
548	When the user enters a name in the Impounded Vehicle module, they are notified of any outstanding warrants, active civil papers, alerts, or current incarcerations in the RMS or Jail (assumes integration with Jail)	C	
549	Add each person entered as an element of an Impound record to the Master Name Index or equivalent	C	
550	Subsequent queries of the Master Name Index (or equivalent) identify any matching Impounded Vehicle records	C	
551	User can associate multiple narratives with each Person record	C	
552	User can associate multiple Person records with a single Impound record	C	
Impound			
553	The Impound form collects data to document the processing of each impounded vehicle for physical and forensic evidence	C	
554	The Impound Vehicle form includes unique data fields to record, at a minimum, the following information for each impounded vehicle:		
	a. Process Date/Time	C	
	b. Process Reason/Purpose	C	
	c. Process Bureau/Division	C	
	d. Process Officer ID and Name	C	
	e. Process Comments	C	
	f. General Vehicle Description	C	
	g. Contents Description	C	
	h. Photos Taken and Comments	C	
	i. Fingerprints Taken and Comments	C	
	j. Evidence Collected and Comments	C	
	k. Lab Analysis Requirement and Comments	C	
	l. Impound reason	C	

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	m. Location of Key	C	
Impound Status			
555	The Impounded Vehicle module collects data to document the hold status of each impounded vehicle	C	
556	The Impound Vehicle module forms include unique data fields to record, at a minimum, the following information for each impounded vehicle:		
	a. Hold Status (Active/Inactive)	C	
	b. Hold Date/Time	C	
	c. Hold Reason (value as defined by each agency/jurisdiction)	C	
	d. Hold Bureau/Division (value as defined by each agency/jurisdiction)	C	
	e. Hold Officer ID and Name	C	
	f. Release Date/Time	C	
	g. Release Reason (value as defined by each agency/jurisdiction)	C	
	h. Release officer ID and Name	C	
	i. Comments/Hold Information	C	
Sale Processing			
557	The Impounded Vehicle module supports the capture of data associated with the sale of a vehicle in cases where an impounded vehicle is disposed of through a municipal sale	C	
558	The Impounded Vehicle module forms include unique data fields to record, at a minimum, the following information for each impounded vehicle:		
	a. Comments/Sale Information	C	
	b. Selling Date/Time	C	
	c. Sale Price	C	
	d. Selling Agency/Jurisdiction	C	
	e. Selling Officer ID and Name	C	
	f. Comments/Sale Information	C	
Impound Administration			
559	The Impound Vehicle module forms include unique data fields to record, at a minimum, the following information:		
	a. Law Enforcement Agency/Jurisdiction	C	
	b. Impound Type	C	
	c. Fee Category	C	
	d. Fee Type	C	
	e. Fee Description	C	

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	f. Fee Amount	C	
	g. Process Reason/Purpose	C	
	h. Process Bureau/Division	C	
	i. Hold Reason/Purpose	C	
	j. Hold Bureau/Division	C	
	k. Release Reason	C	
Images Function Module			
560	All modules of the RMS support the inclusion of photographic images (mug shots)	C	
561	The RMS includes special applications for cataloguing, searching, and presenting photographic images for suspect identification and other purposes unique to law enforcement operations	C	
Imaging Feature			
562	Photographic Images (mug shots) are one type of object that can be associated with any record in the RMS	C	
Portrait Capture			
563	Image capture occurs outside of the RMS using a mug shot capture application or a commercial high resolution still image camera.	C	
564	Support use of 24-bit digital color photographic images	C	
565	Catalogue each mug shot image captured with detailed person identification and demographic data, including:		
	a. Name	C	
	b. Gender	C	
	c. Ethnicity	C	
	d. Date of Birth	C	
	e. Height	C	
	f. Weight	C	
	g. Scars, Marks and Tattoos	C	
	h. Associated Case Number	C	
	i. Unique Personal Identification Number	C	
566	Photographic images captured with the RMS are used for multiple purposes, including mug shots and lineups	C	
Portrait Storage			
567	Store images of various types and formats and link the images to records	C	
568	User can associate multiple digital images, documents, or other attachments to a record	C	

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569	The actual number of images, documents, or other attachments is limited only by the hardware, operating system, and/or database platform sizing restrictions	C	
570	Authorization records define which users can view, add, modify, delete, or print photographic images for each agency/jurisdiction	C	
Portrait Search			
571	User can search for person images based on any of the following physical descriptors:		
	a. Height	C	
	b. Weight	C	
	c. Age	C	
	d. Build	C	
	e. Eye Color	C	
	f. Hair Color	C	
	g. Hair Style	C	
	h. Hair Length	C	
	i. Skin	C	
	j. Facial Hair	C	
	k. Glasses	C	
572	User can store and view multiple photographic images for the same subject in the RMS	C	
573	User can view all photographic images associated with a single incident or case	C	
574	Displays multiple photographic images simultaneously on the workstation for easy comparison	C	
575	User can search for photo images based on a range of criteria and access the identification and demographic data for a given portrait	C	
576	Print a photographic image independent of the Print action for any associated "parent" record in the RMS	C	
Photographic Lineup			
577	Images stored in the RMS can be used for photographic lineups consisting of portrait images of multiple persons with similar physical characteristics	C	
578	User can execute a search to identify images of persons with physical characteristics similar to those of a suspect, including:		
	a. Gender	C	
	b. Race	C	
	c. Age Range or Age (plus or minus a specified number of years)	C	

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	d. Height Range or Height (plus or minus a specified number of inches)	C	
	e. Weight Range or Weight (plus or minus a specified number of pounds)	C	
	f. Build	C	
	g. Hair Color, Style and/or Length	C	
	h. Eye Color and/or Eyeglasses	C	
	i. Facial Hair	C	
	j. Skin Complexion	C	
579	The images used in a lineup for identification are selected by the user or chosen randomly by the system based on the highest degree of match with the physical characteristics entered	C	
580	The images used in a lineup for identification can be sorted or positioned by the user or chosen randomly by the system	C	
581	The order or position of images used in a lineup for identification changes each time the lineup is accessed for each witness	C	
582	Generate and display a lineup on the screen with six (6) photos	C	
583	Generate and print a lineup using either six (6) or eight (8) photos	C	
584	Details of the person in a portrait can be restricted from view	C	
585	User can display a lineup and a witness can record their selection directly on the lineup image	C	
586	User can save or store a lineup for later retrieval	C	
587	User can import images for use in lineups	C	
Attachments Function Module			
588	All modules of the RMS support the inclusion of files, documents, or "attachments"	C	
589	Add Windows-compatible files or documents to any record or "child" portion of a record in the RMS (a Vehicle "child" record associated with Towed Vehicle record; a Person "child" record associated with an Incident record)	C	
590	Add any Windows-supported file or document type to a record including, but not limited to:		
	a. Advanced Systems Format file (.asf)	C	
	b. ASCII text file (.asc)	C	
	c. ASCII Text file (.txt)	C	
	d. Audio Interchange File (.aif)	C	
	e. Audio Video Interleave file (.avi)	C	

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f.	AutoCAD drawing (.dwg)	C	
g.	Bit-map image file (.bmp)	C	
h.	Comma-Separated Value file (.csv)	C	
i.	Compressed file (.zip)	C	
j.	Corel WordPerfect document (.wp)	C	
k.	CorelDRAW drawing (.cdr)	C	
l.	Crystal Reports output file (.rpt)	C	
m.	Encapsulated Postscript image file (.epf)	C	
m.	Graphic Interchange Format image file (.gif)	C	
o.	Hypertext Markup Language document (.htm.html)	C	
p.	Joint Photographic Experts Group graphics file (.jpeg/.jpg)	C	
q.	Kodak Photo-CD multi-resolution image (.pcd)	C	
r.	Microsoft Access database file (.mdb)	C	
s.	Microsoft Excel spreadsheet (.xls/.xlsx)	C	
t.	Microsoft Media Center Recorded Windows Television file (.wtv)	C	
u.	Microsoft PowerPoint Presentation (.ppt)	C	
v.	Microsoft Project file (.mpp)	C	
w.	Microsoft Publisher document (.pub)	C	
x.	Microsoft SQL Server database file (.mdf)	C	
y.	Microsoft Visio Drawing file (.vsd)	C	
z.	Microsoft Windows Media Audio file (.wma)	C	
aa.	Microsoft Windows Media Video file (.wmv)	C	
bb.	Microsoft Windows Metafile image (.wmf)	C	
cc.	Microsoft Word document (.doc)	C	
dd.	Moving Picture Experts Group file (.mpeg/.mpg/.mp2-4)	C	
ee.	Paint Shop Pro image (.psp)	C	
ff.	PC Paintbrush Bitmap Graphic file (.pcx)	C	
gg.	Portable (Public) Network Graphic file (.png)	C	
hh.	Portable Document Format (.pdf)	C	
ii.	QuickTime video clip (.mov)	C	
jj.	RealAudio audio file (.ra)	C	
kk.	RealAudio video file (.rm/.rv)	C	
ll.	Rich Text File document (.rtf/.rtx)	C	
mm.	Tab-Separated Values file (.tsv)	C	
nn.	Tagged Image Format File document (.tif/.tiff)	C	

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591	Store and/or link attachments to an associated record in the RMS database	C	
592	User can give attachments an optional unique title for easy identification	C	
593	Authorized users can delete previously entered attachments from within the RMS	C	
594	Allow the storage and linking of attachments up to 2 GB	C	
595	Authorization records define which users can view, add, modify, delete, or print attachments for each agency/jurisdiction	C	
Accessing Attachments			
596	An authorized user can access and the accompanying attachment(s) with the appropriate application required	C	
597	Provide a graphical icon or indicator with the “parent” record to easily identify when an attachment(s) is available	C	
598	If multiple attachments are associated with a record, the system displays a list of available attachments that include the user-entered title for each attachment	C	
599	User can export (“save as”) any attached object in a file-compatible format if the originating application is accessible	C	
Officer Activity Module			
600	Include a distinct module for each agency/jurisdiction to manage data relating to officer activity and every aspect of calls received, regardless of how calls are received, including features to view:		
	a. Officer Activity Log	C	
	b. Name Records	C	
	c. Officer Records	C	
601	The Officer Activity Log form includes unique data fields to record, at a minimum, the following information:		
	a. Law Enforcement Agency/Jurisdiction	C	
	b. Case Number	C	
	c. Log Number	C	
	d. Case Created (Y/N)	C	
	e. Date Received, Received By, How Received	C	
	f. Offense Date, Offense Class	C	
	g. Complaint Type	C	
	h. Ten Code	C	
	i. Nature of Call	C	
	j. Status	C	

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	k. Action Taken	C	
	l. Address, City	C	
	m. Agency-definable fields for additional information	C	
602	Automatically assign sequential log numbers based on the number mask established by the system administrator	C	
603	Provide a browse list from which the user can select the desired Log record and view the associated details	C	
604	User can associate multiple narratives with each Officer Activity record	C	
605	Authorization records define which users can view, add, modify, delete, or print Officer Activity records for each agency/jurisdiction	C	
Name Processing			
606	Record the following details with the entry of an Officer Activity Log record:		
	a. Involvement Type	C	
	b. Entry Type	C	
	c. Name Fields: First Name, Middle Name, Last Name, Suffix, Moniker, (or Business Name/Contact)	C	
	d. Address Fields: Address, Apartment, PO Box, City, State, Zip Code	C	
	e. Contact Fields: Contact Phone, SSN, Date Of Birth	C	
607	User can add names pertaining to log records only if the prerequisite Activity Log record has been completed	C	
608	User can make Log entries from the folder master menu with one mouse click	C	
609	User can transfer log calls into Case records to increase data entry efficiency	C	
610	Identify cases generated from Log records as and indicate the corresponding log number	C	
611	User can generate detailed case reports from the Log records	C	
612	Record the following details with for all officers involved in the call:		
	a. Officer ID and Name	C	
	b. Role	C	
	c. Date/Time Dispatched	C	
	d. Date/Time Arrived	C	
	e. Date/Time Cleared	C	
Reports			

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613	Include a combination of baseline reports and ad hoc reporting capabilities	C	
Ticket Payment Processing			
614	The Payment form includes unique data fields to record, at a minimum, the following information for each Payment for a specific ticket:		
	a. Parking Ticket Number	C	
	b. First/Middle/Last Name and Suffix of Cited	C	
	c. Permit Type	C	
	d. Permit Number	C	
	e. Fine	C	
	f. Total Paid	C	
	g. Amount Owed	C	
	h. Amount Paid	C	
	i. Payment Method	C	
	j. Check Number	C	
	k. Receipt	C	
	l. Date/Time Paid	C	
	m. First/Middle/Last Name and Suffix of Payer	C	
615	User can print payment receipts with one button	C	
616	Provide several options for the agency to create different Official Notices of Delinquent Parking Citations, including text layout, body text, and narrative	C	
617	The agency can configure and select the text layout of different Official Notices of Delinquent Parking Citations	C	

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Computer Aided Dispatch (CAD) Specifications		Vendor Compliance (Use Code Key)	Vendor Comment
General Requirements			
1	The system performs multiple services in a single CAD instance, for example: Police, Fire, and EMS	C	
2	The system performs combined Fire and EMS discipline resource dispatching.	C	
3	The system performs resource dispatching for a minimum of 10 disciplines concurrently from one or multiple workstations.	C	
4	The User Interface is configurable by system administrators	C	
5	The User Interface can be altered by authorized front end users	C	
6	The User Interface consists of moveable and sizable windows	C	
7	The command line provides a smart-sense syntax guide to facilitate learning of new commands and guide the user through required parameters of entry.	C	
8	A command description is presented to the user in the client's chosen plain-English text, providing further guidance and easing the learning curve for new users.	C	
9	The CAD system offers multiple command lines	C	
10	The command line offers a buffer to see or reuse previously executed commands	C	
11	CAD proactively monitors system health factors and provides automatic notifications to specified CAD users when those factors vary from pre-set measures.	C	
12	Interactive user interface consists of configurable queues for incidents and units	C	
13	Flexible and configurable queues give system administrators full control over colors to delineate information for easy viewing at the agency level	C	
14	Color-coding can be configured for different unit status as well as incident priorities to easily visually distinguish information.	C	
15	Configurable queues include over 30 columns of display options.	C	
16	Administrators will set the system default screen layouts including:	C	

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	a.	queue columns to display	C	
	b.	location of windows	C	
	c.	queue sorting	C	
	d.	queue filtering	C	
	e.	required columns to always display	C	
	f.	Map views and layers displayed	C	
17	Authorized end users may configure their screen layouts without removing mandatory columns determined by system administrators.		C	
18	End users save their layout preferences and be presented with their individual layout at log on		C	
19	Authorized end user configurations include:		C	
	a.	Window placement	C	
	b.	Additional "custom" queues	C	
	c.	Adding or removing columns of information	C	
	d.	Queue sorting	C	
	e.	Queue filtering	C	
	f.	User defined columns	C	
	g.	Column display order	C	
	h.	Column sizing	C	
	i.	Tabbed or side-by-side queue display	C	
	j.	Floating or "docked" queues	C	
	k.	Map views and layers displayed	C	
	l.	Multiple map views	C	
	Interactive alerts and notifications			
20	Groups of individuals and units outside of the communication center can be paged automatically based on the problem type or location of the incident, and other granular triggers such as alarm level, priority, location type (e.g., Elementary School), and more.		C	
21	CAD system includes a broad set of configurable alerts and notifications		C	
22	Alerts and notifications are displayed in a consolidated viewing area.		C	

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23	Alerts and notifications can present the user with a single action associated to an alert (such as a high priority new incident alert can be configured with a single action to open the incident, or recommendation screen)		C	
24	Each configurable alert provides system administrators the ability to configure:			
	a.	Notifications types (such as timers or Geo Fence warning)	C	
	b.	Trigger Rules	C	
	c.	Text displayed	C	
	d.	Action or command offered for alert action	C	
	e.	Name of alert	C	
	f.	Category of alert	C	
	g.	Priority of alert	C	
	h.	Sound file associated with alert	C	
	i.	Repeat intervals and repeat count of alerts	C	
	j.	Duration alert is displayed	C	
	k.	Destination of alert including: role, user, functionality group, workstation, person, people, or any combination.	C	
25	Alerts provide direct visual access in a consolidated notification area without restricting access to other tasks.		C	
26	Configurable alerts can include but are not limited to:			
	a.	Proactive and immediate notification of issues allowing pre-emptive measures to be taken or be aware of such as downed interfaces or backend issues	C	
	b.	Unit timers	C	
	c.	Incident timers	C	
	d.	Configured keywords in incident comments	C	
	e.	Status changes from mobile	C	
	f.	High priority incident created	C	
	g.	Unit enters or exits a geofenced area	C	
	h.	Incident created in geofenced area	C	
	i.	Hot return received for records check (includes return information)	C	

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	j.	Hot return received by mobile unit for records check (includes return information)	C	
	k.	Unit Swap recommended	C	
	l.	Alternate response location recommended	C	
	m.	Unit AVL disconnect and reconnect	C	
	n.	Unit Mobile disconnect and reconnect	C	
	o.	Unit AVL location does not match the unit's proximity to the assigned incident	C	
	p.	Unit current status does not match their AVL activity	C	
	q.	Changes made to an incident, such as priority change	C	
Security				
27		CAD security provides multiple layers including:	C	
	a.	Modular level security	C	
	b.	Functional level security	C	
	c.	Inter-Agency security	C	
GIS Supportability				
28		Create and maintain fast, informative and beautiful looking maps for Dispatchers and Field users using industry leading GIS editing software such as ArcMap and ArcMap Pro by Esri.	C	
29		Lower response times and automate your street network connectivity by using the industry leading Esri routing engine (Network Analyst) to assure the most accurate response and routing recommendations.	C	
30		Account for the most accurate unit recommendations and driving directions to an incident with support for turn restrictions/turn tables which can be used for specified intersections.	C	
31		Support for all Esri supported projections, data sources, symbology etc. as the CAD and Mobile products imbed native Esri mapping engines allowing the CAD and Mobile products to read native Esri data.	C	
32		No down time when updating GIS data in the CAD or Mobile system.	C	
33		Fast GIS updates to CAD and Mobile by updating only the differences and not the entire dataset.	C	
34		Automated shapefile creation of the GIS changes made by approved users to quickly validate prior to upload to the CAD and or Mobile system.	C	

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35	Full control over what is seen on the map at different zoom levels (dynamic labeling and presentation of layers) as well as information shown when selecting the information tool within the map.	C	
36	Quickly change an entire map theme during a critical incident such as a pursuit, active shooter or vegetation fire to eliminate distractions and only see the most important map attributes for the specific mission with the press of one button.	C	
37	Includes an Esri embedded interactive map allowing full user control and view of units, incidents and agency defined GIS data.	C	
38	Quickly navigate to any file or location from the map using hyperlinks	C	
39	Ability for users to place map markers on the map	C	
40	Quickly change an entire map theme during a critical incident such as a pursuit, active shooter or vegetation fire to eliminate distractions and only see the most important map attributes for the specific mission with the press of one button.	C	
41	Support for dynamic layers such as plume models or real time weather	C	
42	Interactive Map includes display of:		
	a. Premises	C	
	b. Hydrants	C	
	c. Incidents	C	
	d. Real time unit location when using AVL	C	
43	Ability to initiate a call for service from a click on the map	C	
44	Ability to create a geofence from the CAD application	C	
45	Geofence abilities include:	C	
	a. Real time notification to CAD users when a location aware unit enters or exits a geofenced area.	C	
	b. Real time notification to CAD users when an incident is created in a geofenced area.	C	
46	Location of AVL equipped unit can be configured to automatically change a unit status, such as when a unit is leaving a station, CAD recognizes this and places the unit enroute.	C	

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47	Ability to alert CAD users when AVL data does not match CAD information. For example, a unit shows on scene, but the AVL shows a unit moving away from the scene.	C	
Call Taking/Call Entry			
48	Ability for each agency to manipulate, modify, add, and delete fields of data; as well as determine button placement, field tab order and mandatory fields on the call taking screen.	C	
49	Minimum call information needed to initiate a call for service is type of call and location of the call for service (including an overwritten address)	C	
50	Call Taking screen can be manually opened by a user, or automatically opened when a trunked line is answered (with an 9-1-1 interface)	C	
51	The system allows any user to be configured with Call Taker only rights regardless of terminal.	C	
52	The system allows any user to be configured with Dispatcher only rights regardless of terminal.	C	
53	The system allows any user to be configured with both Call Taking and Dispatching rights, regardless of terminal.	C	
54	Ability to automatically create multiple calls for service across agencies with a single call for service entry.	C	
55	Ability to send an SMS to a caller directly from CAD to obtain coordinates for actual location and accept back into CAD address field.	C	
56	Automatic launch of procedures and guidelines such as ProQA, PowerPhone™, or APCO Meds to verify, analyze, classify, and prioritize the call based on call type.	C	
57	Ability for system administrators to build and deploy a set of questions and answers, or Q&A trees, call-takers can use to walk a caller through an emergency or crisis situation.	C	
58	Ability to manually invoke or automatically display an index of SOP documents and provide visual indications and links to call takers and dispatchers based on agency, jurisdiction, division identification, and problem nature triggers.	C	

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59	Users can perform call taking, geo-validation, unit recommendation, and dispatch of units from a single screen	C	
60	Supports multiple call taking screens	C	
61	Duplicate call detection is configurable by an agency defined radius	C	
62	Duplicate call detection includes recently closed calls	C	
63	Duplicate call detection can be configured to run the detection twice, at address validation and at "send to queue" or call entry.	C	
64	Duplicate call detection includes checking against caller phone number	C	
65	Duplicate detection allows users to:	C	
	a. Create a new non-related incident	C	
	b. Create a new and linked incident to another incident	C	
	c. Append information in the call taking screen into an already active incident, close current call taking screen, and automatically open the existing incident to add further information.	C	
66	Ability to automatically send a call for service to pending as soon as mandatory fields are completed.	C	
67	Ability for multiple users to add information to a call for service simultaneously.	C	
68	Ability to automatically send a call for service to pending as soon as mandatory fields are completed.	C	
Geovalidation			
69	The Geovalidation Algorithm supports address validation using:		
	a. Partial or Complete Address	C	
	b. Multiple word street names	C	
	c. Intersection	C	
	d. Intersection Alias	C	
	e. Street with Directional	C	
	f. Street Alias	C	
	g. GPS Coordinates	C	
	h. Custom Lookup	C	
	i. Premise Codes for Master and Sub Locations	C	
	j. Wildcard	C	
	k. Location Name	C	

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	I.	Address Points	C	
70		Geovalidation uses Intellisense, allowing fields to be auto-completed once a user starts to enter text or numbers	C	
71		Geovalidation can use internet integration, allowing users to use an outside search engine to help locate places that would not normally be stored in a CAD geofile database, or to input things that would be impossible to maintain such as "gas station downtown".	C	
72		Receive addressing information through ALI interface with 9-1-1	C	
73		Validate a direct hit on an unique address, no further verification is needed.	C	
74		The CAD geovalidation assists the user with additional matches when there is not a direct match	C	
75		The CAD geovalidation assists the user with additional matches when an address is entered for which there is more than one city location.	C	
76		The CAD geovalidation assists the user with additional matches when a partial address is entered because of the use of wild cards, shortcuts or abbreviated addressing and includes:	C	
	a.	The display of high and low cross streets on address selections	C	
	b.	The display of block range, city, state, and the ability to change the filtering by these aspects	C	
	c.	The display of the segment identifier	C	
	d.	Destination if the geo-candidate choices are a premise/commonplace, alias or intersection	C	
	e.	Depiction of other alias names the street or intersection may use	C	
	f.	Support and display of street prefix and suffix direction (N, S, NE, SW, etc.)	C	
	g.	The ability to strip the block range out of the search parameters (used for new sub-divisions/addresses not in current GIS data	C	
	h.	The ability to invoke Microsoft's implementation of Soundex as needed	C	
	i.	The ability to induce a manual address parse	C	
	j.	Ability to instantly plot a location tag on the map for any geo-validation candidate	C	

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	k.	The ability to view response areas associated to address selection choices	C	
77		The ability to select a point on the map and send that point to the Incident form as a geo-validated address	C	
78		Upon address verification, the integrated CAD map centers on the location and adds a tag to the map for easy visualization.	C	
79		Upon address verification, the users are alerted to:	C	
	a.	Caution notes	C	
	b.	Premise History	C	
80		Premise Information including:		
	a.	Contact Information	C	
	b.	Building details	C	
	c.	Pre-Plans	C	
	d.	Alarm Information	C	
	e.	Unique response plans	C	
	f.	Hazardous materials at location	C	
	g.	Attachments	C	
Location Information				
81		Premise history, Premise Information, Caution Notes and Permits are automatically and immediately distributed to any and all authorized CAD and Mobile users.	C	
82		Caution notes and Permits can be associated to the following:	C	
	a.	Phone numbers	C	
	b.	Addresses	C	
	c.	Premises	C	
	d.	Streets	C	
	e.	Block Ranges	C	
	f.	Geographic areas	C	
83		System administrators may configure specific call types to perform a caution note and permit radius search.	C	
84		High priority caution notes can be automatically added to the comments of the incident.	C	
85		Caution Notes can include attachments	C	

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86	Premise History displays a system administrator configurable "x" amount of previous incidents at a location.	C	
87	Users are presented with a list of previous incidents, with the ability to drill down with a single click.	C	
88	The system displays a configurable number of closest premises to the incident location based upon premise type and incident type. The information is written into the incident and shared with mobile. For example, on an injury call, the 5 closest hospitals with distance are displayed.	C	
89	Closest premise results contain:		
	a. Premise Name	C	
	b. Address	C	
	c. Estimated drive time	C	
Dispatch Support			
90	Automatically route the call to the correct user based on the call type and location	C	
91	Display available resources based upon unit status, including "unassigned" and "assigned but available"	C	
92	Dispatcher can recommend units and work incident while call takers continue to add information.	C	
93	Users can dispatch units without system recommendation by command line or drag-and-drop action	C	
Unit Recommendations			
94	Automatically recommend resources for the selected call for service based upon preset criteria for the response area, call for service type and priority.	C	
95	Allows optional configuration to replace the manual actions of selecting and assigning incidents from the Pending Incidents Queue by configuring CAD to perform dispatch actions automatically based on jurisdiction and call type.	C	
96	Allows configurations to send recommend units to a primary location and a secondary location based on street data characteristics within CAD, such as a bi-directional freeway.	C	
97	Configurable Unit recommendations include and account for unit/apparatus capabilities	C	

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98	Configurable unit recommendations include and account for personnel capabilities.	C	
99	Dynamically recommend the fastest appropriate resource for a call for service based on unit drive time, taking into account road speeds	C	
100	Ability to configure a “respond with” resources or capabilities if the base resource needed has an extended response time.	C	
101	Ability to configure a substitute to respond in place of the apparatus or capability when there is a set time savings.	C	
102	CAD constantly monitors all units to evaluate if a unit which becomes available from an incident assignment will arrive to a call faster than the currently assigned unit and suggest a swap of units to the dispatcher.	C	
103	Ability to recommend units currently assigned to lower priority calls to higher priority calls, based on assigned unit status and configuration.	C	
104	User can accept, override, or modify the recommended resources	C	
105	Ability to configure multiple capabilities to a single resource (extrication tools, spike strip, Spanish speaker). CAD recommendations recognize when a unit meets the requirement for more than one capability.	C	
106	Ability to configure eligibility of unit for recommendations based on unit status	C	
107	Provides alternating Unit Recommendations functionality	C	

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Mobile Data System (MDS) Specifications		Vendor Compliance (Use Code Key)	Vendor Comment
General/Global Requirements			
General System			
0		C	
1	User can write comments in the unit log	C	
2	All comments recorded in the unit log are available for viewing from the CAD system	C	
3	Date- and time-stamp all comments recorded in the unit log	C	
4	User can search historical CAD calls	C	
5	User can view call times for all calls they have been assigned to	C	
6	User can view a list of all calls they are assigned to	C	
7	User can view narratives for calls they are not assigned to	C	
8	Units can be assigned to multiple calls at the same time	C	
9	User can assign themselves to the stacked calls in any order	C	
10	User can add dispositions to calls	C	
11	CAD and Mobile users can access the BOLO file	C	
12	User can search the BOLO file	C	
13	Automatically search the BOLO file when the user enters a license plate into the system	C	
14	Provide function keys for frequently used actions	C	
15	Provide hotkeys to access additional actions	C	
16	Designed for a touchscreen computer	C	
17	Send a photograph to all users	C	
18	Send messages all users	C	
19	Mobile users can view, edit and add supplemental information to any call for service	C	
20	Any supplemental information entered in the mobile client is synchronized with CAD in near real time	C	
21	Any supplemental information entered in CAD is synchronized with mobile client in near real time	C	
22	Mobile users can perform the following searches from supplemental information in the existing mobile search query:		
	a. Person	C	
	b. Vehicle	C	
	c. Article	C	
	d. Weapon	C	

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23	Notify users of an event	C	
24	Automatically status units based on their geographic location	C	
25	Provide the mobile user audible results pertaining to the incident information screen	C	
26	Provide the mobile user audible results pertaining to the records check results screen	C	
Security			
27	In accordance with CJIS policy 5.1	C	
28	Pass mobile users credentials to the FRK application, eliminating the need to re-enter user credentials into FRK	C	
Dispatch			
29	Audible alert when a new call is assigned	C	
30	Visual alert when a new call is assigned	C	
31	Present the following information on a single screen when a new call is dispatched:		
	a. Location	C	
	b. Complaint type	C	
	c. Caller location (can be different from incident location)	C	
	d. Landmark name	C	
	e. Map grid	C	
	f. Additional units assigned	C	
	g. Notification of previous call information	C	
	h. Display of driving directions	C	
	i. Notification of subjects on the call	C	
	j. Notification of vehicles on the call	C	
	k. Notification of fire pre-plan	C	
32	Updated as information is updated in the CAD system	C	
33	Audible alert as information is updated in the CAD system	C	
34	Automatically display the call location on a map upon dispatch	C	
35	User can update the following statuses with a single action:		
	a. En route	C	
	b. On scene	C	
	c. In service	C	
	d. Left scene for secondary location	C	
	e. Arrived at secondary location	C	
	f. Busy but available	C	
	g. Conditional availability (including reason and location)	C	
36	User can update their status	C	
37	User can add narrative to a call	C	
38	User can add one or more dispositions to a call	C	

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39	User can supplement a dispatched call with additional comments, unit notes,	C	
Officer-Initiated Calls			
40	Provide a button for creating a traffic stop	C	
41	Provide a button for creating an officer-initiated call	C	
42	Upon entry of a traffic stop or officer-initiated call, set the unit status to On	C	
43	User can add information on vehicles and subjects during entry of an officer-	C	
44	Automatically send vehicle queries upon entry of an officer-initiated call	C	
45	Automatically send person queries upon entry of an officer-initiated call	C	
46	Can add a button to the main toolbar for officer-initiated calls	C	
47	Can add a button to the main toolbar for traffic stops	C	
48	User can dispatch themselves to a call already entered	C	
Messaging			
49	Can send messages to any user who is logged on to the system	C	
50	Can send messages to multiple users simultaneously	C	
51	Can send messages to users who are not logged on	C	
52	Audible and visual alert when a message is received	C	
53	Audible and visual message alert upon log-on	C	
54	System administrator can set up groups to receive messages	C	
55	User can message with any mobile system user or CAD system user	C	
56	Log all chat messages	C	
57	The messaging component can send, receive, and include attachments	C	
Call Queue			
58	User can view all current calls from CAD	C	
59	User can map the location of any call in the queue	C	
60	User can view the narrative for any call in the queue	C	
61	Divide calls into pending and assigned queues	C	
62	Update the call queues automatically	C	
63	Update the call queues upon changes rather than at predetermined intervals	C	
64	User can filter call queues based on patrol area	C	
65	System administrator defines and locks call queue filters	C	
66	User can sort call queues by any value displayed in the queue	C	
67	User can modify the column width of the displayed data	C	
68	User can set column width and automatically save to local MDT	C	
69	User can access the call log from the unit queue	C	
70	User can view incident detail from any incident queue with one click	C	
71	User can view an incident location on the map with one click from any queue	C	
72	Update the call logs in real time	C	

Unit Queue			
73	Sort units by status	C	
74	Automatically update unit queues	C	
75	Update unit logs in real time	C	
76	Define and lock unit queue filters	C	
77	User can view the narrative for any call in the queue	C	
78	User can view the unit on the map with one click from the unit queue	C	
79	User can sort unit queues by any value displayed in the queue	C	
80	User can sort the order of the data displayed in the queue	C	
81	User can modify the column width of the displayed data	C	
82	User can access the unit log from the unit queue	C	
83	User can map the location of any call assigned to a unit in the queue	C	
84	System administrator can configure the update interval for the unit queues	C	
Query Capabilities			
85	Provide the following queries:		
	a. Vehicle	C	
	b. Person	C	
	c. Plate	C	
	d. Article	C	
	e. Gun	C	
	f. Boat	C	
86	Automatically populate CAD with the following data entered from the mobile client:		
	a. Person	C	
	b. Vehicle	C	
	c. Weapon	C	
87	User can view query results in their native format	C	
88	Return Images (where applicable) in response to a Name query of:		
	a. Accident report	C	
	b. RMS	C	
	c. Jail Management System (JMS)	C	
89	Query the following RMS activities:		
	a. Incident reports	C	
	b. Field interviews	C	
	c. Accident reports	C	
	d. Civil papers	C	
	e. Warrants	C	
	f. Master Name index	C	

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90	System administrators can set keywords that trigger a notification to other	C	
	a. This notification alerts the user of a hot return	C	
91	Users can run the following checks to standard law enforcement databases	C	
	a. Person	C	
	b. Vehicle	C	
92	Users can automatically search NLETS, NCIC, local RMS databases and	C	
93	Mobile users can query on one or more of the three available law enforcement	C	
Message Switch Module			
Supported Protocols			
94	Support the following protocols:		
	a. Radio IP	C	
	b. CDMA	C	
	c. G2/3/4 must be compatible with NetMotion® and Radio IP	C	
Security			
95	Support CJIS security requirements	C	
96	The system administrator can:	C	
	a. Set a minimum password length	C	
	b. Require the use of uppercase letters in passwords	C	
	c. Require the use of special characters in passwords	C	
	d. Require the use of numbers in passwords	C	
	e. Require that users change their passwords after a defined interval	C	
	f. Set the frequency for password re-use	C	
	g. Set the number of unsuccessful logon attempts allowed before the user is locked out	C	
	h. Lock a user's account	C	
	i. Log off a mobile client	C	
97	Record unsuccessful logon attempts	C	
Technology			
98	Uses Microsoft SQL database	C	
99	Uses Microsoft SQL reports	C	
100	Integrate with Crystal Reports	C	
System Administrator Functions			
101	The system administrator can send mobile client software updates to the	C	
102	Mobile client software upgrades are automatically downloaded to the mobile	C	
103	Accommodate receipt of software updates through WiFi hotspots	C	
104	The mobile client software automatically downloads and installs updates when	C	

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105	Support manual mobile client requests for mobile client software updates	C	
106	Software updates prompt the user to accept updates	C	
107	Software updates download in the background of the application without	C	
108	The system administrator can view all users logged into the mobile server in a printable output that includes the following:		
	a. Device Registration ID	C	
	b. Unit Name	C	
	c. User ID	C	
	d. User Name	C	
	e. Current Sector	C	
	f. Home Sector	C	
	g. Beat	C	
	h. Agency	C	
	i. Connection Status	C	
	j. Login Status	C	
	k. Last AVL Time Stamp	C	
	l. Latitude/Longitude	C	
	m. Speed	C	
	n. Heading	C	
	o. Location	C	
	p. Cross Street	C	
	q. Out of Vehicle Status	C	
	r. Destination	C	
	s. CAD Status	C	
	t. Timestamp of CAD Status	C	
	u. Incident ID (if incident assigned)	C	
	v. Incident Number (if incident assigned)	C	
	w. Destination Latitude/Longitude (if incident assigned)	C	
Mapping Module			
Geographic Information System (GIS)			
109	Features:	C	
	a. A single-button traffic stop	C	
	b. Easy-to-view display	C	
	c. Large buttons for touchscreen	C	
	d. Able to invert every color on the map to accommodate lighting condition variations in the vehicle	C	
	e. Day mode to night mode to enable easy viewing of the mobile client	C	

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	f.	Built on the Esri Map Objects® or Esri ArcGIS® map engine	C	
	g.	Support MrSID mapping types	C	
	h.	Compatible with standard graphics forms, such as raster and vector	C	
	i.	Display maps, call locations, and any tracked vehicles in the main map window	C	
110		User can select from a list of pre-configured map views to access different map	C	
111		Configurable for user access, map views and default zoom levels	C	
112		System administrator can configure multiple layers to be toggled on/off with a	C	
113		User can turn map layers on and off	C	
114		Quick navigation of the map display to manually search addresses	C	
115		User can query and locate address on the map with a single click	C	
116		User can view addresses attributes from the map with a single click	C	
117		User can query for location premise information including pre-plans without an	C	
118		Mobile users can access preplans associated with an address	C	
119		User can quickly measure the distance from point A to point B on the map	C	
120		The system administrator can set AVL polling rates for each configurable status	C	
121		The AVL polling rate is configurable for a min/max time between AVL polls as	C	
122		Automatically show current unit locations	C	
123		Automatically compute the route between units and an address when the user	C	
124		Show the CAD and/or mobile user a configurable number of closest premises to the incident location based on premise type and incident type upon unit recommendation and assignment. Results contain the premise name, address, and estimated drive time from the incident location.	C	
125		Find a route from origin to destination via :		
	a.	Touch On Map (allows the user to select any origin/destination by touching the map)	C	
	b.	Select Vehicle (allows the user to select the current position of any displayed vehicle as the origin/destination)	C	
	c.	Select CAD Incident (allows the user to select a displayed CAD incident as the origin/destination)	C	
	d.	Select Building (allows the user to select a building as an origin/destination)	C	
126		Upon assignment of a new call for service:		
	a.	Automatically create a route on the map, including turn-by-turn directions	C	

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	b.	Zoom to the nearest level while allowing both the call location and the current location to be visible on the map	C	
127		Rotate map to heading	C	
128		User can request the system re-draw the route in a single action	C	
129		Notify the user if the unit deviates from the path drawn by the map	C	
130		Center on the vehicle and destination	C	
131		Re-center when vehicle icon reaches the edge of the map	C	
132		User can turn off the re-centering feature	C	
133		Automatically zoom in as the unit nears the call location	C	
Client Configuration Options				
134		Person or organization record and report entries generate a system match query for existing Master Name records		
	a.	Add new call	C	
	b.	View all calls	C	
	c.	View all units	C	
	d.	Update status	C	
	e.	View call time	C	
	f.	Request case number	C	
	g.	Message	C	
	h.	Run queries	C	
	i.	Map	C	
135		The system administrator can configure buttons can be configured to launch	C	
136		Buttons can be configured to launch Internet Explorer and default to a specific	C	
137		Provide buttons that can be configured for: one- or two-touch access	C	
Reporting Module				
138		User can access reporting functions via a website via a web browser, without requiring that the mobile software be installed on the client	C	
139		User can access reports based on CAD user security authorization	C	
140		The reports provide drill-down capabilities	C	
141		The reports accommodate use of graphs	C	
142		The report footer displays the following:		
	a.	Date and time report was run	C	
	b.	Page x of x	C	
143		Export reports in the following formats:		
	a.	Microsoft Excel	C	

SECTION 5 – PRODUCT FEATURES

This section should include detailed product information that will help reviewers evaluate each of Vendor’s products. Include detailed descriptions of the base product(s) as well as any optional modules.

CentralSquare Response:

CentralSquare CAD Enterprise Product Overview

CentralSquare CAD Enterprise (powered by Inform) is a feature-rich, CAD solution for single or multi-agency operation. It bridges the communication gap between dispatch and the field and ensures the continual availability of data for immediate sharing of incident information, patient data, and criminal records. It provides a real-time link between agencies, with flexibility and user-friendly features that enable each agency to configure the system to meet their needs, yet jointly respond to events while retaining their individual requirements.

CentralSquare has provided a list of the CAD Enterprise included features below.

CAD Enterprise Standard Features

Standard Feature	Description
System Information Windows	
Main Window	The CAD Enterprise Main Window consists of numerous functions that can be arranged in a variety of ways to ensure fast, effective dispatch. Users can access the different modules and a count of pending messages using the mouse.
Advisor	CAD Enterprise Advisor functions as the CAD operator's information assistant by examining relevant operational events and providing an organized visual and optional audible display for those events. The System Administrator can configure CAD Enterprise Advisor to notify the user about important system events and offers a default action the user can choose to execute. The System Administrator can also configure the default actions based upon the operational requirements.
Incident Status Queue	The CAD Enterprise Incident Status Queue displays all open incidents. Users with the appropriate rights can configure different tabs to segment the incidents displayed in that tab. By selecting the desired columns, users can view different pieces of information related to the CFS, rearrange and resize the columns, then filter and/or sort by a displayed column to view the desired segment of incidents. System Administrators can configure the colors displayed based upon the priority of the incident.
Unit Status Queue	The CAD Enterprise Unit Status Queue displays all units built into the system. Users with the appropriate rights can configure different tabs to segment the units displayed in that tab. By selecting the desired columns, users can view different pieces of

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Standard Feature	Description
	information related to the unit, rearrange and resize the columns, then filter and/or sort by a displayed column to view the desired segment of units. System Administrators can configure the colors displayed based upon the status of the unit.
Recall Window	The Recall Window allows users to display an incident summary in a separate, resizable window without launching the Incident Viewer or Incident Editor. Users can display multiple Recall Windows providing the quickest means to instant access of specific system stored information.
Command Line Control	CAD Enterprise provides a powerful command-line tool. The command line is an interactive GUI dialog box that provides for syntax-driven command line entry. The command line provides a smart-sense syntax guide to facilitate learning of new commands and guide the user through required parameters of entry. Upon entry of a PowerLine command, the command description is presented to the user in the chosen plain-English text, providing further guidance and easing the learning curve for new users.
Call Taking and Dispatching Windows and Functions	CAD Enterprise streamlines call taking and dispatching by providing fast, versatile tools for emergency and non-emergency calls. These two functions provide increased flexibility in the way both types of calls are handled by putting critical call location, resource allocation, and demand information at the user's fingertips.
Emergency Call Taking	The CAD Enterprise Emergency Call Taking window is highly configurable and provides address verification that is optimized by city and county selection and rapid selection of a problem type.
Scheduled Call Taking	The CAD Enterprise Scheduled Call Taking module allows agencies to create calls for service in advance. These calls appear in the Pending Incident Queue at an administratively defined threshold relative to the time that the incident was scheduled for dispatch.
Geo-Locator Screen	The Geo-Locator screen works with the street information built into CAD Enterprise. Every time location/address information is entered into an address field and the user tabs out of that field, the system activates the Street Finder utility.
Notifications and Pre-Alerts	Groups of individuals and units can be paged automatically based on the problem type or location of the incident, and other granular triggers such as alarm level, priority, location type (e.g., Elementary School), and more.
Location Information	Caution notes, Hazmat information, location notes, and automatic map grid coordinates are associated to the verified address. In addition, caution notes can also be associated with a geographic

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Standard Feature	Description
	area or phone number to ensure relevant information is presented to CAD Enterprise and Mobile Enterprise users.
Closest Premise Type to Incident	The system displays a configurable number of closest premises to the incident location based upon premise type and incident type. Results contain the premise name, address, and estimated drive time from the incident location. Results are displayed to the CAD Enterprise and Mobile Enterprise user.
Confidential Comments	Users can mark new and pre-existing comments as confidential which prevents the comment from being shared with other agencies.
Comment Numbering	The System Administrator can configure the system to successively number comments as the comments are entered into an incident.
Dispatch Rules Setup Utility	The Dispatch Rules Setup Utility allows the ability to create, save, edit, and delete advanced dispatch rules. Dispatch rules allow the following recommendation algorithm modifications: • Activate an in-quarters delay time • Designate alternating unit recommendations for like units in the same station • Create rules to set weighting factors for ETAs by primary resource type • Designate higher priority response rules • Designate unit swap notification parameter rules Dispatch rules are agency-specific with interagency security controlling access to the utility.
Facility Divert Module	The CAD Enterprise Facility Divert module alerts the user when a receiving location (e.g., hospital, trauma center, jail, detoxification facility, or juvenile detention center) is temporarily unable to accept new sick, injured, or in-custody personnel. This feature works with the Depart Scene screen and warns the user when an attempt to change a unit's status from en-route to a destination with an active facility status warning.
Proactive Unit Swap Recommendations	CAD Enterprise constantly monitors all units to evaluate if a unit which becomes available from an incident assignment will arrive to a call faster than the currently assigned unit. CAD Enterprise Unit Swap will make the user aware that another unit will arrive faster and give them the opportunity to exchange the unit assignment.
Unit Recommendations	The CAD Enterprise Response Recommendation system can make unit recommendations based on a fixed station order, closest unit by direct distance, or by estimated travel time using

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Standard Feature	Description
	AVL data and the optional CAD Enterprise Quickest Path Dispatch (QPD) Recommendation module.
Quickest Path Unit Recommendation	Provides for quickest path unit recommendations and routing instructions for CAD Enterprise and Mobile Enterprise. This layer of data calculates travel time based on road networks using operations research modeling technology. CAD Enterprise uses this information to identify the closest applicable unit available based upon projected travel times.
Dispatch Levels	Dispatch levels are used to initiate upgraded (or downgraded) emergency response plans during periods of heightened (or reduced) threats, such as brush-fire season or disaster situations (e.g., earthquakes, terrorist acts). This enables the System Administrator to create multiple dispatch levels within each response plan. Dispatch levels can be scheduled (e.g., during school hours) or changed as needed by an authorized dispatcher.
Resources	Each vehicle or apparatus is assigned a primary resource type and can be assigned one or more secondary resource types. CAD Enterprise considers all the resource types associated to a vehicle when recommended units for response to an incident.
Capabilities	Each assigned vehicle or apparatus can be assigned either permanent or temporary capabilities. Temporary capabilities are associated with the vehicle until that vehicle is taken off duty. CAD Enterprise recommends a single vehicle to meet multiple capabilities to ensure all resources are met in a response plan.
People as Capabilities	The system administrator can assign special capabilities or skills to individual crew members or officers. When the crew members or officers are assigned to a unit, that unit will then assume those capabilities.
Capability Type/Substitution Builder	The Capability Type/Substitution Builder is a resource management tool that allows alternative capabilities to be created.
Resource Group Manager	The Resource Group Manager is used to combine several resources into a single, super resource. For example, if there is a strike team composed of five engines and one strike team leader, a client system administrator could set up one group containing all of these resources and call it Strike Team 1.
Greater Alarm	At any time, the user can activate special alert conditions which result in differing levels of preparedness in anticipation of an unusual or critical situation by increasing the alarm level of an active call.
Response Reconfigure	The Response Reconfigure feature allows users to re-evaluate the resources originally assigned to a call whenever the response changes after one or more vehicles have been assigned. CAD will

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Standard Feature	Description
	then recommend any additional resources that are needed or any resources that should be canceled.
Unit Tracking	CAD Enterprise enables the user to track and deploy public safety resources with maximum efficiency. Each unit is monitored at every status.
Primary and Back-Up Unit Tracking	CAD Enterprise provides an option to identify Primary Units on each incident. The first unit dispatched/assigned to the call will be designated as the Primary Unit by default.
Conditional Availability	Statuses are labeled in accordance with the organization's standard terminology. Unit status can be changed without leaving the dispatch screen, allowing the user to remain focused on the system at all times.
Conditional Availability and Out of Service Manager	This utility allows users to define Out-of-Service and Conditional Availability reasons, define warning thresholds, and set default priorities for which the unit is recommendable.
Estimated Time of Arrival (ETA) Alerts	The System Administrator can configure agency-specific ETA alert thresholds to alert dispatchers when a unit is late arriving at the scene on an incident within the time frame allocated by their routed ETA. The ETA alerts are displayed in Advisor. Sound Manager is used to configure the sounds associated with ETA alerts. Additionally, Column Setup provides the ability to configure a column to display the ETA countdown timer in the Unit Status and Assigned Unit queues.
Geo-Fencing and Alerts	Geo-fencing enables the user to create virtual boundaries to be displayed anywhere on the CAD Geo map. The Geographic Area Builder provides the ability for users to create ad hoc geographic areas and mark them as geo-fenced. Users can modify, delete, enable, or disable geo-fences as required. When a location-aware device enters or exits a geo-fenced area, or when an incident is created in a geo-fenced area, CAD Enterprise generates an alert. The alerts are recorded in the Activity Log and displayed in Advisor, if configured.
Exception Tracking	CAD Enterprise Response Exception Reporting tracks a unit's response times and displays exceptions. Users can add an Exception reason at the time a unit makes a status change, at the close of the call or when the user logs off. The Exception Reporting form allows users to search for exceptions by date, optionally show all exceptions including those that have already been answered and edit a previously recorded reason.
In-Station Delay Penalty	Delay penalties can be set for one or more stations within an agency. The designated penalty, a time value, affects the ETA calculation of each unit in quarters at the applicable stations. Penalties can be applied to certain times of day. For example,

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Standard Feature	Description
	many stations require a delay only at night. Currently, two time delays can be configured per station.
Alternating Unit Order in Same Station	Alternating unit recommendations can be set up at one or more stations within an agency. Like units (same resource type or same capability) that are in an In Quarters or Local Area status for the same station and have identical ETAs are eligible for the rule. Similar to a first-in, first-out scenario, the unit that is determined to not have participated in the most recent incident will be recommended.
Variation of Travel Time by Resource Type	The ETA calculation of a unit can be altered based on its primary resource type. Resource types can be assigned a travel time weight in the form of a percentage. During the unit recommendation process, the system will multiply the ETAs of applicable units by the travel time factor. For example, a resource type that is estimated to respond 10% slower than other types of units can be assigned a travel time weight of 110%.
Records Check	The CAD Records Check functionality provides the user with a quick method to initiate record checks of people, property, and vehicles from databases within CAD, Records Enterprise, and the optional additional connection(s) from external sources.
Communications	CentralSquare provides a robust messaging system which provides a powerful set of tools for communication within the CAD Enterprise, Mobile Enterprise, and CAD Enterprise Browser environments.
Enterprise Messaging	Users have both a login mailbox and a current workstation mailbox where messages are routed. Sector controllers, and those with appropriate rights for records check queries, have additional mailboxes. Standard messaging functionality includes: • File attachments (size and file-type limitations set administratively) • Scheduled delivery • Hyperlink insertion • Spell check • Priority settings • Sensitivity settings • Preview functionality • Saving messages to folders • Attaching messages to incidents • Forward and reply functions • Intellisense functionality in the To and CC text boxes

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Standard Feature	Description
	• Message auditing (administrative) CAD Enterprise provides a powerful administrative tool suite for managing mail configurations and for message auditing.
Quick Mailroom	The Quick Mailroom is an extension of the CAD Enterprise Mailroom feature and provides the user faster access to important messages.
Paging and Dialing Setup Utility	Administrators can use the Paging and Dialing Setup utility to create automatic, jurisdictionally based, client-defined paging messages. Service provider configuration properties are also managed in this utility.
Response Group Paging	When an Automatic Response Group Paging setup is configured, a page is sent to the assigned paging group(s) when an emergency call meets matching criteria. These criteria include: • Jurisdiction • Division • Battalion • Response Area • Incident Type • Nature/Problem • Alarm Level • Premise Location Type • Premise • Geographic Area • Disposition
Message Audit Utility	All messages are logged and stored in the system audit files. Users allowed to perform audits of all messages within each agency are defined in the system. Authorized users can search messages by date/time, sender, receiver, mailbox, and keyword. The Message Audit Utility allows users to view the contents of each message, as well as the time the message was sent and opened.
Messaging Setup Utility	This utility provides system administrators the ability to control CAD Enterprise Messaging mailboxes.
CAD Be-On-the-Lookout (BOLO)	The CAD Enterprise BOLO module provides the user with a form that can be used to quickly, yet systematically enter enforcement information regarding people, vehicles, and locations.
System Tools	CAD Enterprise provides a complete toolbox of utilities that enables the system administrator to tailor the system to meet

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Standard Feature	Description
	specific requirements and to streamline operations. The CAD Enterprise modular- and function-level security system allows the flexibility necessary for the system administrator to also provide these tools to appropriate personnel.
Modify System Information Utility	The Modify System Information Utility is one of the main tools for setting up CAD Enterprise and setting the operational rules for each agency within the system.
Pop-up List Manager	Pop-up List Manager allows for the entry of list information that will appear in all the drop-down menus such as cancellation reasons, problem types, personnel certification types, incident types, late response reasons, radio channels, and unit types.
Column Setup	Each agency can use the Column Setup utility to add and delete columns and change the column titles, data elements, widths, and order of appearance of the CAD Enterprise windows.
Cardfile Utility	This utility stores frequently used phone and pager numbers allowing users to respond more quickly to the situation presented. The Cardfile Utility can be searched via the command line for quick access to recorded information by keyword.
Location Type Utility	The Location Type Utility allows for the categorization of premise-location types.
Caution Note and Permit Manager	The CAD Enterprise Caution Note and Permits Manager allows the management of warnings, hazards, and permits on phone numbers, addresses, premises, streets, block ranges, and geographic areas. When one of these items is used in call creation, the Caution Note or Premise is triggered. These can also vary by agency in a multi-agency environment. The Caution Note and Permits Manager is capable of linking files for retrieval to Caution Note and Permit records, providing additional information access to CAD Enterprise and Mobile Enterprise users.
PowerLine/Function Key Setup Utility	This utility allows administrators to configure the codes and linked CAD actions used in the CAD Enterprise command line (PowerLine).
Problem (Incident Subtype) Utility	Use the Problem (Incident Subtype) Utility to build and maintain a list of problem/nature types that appear in the Emergency and Scheduled Call Taking windows.
Priority Builder	The Priority Builder is used to build a list of priorities for various Nature/Problems. The type of response required for each priority can be described and the severity level associated with the incident can be selected.

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Standard Feature	Description
Response Plan Manager	The Response Plan Manager supports planned management of calls, resources, capabilities, and resource groups. These utilities allow for the creation of response plans that pre-designate the number and type of resources or capabilities to assign to an incident type.
Emergency Call Setup	The Emergency Call Setup tool allows the client system administrator to determine which fields appear in the Emergency Call Taking window and define the order in which users tab from field to field.
Scheduled Call Screen Configuration	Both the Patient Information and Scheduled Call Taking screens can be configured, creating customized labels and assigning mandatory fields.
Pre Assignment Utility	This utility allows authorized users to pre-assign units to scheduled calls for service up to seven days in advance.
Pre-Scheduled Call Threshold Utility	Use the Pre-Scheduled Call Threshold Utility to set daily and hourly limits for the number of scheduled calls that can be assigned to a division. Client System Administrators can set an unlimited number of calls or an hourly limit.
Shorthand Comment Builder	Use the Shorthand Comment Builder to create a list of abbreviations for commonly used terms and phrases.
Custom Data Field and Custom Time Stamp Builder	The Custom Data Field and Custom Time Stamp Builder tools allow the system administrator to create user-definable fields for the capture and storage of data from the CAD Call Taking screen.
Timers and Warnings Setup Utility	The Timers and Warnings Setup Utility configures timers, warnings, facility warning colors, and timestamps throughout the CAD system. Timers can be set for vehicles in four categories: Flight Timers, Custom Timers, User Timers, and Response Time Timers.
User Timer	Users can activate a timer for a unit for the default time period or for a user-defined time period.
Response Time Timer	The Response Time Timer allows users to specify, for each priority, the amount of time before the required response time expires and triggers a warning.
Sound Manager	Use the Sound Manager to create and assign sounds for the warnings set up in the system. The Sound Manager works with the sound card installed in the workstation hardware. Client System Administrators can also use the Sound Manager to record and save customized sounds through a microphone or audio device.

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Standard Feature	Description
Personnel Manager	The Personnel Manager is an employee database that allows for the entry and modification of personnel information.
Vehicle Manager	This utility allows for the creation of units, documentation of unit information and capabilities, and maintenance of unit information.
Rostering	CAD Enterprise supports scheduled and on-the-fly rostering of units. Rostering allows for the creation, maintenance, and management of crew shifts.
Auto-Rostering	Auto-rostering provides the following capabilities: • Create and assign pre-planned shifts to units and personnel • Track scheduled roster events • Receive user notifications for service failure, shutdown, or errors that occur while processing shifts eligible for automatic rostering.
Roster Setup Utility	The Roster Setup Utility is where shift options and defaults are set for each agency within the system.
Unit Cross Staff Utility	This utility manages cross-staffing rules on a unit by unit basis. Some stations have the same personnel assigned to multiple units.
System Status Management (SSM) Manager	The CAD Enterprise SSM Manager allows for the creation of move-up plans (System Status Management Plans) to manage unit locations by time of day, day of week, and unit type.
Rotation Provider Utility	CAD Enterprise provides the ability to track services provided by outside providers and to rotate calls among them. There are two methods of creating a rotation-service request: using the PowerLine or using the CAD Enterprise user interface. The Rotation Provider module of CAD Enterprise includes the following features: • Provider cancelation reasons • Enhanced rotation provider information • Rotation response numbers • Activation or suspension of a rotation provider • Default rotation order with or without a service area. With the use of Service Areas, the Rotation Provider feature can present users with a recommendation of a Rotation Provider for an incident based on a preconfigured rotation and geographic location • Pager messaging for requests or cancelation

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Standard Feature	Description
	Rotation providers can specify the Service Areas (zones) they service. For each area, rotation providers should specify which types of categories they can support in a given area. For example, for Service Area A, a provider can support light tow and motorcycles, but in Service Area B, a provider can support light tow, flat bed, and impound. The options are agency configurable.
Rotation Setup Utility	The Rotation Setup Utility provides for management of rotation order by category of rotation.
CAD Media Attachments Module	The CAD Enterprise Media Attachments module provides the ability to link files to incidents, caution notes, and premise records, maintaining all links in a document's database. Users can add received documents to incident, premise, and caution note records that are readily available upon the recognition of the premise location, caution note, or historical incident record.
Custom Timer	Custom Timers are activated automatically based on status, primary resource type, and problem/nature. Any user can reset timers based on the same time measurement.
Security Tools	The CAD Enterprise multi-level, integrated, security system prevents unauthorized personnel from tampering with data or accessing administrative functions. Administrators may control access to the overall program (or any portion). CAD Enterprise provides full control of user setup, including group definitions.
Account Lockout	Account Lockout enables authorized personnel with the ability to configure the system to automatically lockout users who enter an incorrect password after a predefined number of times.
Windows Integrated Security Module	An optional Windows Integrated Security module allows for a single logon for CAD Enterprise and the Windows Operating System.
Lightweight Directory Access Protocol (LDAP)	CAD Enterprise supports LDAP. When LDAP security is enabled, unsuccessful login attempts are applied to the Active Directory account.
Module Security Manager	The Module Security Manager allows each system module to regulate viewing, adding, deleting, editing, and exiting CAD as allowed by user-defined security groups, providing both group and function-level security.
Functional Security Manger	The Functional Security Manager extends system security by enforcing group security policies and profiles down to the functional level. These security restrictions are applied to each dispatching command.

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Standard Feature	Description
Password/Security Assignment Manager	The Password/Security Assignment Manager sets up password formats, expiration dates, account lockout, and security levels for the system. It can also change security levels and reset passwords.
Permission Security Manager	CAD Enterprise provides both modular- and function-level security. This utility provides administrators with the ability to easily open or restrict permissions by user functionality group down to view, add, delete, and modify rights as well as mandate to the command level what actions a functionality group member can and cannot commit in CAD Enterprise.
Multi-Agency Configurations	As a result of the CAD Enterprise multi-agency functionality, each agency can have a unique set of code files, response areas, response plans, units, etc., which results in an integrated CAD system on the same physical server box while sharing a common messaging system and a single database.
Agency Builder	Agency Builder allows each agency to build their individual agency hierarchy by defining their agency type, jurisdictions, divisions, and battalions.
Number Setup Utility	The Number Setup Utility is highly configurable and allows each agency to configure unique incident and case numbers by agency and at the jurisdictional level.
Configurable User Screens by Agency	CAD Enterprise allows the system administrator to select the information to be displayed in queue columns from a variety of standard CAD data fields, as well as the layout of the emergency call taking screen.
Multi-Agency Problem Utility	The Multi-Agency feature allows users to take a call from one agency and then add other agencies to the response. Using the Multi-Agency Problem Utility, administrators can cross-reference problems from one agency to problems in other agencies, jurisdictions, or response areas, resulting in an automatically spawned call for another agency to respond. Comments can then be shared across the calls to ensure efficient transfer of information.
Controlling Dispatcher Utility	In general terms, a Controlling Dispatcher has responsibility for one or more defined geographical areas or sectors within the service area as a whole. Incidents occurring within these sectors and the units assigned to those incidents are under the control of the Controlling Dispatcher. Certain defined abilities are granted to a Controlling Dispatcher, which cover all incidents and units under that dispatcher's control.
Inter-Agency Security	The Inter-Agency Security module is used within a multi-agency system and allows the system administrator to limit which users

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Standard Feature	Description
	and user groups have permission to view each agency's CAD information.
Inter-Agency Comment Sharing	The Inter-Agency Comment Sharing module determines which agency comments can be viewed by other agencies on multi-agency calls.
GIS-Based Tools	CAD Enterprise GIS-based utilities allow the system administrator to modify certain settings that affect geographic-based data or functions.
Geo-Extensibility	Using extensions, ArcGIS Engine, and ArcObjects API, developers can add toolbars and other supported enhancements to CAD Enterprise Geo. Additional features can be added using the optional CAD Enterprise API.
Extended Street Attributes	The configuration utility enables authorized users to configure extended street attributes.
Intersection Maintenance Utility	The Intersection Maintenance Utility allows users to view, modify, delete, and duplicate existing intersections in the streets' database by creating one or more aliases for the intersection. This allows call takers to select the alias that meets the needs of each call.
Geographic Area Builder	The Geographic Area Builder enables users to set up and define a mapped area for a geographic region. This lets dispatchers identify the agencies responsible for specific areas, and provides for specialty polygons for Caution Note and Page triggers. Additionally, the Geographic Area Builder provides the ability for users to create ad hoc geographic areas and mark them as geo-fenced.
Hydrant Manager	The Hydrant Manager is used to enter and store details about fire hydrants. Users can set up and define hydrant locations that appear in a list and on the Map window. Once hydrants have been added in the hydrant Manager, users can view the hydrants on the CAD Enterprise Geo map by selecting Hydrant Layer for display. The CAD Enterprise Geo Map Hydrant Layer will automatically update the symbol for hydrants when location and status (In-Service/Out-of-Service) changes are made to a hydrant record in this utility.
Intersection Maintenance Utility	The Intersection Maintenance Utility allows users to view, modify, delete, and duplicate existing intersections in the streets database by creating one or more aliases for the intersection. This allows call takers to select the alias that meets the needs of each call.
Premise Utility	The Premise Utility allows for the creation and maintenance of pre-built common locations, including additional information such as personnel, alarm information, comments, and targeted

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Standard Feature	Description
	response plans. CAD Enterprise Premise records and Caution Notes can also provide access to file attachments.
Response Area Builder	The Response Area Builder allows for the creation of geographic response subdivisions that can be in the form of districts, beats, or first due areas. This utility includes graphical mapping tools to simplify the process of modifying response area boundaries. Modification to response area boundaries require no system downtime to enact.
Station/Post Manager	This utility allows for the creation of stations, posts, and the documentation of basic station/post information including equipment inventory, staffing information, and radio and pager information.
Street Alias Utility	The Street Alias Utility allows for the creation of alias names for streets or street segments, providing users the ability to attain address validation on numerous aliases in the process of call taking.
Road Network Management Utility	The Road Network Management Utility allows users to create impedances on the street network and on specific street segments by setting the speed limit to a value greater than or equal to zero. Impedance changes can take effect instantly, affecting the live routing recommendations in CAD or they can be scheduled. Users can also set a recurring pattern, including time of day and day of week. Other features include the ability to specify a reminder of expiration via Messaging.
GIS Playback	The GIS Playback utility provides the ability to view a vehicle's travel history on a map window during a specific period. GIS Playback will replay any incident record or time period stored in the system. Users can also use GIS Playback to display incident locations, common locations, and station/posts on the map window. It can be used with, or without, an Automatic Vehicle Location (AVL) interface.
Snapshot	CAD Enterprise provides a Snapshot report of the global system condition at the time a CAD incident was dispatched for historical re-creation of incident timeframes. The Snapshot report includes the status, location, and conditions on all units at the time of dispatch and provides a comparison between what the system recommended for dispatch and what the operator actually committed to the incident.
Geofile Cross Reference (Point in Polygon)	Allows the system administrator to provide a polygon shape file covering all or part of the streets feature data set. The lookup will determine the applicable polygon for a verified incident address, returning up to two field values per specific agency. The system will then enter the associated data into a designated data field. Each polygon is agency-specific.

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Standard Feature	Description
CAD Geo Map	The CAD Enterprise Geo Map display allows the user to view system activity geographically. Units are represented by color-coded icons corresponding to each unit's status.
Reverse Geo-Validation Tool	When the Reverse Geo-Validation Tool is activated and the user has an Emergency call-taking screen open, the user can click a point on the map to reverse geocode the latitude and longitude to a street address or directly to the latitude/longitude if it is too far from a street. This information populates the address field in the Emergency call-taking screen.
CAD Information Tool	Mouse-click to access information about any of the CAD layers.
Street Information Tool	The Street Information Tool displays information about a street, such as block range, street name, or response area.
Route Tool	The Route Tool provides driving directions between two points and graphically displays the route on the map.
Radius Zoom Tool	This tool will zoom the map according to the distance radius entry in the Locator, Set Focus Filter, or default radius zoom entered in the Explorer Setup Utility.
Distance Calculator	The Distance Calculator measures distances on the map in statute miles, nautical miles, or kilometers. Users can calculate the total distance of a trip or various legs. The calculator figures direction coordinates, distance, and displays the magnetic heading.
Area Calculator Tool	CAD Enterprise Geo enables users to draw polygons onto the map display and calculate the area.
Locator Tool	The Locator Tool opens the Locator window in which users can select a specific Unit, Incident, Premise, Address, or Station/Post.
User Markers	User Markers are optional graphics representing something other than the standard graphic markers. The user can then place a marker on the map as a visual reminder of a situation or information related to a street or area. User marker icons can be edited by the system administrator.
Polygon-Search and Save	Users can generate a list of data points located within a polygon. Users have the option to select which polygon layer to search for in multiple, existing layers or users can select one or more map layers within which to perform the polygon search. Results can be exported into an XML file for further processing.
Multiple Mapping Windows	The CAD Enterprise map can be configured to display one or many maps, meeting the individual needs of users.

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Standard Feature	Description
Creating a Call from the Map	The CAD Enterprise reverse geo-coding feature allows users to pinpoint a call location on the map. When a location is selected, CAD Enterprise updates the map coordinates and/or call address in the Emergency Call Taking screen.
Dispatching with CAD Maps	Users can dispatch directly from the integrated maps. This functionality includes incident and unit management actions.
Dynamic Shapefile Display	CAD Enterprise can receive and process any Esri ArcGIS-compliant, externally generated shape files or layers. Using this functionality, CAD Enterprise will automatically distribute and display the shape files or layers on the workstation Geo maps.
GIS-Based Tools	The CAD Enterprise GIS-based utilities allow the system administrator to modify certain settings that affect geographic-based data or functions.
GISLink Utility	The GISLink Utility, CentralSquare's GIS migration tool, allows clients to reference third-party GIS data sets and migrate the GIS data to and from CAD Enterprise. GIS data is maintained outside of CAD Enterprise using third-party GIS software such as ArcGIS. The GISLink Utility is then used to update CAD Enterprise with GIS-centric changes such as street attributes, response areas, and geographic areas. The GISLink Utility creates a "differences" shape that can be used to view changes made to CAD Enterprise. In addition, the GISLink Utility produces a log file detailing actions and potential errors encountered during the GISLink import process.
System Analysis and Reporting Tools	CAD Enterprise provides unique, interactive system management and reporting tools that provide dispatch center managers with a complete account of system activities, resource, and personnel performance.
Enterprise CAD Standard Reports	CAD Enterprise includes more than 30 standard reports that allow management to better visualize and use statistical information and recommend changes in resource deployment. CAD Enterprise reports are user-configurable and can be printed in either tabular or graphical form.
Incident Editor	The CAD Enterprise Incident Editor allows for the viewing and editing of CAD incident information. The Incident editor provides the ability to conduct simple or complex searches of CAD historical data; it can be directed to production servers or reporting servers.
Viewing System Logs	All transaction activities are logged to a system transaction file, which includes date, time, unit, activity type, location, comments, dispatcher, and computer activity.

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Standard Feature	Description
Ad hoc and Complex Reporting Access	Ad hoc reporting is readily available through the CAD Enterprise relational database management system (RDBMS) which is built upon Microsoft SQL Server and makes full use of SQL Server's compliant open database connectivity (ODBC).

CAD Enterprise Optional Utilities

Option	Description
Call Taking and Dispatching Utilities	CAD Enterprise streamlines call taking and dispatching by providing fast, versatile tools for emergency and non-emergency calls. These two functions provide increased flexibility in the way both types of calls are handled by putting critical call location, resource allocation, and demand information at the user's fingertips.
Triage Integration in Call Processing	For operations that act as medical dispatch or call triage centers, the Emergency Call Taking activities can be supported by the CAD Enterprise Protocol module. In addition, the Emergency Call Taking module can be integrated with the following third-party emergency medical dispatch and triage systems: Priority Dispatch's ProQA™, APCO MEDS™, or PowerPhone™.
ProQA Response Level Assignment Manager	The ProQA Response Level Assignment (RLA) Manager links ProQA determinants to CAD Enterprise on a per-agency basis. ProQA codes are linked directly to a nature/problem and priority in CAD Enterprise.
Deccan Integration and Commit Module License - LiveMUM	Provides integration between CAD Enterprise and Deccan's LiveMUM product. The interface allows user to commit recommended move-ups in CAD, using the Commit feature in LiveMUM. LiveMUM must be purchased separately.
Standard Pictometry Integration Module License	CAD Enterprise offers an optional interface for integration to Pictometry. The Pictometry integration provides the ability for users to automatically send location information to the Pictometry application for call taking and dispatching.
Auto Dispatch	The Auto Dispatch module is a server-side component that automatically dispatches selected call types without user intervention. It is configurable by the agency and incident type. Quickest Path Module License is required.
Records Check	The CAD Records Check functionality provides the user with a quick method for initiating record checks of people, property, and vehicles from databases within CAD Enterprise and Records Enterprise, with the optional Message Switch from external sources.
CAD Command Line Records Check	CAD Enterprise contains a variety of command line functions for law enforcement operations. Using an optional, additional connection(s) from external sources, the inquiry can include external justice databases such as local police RMS, County, State, or Federal justice databases.

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Option	Description
CAD Records Check Window	The CAD Records Check window provides users performing a query with an alternative method to the PowerLine. When inquiry results are returned, the system will route the results to the user that made the request.
CAD System Tools	CAD Enterprise provides a complete toolbox of utilities that enables the system administrator to tailor the system to meet specific requirements and to streamline operations. The CAD Enterprise modular- and function-level security system allows the flexibility necessary for the system administrator to also provide these tools to appropriate personnel.
Protocol Utility	The Protocol Utility is made up of three components: the Protocol Utility, Protocol Form, and Protocol Summary Form. Use the Protocol Utility to build a set of questions and answers or Q&A trees; call takers can use this utility to walk a caller through an emergency or crisis.
SOP Setup Utility	The Standard Operating Procedures (SOP) Utility provides the ability to manually invoke an index of SOP documents and provide visual indications and links to call takers and dispatchers based on Agency, Jurisdiction, and Division identification as well as Problem Nature triggers. The SOP Setup Utility can be configured to either automatically display the SOP or merely alert the dispatcher/call taker that a SOP exists.
Flight Timer	Flight Timers are automatically triggered based on the Resource Type and Vehicle Status.
Development Tools	
CAD Enterprise API License	The CAD Enterprise Application Programming Interface (API) lets programmers create applications that seamlessly integrate with CAD.

CentralSquare Mobile Enterprise Product Overview

CentralSquare Mobile Enterprise (powered by Inform) extends the power of information to vehicle laptop computers through sophisticated, integrated mapping components and wireless communications. Mobile Enterprise provides:

- Seamless CAD integration for voiceless dispatch
- Integrated mapping with in-vehicle navigation and GPS
- Extensive messaging with photo transfer capability
- Solid network connections for secure wireless updates
- Integrated query forms for CAD and local RMS records check
- Real-time incident updates
- Initial dispatch and automatic field-level incident updates
- Active and pending incident queues
- Unit status queue

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- Integrated messaging
 - CAD Enterprise-to-Mobile Enterprise
 - Mobile Enterprise-to-CAD Enterprise
 - Mobile Enterprise-to-Mobile Enterprise
 - Mobile Enterprise-to-CAD Browser Enterprise
- Field-initiated incident creation and ability to self-assign to an incident
- On view and incidents
 - Automatic records check (traffic stop)
 - Look up active or prior incidents
 - Research unit activity
 - Access to premise history, hazmat, and caution notes

The Mobile Enterprise architecture is based on .NET/XML technology to provide a highly maintainable customer specified configuration, as well as open and extensible integration to multiple dispersant systems. The secure, wireless solution operates on a variety of wireless platforms, and provides secure FIPS 140-2 compliant access to mission-critical information in the field. Field units can make mission critical decisions that enhance personal safety and improve operational efficiency through secure, real-time access to CAD, RMS, and other public and proprietary databases.

Mobile Enterprise Features

Feature	Description
Integrated CAD Functionality for Global System View	Mobile Enterprise seamlessly extends CAD information to MDC laptop devices. Multiple views allow users to quickly identify the current status of units and calls in CAD Enterprise via a visual map or queue form. Users can drill down on the map, unit, or incident to display more detailed information.
Real-time Access to Information for Quick Decision Making	Field users can view other pending and assigned incidents as well as their corresponding status, premise information, prior history, caller information, map, and status timestamps. Users can update their status and enter comments on an incident to easily communicate details to dispatch and other units.
Flexible Configuration Options Provide City-Defined Personalization	Using the Mobile Enterprise Configuration Utility, an agency's system administrator (and other authorized users) can configure the user interface for added ease-of-use. The Configuration Utility, which requires no in-depth coding knowledge, allows the system administrator to customize buttons, colors, texts, actions, forms, and other screens to personalize and improve the user's experience.
Responsive and Intuitive Mapping Features	Mobile Enterprise uses the Esri standard in mapping engines to provide a rich, intuitive, and customer-specified experience. Maps for CAD Enterprise and Mobile Enterprise are created in ArcMap and are easily deployed to the Mobile Enterprise clients. This facilitates data sync with the dispatch center and allows agencies to provide the exact information field units require.
Configurable Queries	Provides fast access to information in a reportable format. Options include: • Search incident • Search station by jurisdiction • Personnel search • Allied agencies for an incident

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Feature	Description
	• Search incident personnel • Reverse phone search • Search unit history • Radius search • Search incident summary log • Search premise information • Query units by jurisdiction or division • Unit status search
Additional Functionality Sent Directly to CAD Enterprise	Perform actions directly to CAD Enterprise: • Add comment to activity log, opened, or closed incidents • Request case number for open or closed incidents • Update unit position • Send page • Request primary unit • Clear other units from the incident • Set incident disposition • Change problem nature • Update incident address

Field Ops (Option)

The Field Ops app extends the use of our Mobile Enterprise solution to authorized users wherever they are. As more personnel begin to use smart phones and tablets in the field, Field Ops provides extreme mobility and constant access to CAD Enterprise to send and receive information. Field Ops allows users to view critical incident-related information, update their status, send messages, and perform other mission-critical functions. This easy-to-use application is an essential tool for those who perform their jobs outside of the emergency vehicle.

Time, Safety, Intelligence



Field Ops reduces response times and provides users with immediate access to the information they need. This app is tightly integrated with the CAD and Mobile environments to provide app users with access to mission-critical functions without dispatcher intervention.



Field Ops runs on tablets or phones (on Android or iOS platforms) and is available from each respective app store to ease the distribution, activation, and update processes.



Stay connected regardless of where you do your job. Detailed information is readily accessed on smart phone and tablet devices, keeping the radio frequency clear for higher priority traffic. Field Ops provides continued connectivity and situational awareness for users once they leave their vehicle. The solution is also targeted for users who are not assigned a vehicle, spend large amounts of time away from the vehicle, and those without immediate access to Mobile Enterprise (e.g., officers on foot or horse, bicycle patrol, PIOs, chiefs, and other command staff).

Field Ops gives real-time insight and awareness with access to incident and unit details, statuses, and detailed maps. Caution notes, alerts, and previous information about calls for service are also on hand to ensure the user is informed and aware. Real-time unit locations fed to and from the app provide continuous situational awareness for both users and dispatch.

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Field Ops Features

Feature	Description
Integrated CAD functionality for global system view	As a companion to Mobile Enterprise, our app seamlessly extends information from CAD Enterprise to personal devices. Field Ops displays the CAD Enterprise Status view and the current status of units and calls via a map or queue. Users can drill down on the map, unit, or incident to receive more detailed information.
Real-time access to information for quick decision making	Field Ops Incident screen displays pertinent location call data and information on the nature of the problem. Users can view pending and assigned incidents and their corresponding status, premise information, prior history, caller information, map, and status time stamps. More importantly, users can update their statuses and enter comments to easily communicate incident details to dispatch and other units.
Mapping Included	Interactive mapping (by Esri) provides a foundation for preparation and on-demand use, regardless if the user is in their own city or halfway across the United States.
User-Defined Filters and Searches	Field Ops enables users to filter types or resources, call types, or other data and quickly search for pertinent information.
Voice-activated comment entry	Users can enter comments into the incident via keyboard or use the voice dictation native to iOS or Android.
Get alerted of a call even when device is in your pocket	Using the native iOS or Android notification settings, Field Ops will still provide optional audible and banner alerts on the home screen, even if the device is locked and out of sight.
Real-time incident updates	Users can view updates about incidents or assigned unit statuses in real time without manually refreshing pages.
Seamless CAD Integration for Voiceless Dispatch and Statusing	Field Ops allows users to not only see CAD information (incidents and other units) but also status themselves onto field-initiated incidents, dispatched incidents, or select out-of-service reasons.
Dispatch Summary Panel	The Dispatch Summary panel appears on the Home screen when the unit is assigned to a call. This screen summarizes information related to the call and provides quick links to call-related tasks without requiring the user to navigate to other screens.
Call Times	Field Ops displays information about call times: • When the incident was entered

Feature	Description
	• Who entered the incident • Time assignments were made • Time a unit arrived on-scene and cleared the dispatched incident

CentralSquare Records Enterprise Product Overview

CentralSquare Records Enterprise (powered by Inform) is an integral part of CentralSquare enterprise-wide solutions, working in conjunction with the other CentralSquare applications to provide efficient and effective public safety automation. Records Enterprise includes robust, feature-packed modules covering the many facets of an agency's day-to-day operations. The Records Enterprise integration with CAD Enterprise allows telecommunicators to seamlessly transfer call data from CAD to Records Enterprise as well as create Incident Reports.

This model supports a built-in, cross-jurisdictional, data sharing environment that has become a critical component of successful policing strategies in today's environment.

Time, Safety, Intelligence



Users can access Records Enterprise on any web-enabled device, allowing law enforcement agencies to easily and effectively manage vital records in the station and in the field. Records Enterprise provides seamless integration with CAD, Mobile, Field Ops, and includes extensive configuration options that allow agencies to tailor the application to their needs. Records Enterprise features a flexible, intuitive user interface to streamline the entire reporting process from report writing through report approval.



Safety is the core tenant of Records Enterprise. With its inherent flexibility and Data Entry Designer, officers spend less time focused on report writing by intuitively navigating a system specifically designed and customized to reduce redundant entry. The optimized Records Enterprise increases situational awareness and officer safety while decreasing response time by reducing the time it takes to write a report and make the officer available for the next incident. With secure connections that protect confidentiality needs, users can share common data on wide-area networks for total community policing.



Four Master Indices databases (Address, Name, Property, and Vehicle) are central to the power of Records Enterprise and allow users to save time and reduce errors by reusing and prepopulating data in entry fields. Records Enterprise simplifies State and National reporting through an intuitive validation process. Electronic file submission and the ability to run NCIC queries directly from the Records Enterprise console also significantly reduces the time to complete and submit statistical and summary reports.

Records Enterprise Modules

Module	Description
Administration	The Records Enterprise Administration module is used to set up user/roles and customize features to meet specific agency needs. This module allows agencies to define users, roles, codes, data entry templates, workflows, and other agency defined features of RMS.
Case Management	Records Enterprise provides a Case Management module to allow investigators to manage and track their case information. A case can be assigned to investigations as soon as the case is created in RMS regardless if a report has been submitted for the case. The case can be assigned to one or more divisions and one or more investigators. When a case needs to be re-assigned the case fields are updated to reflect the new assignments. Email notifications can be configured to automatically generate an email addressing a wide range of tasks such as task assignment, task status, or case dispositions as updated by either the supervisor or assigned user. If the task assigned exceeds the preset due date the assigned officer will automatically receive an email the task is overdue, and their agency designated supervisor can also be configured to receive this notification. Overdue notifications will continue to be sent until the task is complete. As the Investigator builds the case they and their supervisor will have the ability to use the "Case Synopsis Dashboard" for their case to view on one dashboard the case notes, case assignment, all person, property, and vehicles involved in the case; Investigative Status; Case Synopsis and Case Notes. The investigator also can use the Records Enterprise link analysis tool to help determine suspects, involvements, associates, vehicles, locations, and a historical time line of events associated to the person of interest.
Search	Records Enterprise has a robust searching tool that can be accessed from any screen throughout the product. The Quick Search function allows users to search using a "google like" search throughout RMS for matches to the keywords the user has entered. The advanced search parameters allow users to search Records Enterprise based on one or more specific fields including: case number, narrative, person information, vehicle information, property information, address information, attachment names and free text search of any OCR Compatible document. Searches and queries allow for exact matches, diminutive names, case insensitivity, date range parameters, and partial searches. All search results provide the user a link and drill down capabilities to access additional data. A new tab opens as the user drills down to allow the user to easily return to the search screen and continue to continue to refine their search results without having to re-enter the same search criteria.
Audit Log	Records Enterprise provides a comprehensive audit feature that tracks additions, modifications, deletions, views, searches and prints for reports and records in the system. The audit feature also tracks login attempts, password changes, workflow steps, and

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Module	Description
	notifications that are sent automatically or manually from within RMS.
Link Analysis	The Records Enterprise Link Analysis function helps determine suspects, involvements, associates, vehicles, locations, and a historical time line of events associated to a master record. The Link Analysis function provides a visual representation of all RMS summary reports and master records to which this master record is associated.
Image Capture	The Image Capture module allows agencies to retain and view mug shots, crime scenes, and produce lineups. Images can be attached to any record in the master indices. Images can also be searched and printed.
Civil	The Civil module tracks all information regarding a civil paper from the original receipt of the paper to its final service, including all service attempts. It can track all persons involved with the paper, including defendants and plaintiffs. Multiple fees and payments may also be attached per civil paper and connected with the responsible party.
Incident	The Records Enterprise Incident module records and maintains incident information, including offenses, names, vehicles, property, and drug data. The Incident module functions like the other modules inside of Records Enterprise, allowing for the modification of the incident data entry templates, custom report outputs, creation of custom data fields to capture data, and approval workflows to allow agencies to configure the module to meet their additional departmental needs.
Arrest	The Records Enterprise Arrest module maintains detailed information regarding arrests, from personal information about the arrestee, to information about vehicles or any property or drugs seized during the arrest and booking information. The Arrest module functions like the other modules inside of Records Enterprise, allowing for the modification of the arrest data entry templates, custom report outputs, creation of custom data fields to capture data, and approval workflows to allow agencies to configure the module to meet their additional departmental needs. The Arrest module provides the ability for agencies to capture, search and report on arrest and booking information. Officers can write their arrest report from the field and the arrest report data will be available to the booking officer to begin the booking process without any duplicate data entry. The arrest report will be linked to the full arrest record and can be viewed or printed out for court purposes.
Citation	The Records Enterprise Citation module tracks citation data based on the state form and provides the ability to print or view a copy of the citation using the state report format. The Citation module functions like the other modules inside of Records Enterprise, allowing for the modification of the citation data entry templates, custom report outputs, creation of custom data fields to capture

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Module	Description
	data, and approval workflows to allow agencies to configure the module to meet their additional departmental needs.
Impound	Impound Vehicle records maintain information about vehicles that your department impounds. You can track hold information for an impounded vehicle and track the investigation of impound vehicles through investigative records. Impound fees should be defined before Impound records are added.
Expungement	The Records Enterprise Expungement process assists agencies in expunging (completely removing from the system) information from RMS in compliance with an order from a Court. Once an expungement is confirmed, the expunged data cannot be recovered. Names, charges, attachments, narratives, and memo fields can be selected for expungement. Narratives and memo fields must be manually reviewed to remove identified names.
Crash	The Records Enterprise Crash module tracks crash data based on the state Traffic Crash form and provides the ability to print or view a copy of the crash using the state Traffic Crash report format. The Crash module functions like the other modules inside of Records Enterprise, allowing for the modification of the crash data entry templates, custom report outputs, creation of custom data fields to capture data, and approval workflows to allow agencies to configure the module to meet their additional departmental needs
Field Interview	The Records Enterprise Field Interview module maintains information about every aspect of a field interview, including basic information about the subject, their car, the address under surveillance, and other notes about the subject.
Field Reporting	The Field Reporting module functions like the other modules inside of Records Enterprise, allowing for the modification of the data entry templates, custom report outputs, creation of custom data fields to capture data, and approval workflows to allow agencies to configure the module to meet their departmental needs.
Masters	Records Enterprise provides master indices for person, organization, location, vehicle and master property. Each master indices tracks detailed information on the master record, alerts, notes, attachments, involvements, and associations in RMS. A timeline view provides users a chronological view of all associated reports to the master record and the ability to navigate directly to the associated record to view further information. The associations area of the master record shows how the master record is associated to other people, vehicle, property, organizations and locations in the master indices and reports in RMS. Authorized users can merge one or more master person, master organization, and master location records together using the master merge feature. Records Enterprise also provides authorized users the ability to unmerge master person and master organization records at any time in case records were merged incorrectly. When an unmerge occurs the master records are separated and the

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Module	Description
	associated involvements link to the master record they were originally associated within RMS.
Other Events	The Records Enterprise Other Events module is fully customizable and will display any fields defined by the agency's System Administrator. Once built, the Other Events can exist as their own standalone module; users can access the new module from the menu as if it were a native module. Other event records allow you to maintain non-criminal or other generic event information
Restricted Access	Records Enterprise provides a restricted access or confidentiality feature that allows users to restrict access on a per case basis by users with read rights for that specific case. Records Enterprise allows users to restrict access to certain sections of a report but does not have the ability to restrict access at the field-level.
Property & Evidence	The Records Enterprise Property & Evidence module automates the collection, tracking, tagging, movement, and storage of property from initial collection to release or destruction. Records Enterprise streamlines the gathering of evidence by allowing officer the ability to enter evidence data directly into their Incident reports and start the chain of custody immediately in the field. Barcode labels are defined by your agency and can be printed and/or pre-printed either at time of intake from the field or from within the property and evidence module. The evidence technician can continue to manage the evidence throughout the rest of its life-cycle and all information can be viewed and printed using the chain of custody report or audit trail.
Redaction	Records Enterprise provides a redaction feature that allows the user to redact individual fields or independent sections of the report (Suspect, Victim, Narrative, etc.). Redaction within the narrative can be done using common Microsoft Word functionality (find and replace). The Records Enterprise Redaction feature allows the user to check or uncheck a data field checkbox to be included on a report. Checked field boxes display black diamond icons, indicating the data in the fields is hidden.
Warrants	The Records Enterprise Warrant module tracks and maintains information about every aspect of a warrant from personal information about the subject to information about the disposition and service attempts of the warrant itself. Records Enterprise can interface to court systems to automatically create the warrant record in RMS or a user can manually enter the warrant records. The Records Enterprise Warrant module also consolidates the user experience of the officer and records clerk into one workflow. Officers can be assigned a service attempt task in the field and the warrant can be automatically updated without requiring additional data entry.
Reporting	Records Enterprise allows the user to export predefined (standard) reports and allows the agency to create ad hoc, agency- and user-defined reports that can be saved and used repeatedly. Available export formats include Adobe Acrobat, Microsoft Excel, Microsoft

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Module	Description
	Excel Data Only, Microsoft Word, and Rich Text Format. Records Enterprise reporting allows users to view various predefined statistical/field reports or design a report using information from the database and deploy the report for use within the application.
State Reporting	The State Reporting feature enables you to validate entire cases and create computer files containing reportable data for your agency's cases. State reporting is simplified through an intuitive validation process and electronic file submission, which significantly reduces the time to complete and submit statistical and summary reports. In addition, Records Enterprise stores original and supplemental reports, capturing the author and approver of each report.

Users to easily create ad hoc, user-defined reports that they can save and use repeatedly. Users can select the database fields and associated criteria for those fields so that only the specific data is displayed or printed in the report.

Databases contain vast amounts of information; typically, the data is only useful in small amounts. The Records Enterprise ad hoc report function allows the users to define a filtered range of records and a subset of fields from those records within the various databases. Creating an ad hoc report allows the user to define the database information and customize the page layout.

Users can define a report form with headings, graphics, and a customized layout. These reports can be saved, re-used, and shared with other users. The reports are saved with specific filters and formats and are available from the Reports browser window. the City can add numerous ad hoc (custom) reports to add to the standard (canned) reports list.

Records Enterprise supports downloading and exporting reports in most commonly used formats.

Field Reporting

The field reporting capabilities of Records Enterprise give officers the ability to create, update, and submit reports easily and efficiently from the field or in the station. The system offers extensive configuration options that allow agencies to tailor the application to their needs and its inherent flexibility accommodates a wide range of environments, including workstations, MDTs, and tablets. The web user experience is designed to streamline the entire reporting process for Incident, Arrest, Field Interview, Citation, and Crash reports, from report writing through report approval.

The Data Entry Designer empowers agencies to design the system to suit their individual operational needs. The Data Entry Designer allows each agency to define data entry screen layouts, fields, labels, custom fields, default values, and required fields.

The Workflow Designer allows agencies to customize their workflows to meet specific agency needs for each report type and data entry screen. Workflows can include multiple levels of

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approval and send email notifications that can include read-only copies of in progress and completed reports.

The landing page consists of personalized queues that allow the user the flexibility to arrange, filter, and configure queues to meet their individual needs. The user can select the queues they are interested in viewing on their landing page from the queue manager. The Report Administration queue allows supervisors to identify the location and status of any report that has not received final approval. Supervisors can preview, print, view comments, view attachments, and access report history from this queue.

The following Intelligent report entry features are available to streamline reporting and eliminate redundant data entry:

- **Recent Info:** Jump start report entry with recently entered information on people, events, locations, vehicles, and property from the CentralSquare Public Safety Suite Enterprise
- **At-A-Glance:** 'As you type' visual indicators alert users to missing or invalid information.
- **Validation:** State-specific IBR/UCR, federal- and agency-defined validations can display as the user is entering data.
- **Master Indices Slide Out:** Populate reports with data entered in Records Enterprise Master Indices.
- **Comments:** Add comments to reports during the review and approval process. Comments are not part of the official report and are removed from the system upon final approval.
- **Attachments:** Add attachments (such as images) to be submitted with a report.

The report data is available in Records Enterprise once the report has completed the configured report workflow. A PDF image of the officer's report is stored in Records Enterprise with the case file and is available to view and print from the associated record.

CentralSquare Fire Records Enterprise Overview (Option)

Fire Records Enterprise consists of a fully integrated suite of modules, with the proven capability to create efficiencies and improve the collection, organization, and reporting of data across divisions and departments. The suite is also complemented by powerful mobile capabilities, and extensive analysis and reporting functionality. Fire Records Enterprise also has extensive experience providing integration to third-party systems for seamless interaction between the RMS modules and other enterprise systems.

The solution we are proposing to the City consists of well-integrated modules, including:

- Properties
- Personnel
- Fire Incidents

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- Inspections
- Mobile Inspection App
- Training
- Public Education
- Asset Management
- Preventative Maintenance
- Roster

Fire Records Enterprise also offers modules for the others functional areas including, Permits and Hydrant Management. The additional modules can be deployed incrementally over time and will fully integrate with the other modules in the suite.

Fire Records Enterprise will provide initial implementation and training services to enable the City personnel to use the system.

The proposed system provides the following benefits:

- A system that is scalable to department needs, with a flexible user role-based security model.
- An easy to implement, easy to use system that will provide a high level of user satisfaction, with an intuitive interface.
- A system specifically developed to be highly adaptable, allowing the City to meet current and future needs without extensive software customization.
- A system based on 27 years of experience in Records Management. Many of the agencies served by CentralSquare have had our solution in place for 10, 15, and over 20 years, a true testament to the stability and longevity of our proposed system.
- A system backed by the best support in the business.
- A system built on industry standards – Microsoft SQL Server, and .NET.

Please refer to Exhibit 5.1 for details about hardware requirements for the Fire Records Enterprise software option.

Fire Records Enterprise Modules

Properties Module

The Properties Module provides agencies with a central repository for recording detailed information about every property in the service area. The Properties Module is the foundation for all Incident, Permit and Inspection data as it stores the premise files for all properties and businesses within the Region.

Typical property data recorded and tracked through the Properties Module includes building type, construction history, occupancies, built-in safety features, contacts, and hazmat inventory.

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Property Details ABC RESTAURANT 2160 KING GEORGE BLVD, SURREY

Property Details

Building Name	Address	Unit	Street Number
ABC RESTAURANT	2160 KING GEORGE BLVD, SURREY		2160
Street	Is MasterProperty	Master Property	Inspectable
KING GEORGE, BLVD, SURREY, BC	☐	Select...	☒
Last Inspected By			

Property Identification

Fire Protection

Property Services

Back Return

Figure 2. Properties Form

Complaints

The Properties Module also includes a component for managing complaints, including assigning an investigator to look into the complaint, as well as to:

- Record detailed property information including owner contact information, construction details, preplanning, hydrants, and fire suppression system information.
- Link all property-related information, including images and preplans
- Record hazardous materials information with links to safety guidelines from the Emergency Response Guidebook
- Create master property records for multiple occupancies
- Manage Complaints

Personnel Module

The Personnel Module is a comprehensive tool used to create detailed and secure personnel records for every member of your agency. Any detail can be recorded and tracked in this module from personal attributes and medical information to licenses and certification details. You can attach images used for identification and documentation such as resumes, medical notes or certifications to create a complete personnel file for everyone on staff. In addition, you can set security on personnel data according to agency policies, ensuring that confidential information is only available to authorized users.

Personnel data is made available through other Fire Records Enterprise Modules, including the Incident Reporting and Inspections Modules, as well as Roster/Scheduling and Training Modules, for full information access and reporting including contact information, medical history,

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certifications, specialties, incident attendance, injury, exposure history, duty assignments and any number of user-defined data elements.

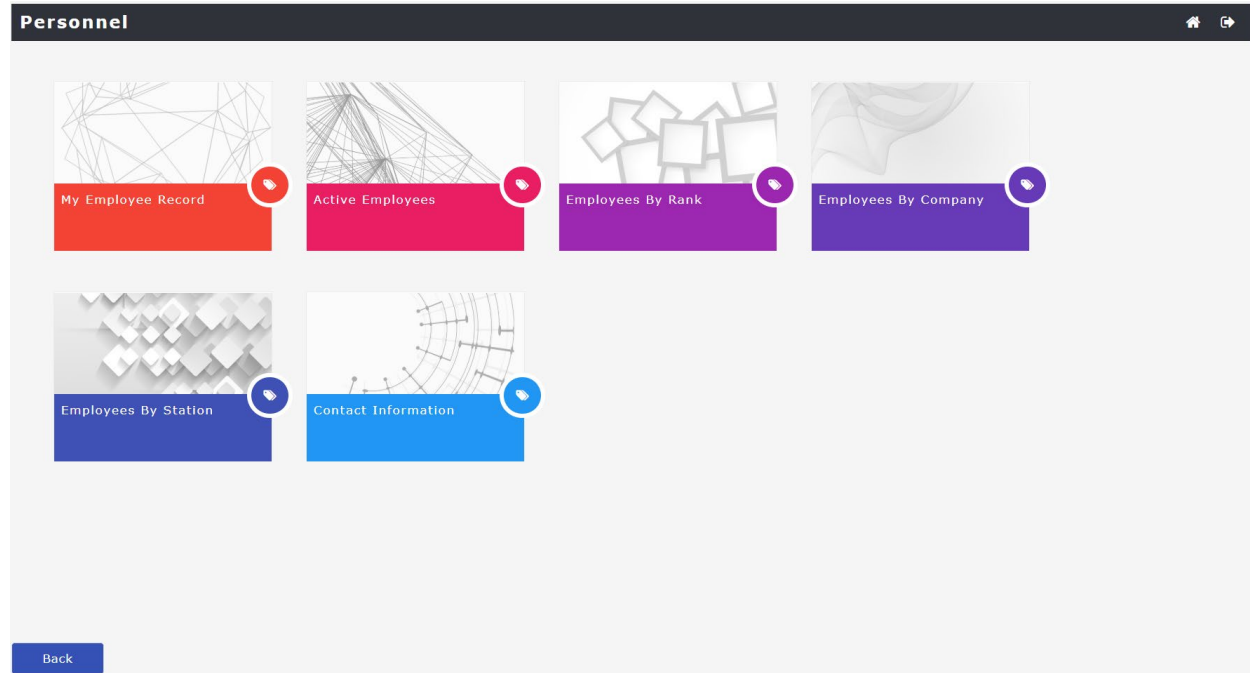


Figure 3. Personnel Kiosk

Fire Incidents Module

Fire Records Enterprise maintains incident reporting data through its Incident Reporting Module, which collects, stores and processes key information relating to all types of dispatched incidents. The Incidents Module is adaptable for compliance with city, provincial, and other regulatory reporting requirements as needed.

Functional Details:

- Record complete details for fire and EMS incidents
- Record fire spread and exposure fires
- Record attendees, apparatus, and equipment for each incident
- Compliant with Municipal and Provincial reporting standards
- Record investigations, track evidence and fire setters
- Full integration with CAD Enterprise or 3rd party applications (additional interfaces may be required)

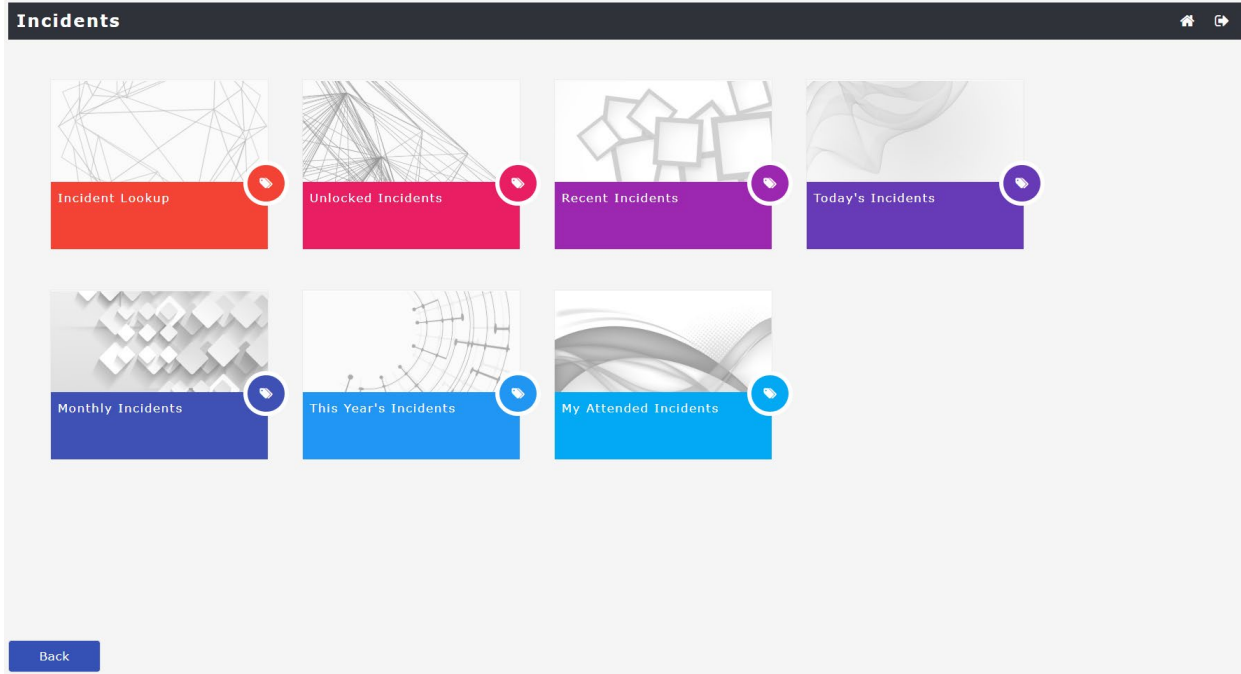


Figure 4. Incident Kiosk

Inspections Module

The Inspections Module stores details about inspections on buildings and building tenants. The module is fully integrated with the Properties and Incidents modules, so your agency can schedule inspections with easy access to all the related information.

Configure the Inspection module to fit your requirements by specifying inspection classes that capture common sets of items to be inspected as well as rules that the system will use to automatically schedule the next inspection and assign it to an inspector. You can also create unique inspections based on different building or property requirements.

Save time and standardize inspection reports and violation letters with standard violation narratives and streamline inspections by generating inspection checklists for use in the field.

Functional Summary

- Quickly schedule inspections
- Customize inspection classes for specific property uses
- Print inspection checklists for field use
- Generate standard reports and violation letters based on inspection results
- Specify rules that automatically schedule inspections and assigns them to inspectors
- User-definable violations library includes standardized narrative for national codes and standard

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Incident Basic Details

Jul 15 2019 7:03AM SF-C SFS AVIS RENT A CAR 2420 KING GEORGE BLVD SURREY

Incident Basic Details

Exposure Number

Provincial Incident Number

Incident Begin Time

Incident End Time

CSY1907150700

Monday, July 15, 2019, 7:03:00 AM

Incident Type

Address

Street Number

Unit

SF-C, STRUCTURE FIRE - COMMERCAL

20, AVE, SURREY, BC

13616

Cross Street

Property

Were There Any Injuries?

Were There Any Exposure Incidents?

100, AVE, SURREY, BC

AVIS RENT A CAR, 0 ,

☐

☐

Were There Any Fire Setters?

Investigation Required?

☐

☒

Back

Next

Figure 5. Inspection Form

Incidents

Incident Lookup

Unlocked Incidents

Recent Incidents

Today's Incidents

Monthly Incidents

This Year's Incidents

My Attended Incidents

Back

Figure 6. Inspection Kiosk

The Mobile Inspection App

The Mobile Inspection App, fully integrated with Fire Records Enterprise, pulls contact, property, and inspections data from existing records, and provides full functionality in the field. Conduct

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an inspection including taking photos, obtain a signature, schedule a follow up inspection, and finalize by creating a .pdf and emailing to the property owner while still on site.

A sample Mobile Inspection App screenshot follows.

Inspection Items

Search inspection item + Add Item

- 105. MEANS OF EGRESS
- 115. EXIT & EMERGENCY LIGHTING
- 120. FIRE SEPARATIONS
- 125. FIRE HAZARDS
- 130. EMERGENCY PLANNING
- 135. FIRE DEPARTMENT ACCESS
- 145. FIRE EXTINGUISHER
- 150. FIRE ALARM
- 160. WATER BASED FIRE PROTECTION
- 200. STORAGE OF COMBUSTIBLE PRODUCTS
- 205. SERVICE EQUIPMENT

Violations ✓ Apply Violations

- ☐ a) Exit pathway is not illuminated
- ☐ b) Exit sign is not illuminated
- ☐ c) Emergency lighting not operable

Details

Unsatisfactory

Current Violations Previous Violations

Exit pathway is not illuminated

ACTION REQUIRED:

2.7.3.1.2) Exit lighting and exit signs shall be illuminated during times when the building is occupied.

Save Notes Import Notes

Back Property Options Complete Inspection

Figure 7. Mobile Inspection App - Inspection Items

Training Module

The Training Module records and manages internal and external training for all agency personnel, volunteers, or the public on a wide range of training subjects. Training coordinators can easily create training sessions based on any number of training subjects, implement customized training lessons with standardized lesson plans, and coordinate locations, instructors, trainees, and resources.

In addition, agencies can coordinate with external training facilities to capture required training details and certifications. Records of attendance, performance evaluations and total personnel training time by subject for both internal and external training can be recorded for future reference.

CentralSquare's Training Module steps users through the process of tracking and managing lessons and certificates for each employee and allows convenient issuing of certificates to individual or multiple people. Certificates are user-definable and can represent local, state, or federal training requirements. At a glance, administrators can see the completion status of any certificate for each employee and quickly issue a certificate once all requirements are met.

- Schedule and track department training
- Record detailed training with standardized lesson plans and course content

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- Record accumulated training hours and test scores
- Track credits for completed sessions and certificates
- Record attendance, performance evaluation, and accumulated training time by subject
- Integrated work flows guide users through tracking lessons and certificates for employees and volunteers

A sample Training Module screenshot follows.

The screenshot displays the 'Sessions' management interface. At the top, there's a header bar with a home icon and a refresh icon. Below it, a sidebar menu is visible on the left. The main area shows a table of sessions with columns for 'Session Start' and 'Title'. The table lists several sessions, including 'Ladders Day 2', 'SCBA', 'Fire Hose', 'CPR Re-Certification', 'Fire Control', and '2 Day ladder course'. Below the table, there's a pagination control showing 'Page 1 of 2 (19 items)' and navigation buttons. A 'Details' section is expanded for the 'SCBA' session, showing fields for Title, Session Start, Duration, Total Session Duration, Credit Date, Outside Instructor, Station, Location, Recalculate Prerequisites, Auto Credit, and Locked. At the bottom, there are several action buttons: Back, Pass All, Add by Program..., Add by Curricul..., Add by Course, Makeup Session, and Related Data.

Session Start	Title
2019-05-03 08:00:00 AM	Ladders Day 2
2019-05-07 09:00:00 AM	SCBA
2019-05-10 03:00:00 PM	Fire Hose
2019-05-13 08:00:00 AM	CPR Re-Certification
2019-05-15 09:00:00 AM	Fire Control
2019-05-16 10:33:26 AM	2 Day ladder course

Page 1 of 2 (19 items) < 1 2 >

Details

Title: SCBA Session Start: Tuesday, May 7, 2019, 9:00:00 AM Duration: 5 HR 0 MIN 0 SEC Total Session Duration: 5 HR 0 MIN 0 SEC

Credit Date: Outside Instructor: Station: Station 18, SURREY, BC, SURREY FIRE DEPARTMENT Location:

Recalculate Prerequisites: Auto Credit: Locked:

Back Pass All Add by Program... Add by Curricul... Add by Course Makeup Session Related Data

Figure 8. Training Session

Public Education Module

The Public Education Module allows agencies to track, book, report on and review all Public Education activities. In addition, this Module allows agencies to track:

- Origin of the request (from a school or a community group)
- Date, length, type, and location of presentation
- Age bracket and number of participants
- Presenter
- Cumulative hours spent presenting
- Customer contact information
- Who booked the presentation
- Supplies required
- Related notes

The Public Education Module integrates with the Personnel Module so details such as those about the presenter are available within Public Education module without having to enter

manually; similarly, information entered into the Public Education Module is also available within the Personnel Module to track things such as the number of hours of Public Education personnel performed.

Scheduled presentations appear automatically in the Event Calendar available to all staff.

Asset Management Module

The Asset Management Module (AM) enables you to comprehensively manage all your agencies assets from a single entry point, including automated tracking for equipment and supplies, and for any key user-defined asset information such as style code, manufacturer, etc. The AM module dynamically tracks inventory stock levels by automatically increasing quantities in stock and decreasing stock levels when assets are used.

Full integration with Stations, Apparatus and Personnel tables, as well as the Preventative Maintenance Module, provides for single-point entry of all asset related information.

Preventative Maintenance Module

The Preventative Maintenance (PM) Module simplifies scheduling and tracking of all your agency maintenance. PM walks users through the process of planning inspection and maintenance schedules, creating user defined maintenance schedules for daily, weekly, or monthly maintenance, assigning service requests and maintaining historical data for every maintainable asset in the agency.

As each maintenance job is completed, the Manager or Supervisor can record costs incurred, materials used, and labor expended.

With its link to the Asset Management Module, as well as full integration with Stations, Apparatus and Hydrants tables, the Preventative Maintenance Module provides full information flow and single-point entry of all asset related information.

Functional Summary

- Track maintenance history or request services for assets.
- Create check lists for equipment inspections
- Record asset usage.
- Log failed maintenance tasks and automatically schedule additional repairs

Roster Module

The Roster Module provides a graphical representation of your department's operational requirements, available human resources, and current staffing schedules. Administrators can configure Roster to embody specific department policies and staffing rules and requirements. They can also create, modify, and maintain shifts and work event rules.

Department Supervisors responsible for department shift scheduling can use Roster to track the state of a staff member at any defined point in their employment, view shift schedules, fill minimum staffing requirements for each shift and dynamically update Roster information to account for staffing changes and shortfalls. In addition, Supervisors can track customized "work events" such as on-duty assignments, staff vacations, training, and sick leave.

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Department personnel can use Roster to access a personalized calendar view of their shifts, events and off- duty requests in addition to creating custom reports. All actions are logged in the system for future reporting and analysis. The Roster Module is fully integrated with the Personnel Module for complete data flow and detailed personnel reporting.

Fire Records Enterprise offers powerful and flexible reporting to create and print standard or customized statistical reports based on your department's requirements. From statistical and management reports to list, summary, or detail reports, CentralSquare's reporting makes it easy to summarize fire/staffing particulars and store this information to advise and make recommendations on any fire/staff related activity.

Roster presents information in the form of reports, graphs, or charts. Paper forms currently in use can be scanned into the system and used for electronic reporting. Intuitive search and sort capabilities allow users to quickly view only the data they are interested in. Security settings can limit information as required for internal and external purposes.

Functional Summary

- Automates inventory records, requirements, maintenance procedures and uniform and equipment issues.
- Maintains detailed equipment capital costs records.
- Tracks invoices, including products received providing the ability to trace the cost of an asset.
- Tracks ongoing asset location histories, recording on an event basis and keeping a history of all transactions, enabling you to spot usage trends and other key indicators.
- Tracks classes of items as durable assets, such as apparatus, portable equipment, SCBAs, etc. or consumable assets such as badges and medications, and automatically differentiates between classes of assets.
- Tracks asset groups as kits or containers to simplify maintenance in ambulance or apparatus compartments. Assigns assets to an employee, apparatus, or location such as a building or warehouse, and reassigns assets, such as from employee to warehouse.
- Enables billing for assets consumed during events using data from an Incident report.
- Integrates with other modules such as the Preventative Maintenance Module, allowing trackable assets to be scheduled for routine inspection without the need for duplicate data entry.

CentralSquare Public Safety Analytics Enterprise Product Overview

Time, Safety, Intelligence



Gathering data from neighboring agencies or following up on leads can be a painstaking process. Save hours of legwork with customizable alerts and easy-to-use searching tools that leverage our law enforcement data sharing platform. Additionally, with CrimeMapping you can quickly provide transparency to your citizens by making selected incidents publicly available.



Officers and Investigators can quickly access information about incidents, arrests, warrants, and persons of interest from the Analytics Enterprise in your agency's state, giving your officers the intelligence to be prepared for every situation. Empower citizens with relevant information for a better prepared and protected community.



Discover detailed information about a suspect, vehicle, or crime across jurisdictions that would otherwise be hidden within their own agency or region. Also, access to local crime data helps keep citizens better informed and gives them more insight into the daily demands of their local law enforcement.

Overview

The CentralSquare Public Safety Analytics Enterprise (powered by Inform) is a hosted, cross-agency data sharing platform enabling participating agencies to build safer communities by sharing data across public safety agencies and jurisdictions, as well as with their citizens. CentralSquare customers make up the largest public safety software customer base in the nation, which will allow the City to use shared data to assist with investigations quickly and easily from any device.

Analytics Enterprise includes the following functions:

- Crime Mapping

Analytics Enterprise enhances community transparency by providing public access to CrimeMapping; agencies can select which generalized crime data to release to protect victims and ongoing investigations. Sharing crime data through this user-friendly interface engages your citizens to participate in safer communities and helps gain their trust.

- State Searches

By contributing to Analytics Enterprise, the City will receive State searches to access a national public safety centric database with a Google-like browser to search for records located within your agency's state. Built-in search algorithms are designed specifically for public safety, helping the City's personnel find people, places, words, phrases,

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values, alias spellings, word expansion, nicknames, and synonyms. Through State searches, agencies gain access to search Law Enforcement interactions across jurisdiction and geographic lines, adding layers to the story that are not readily available. Dispatchers have more information available to relay to patrol. Officers are better informed of situations they are entering. Investigators can dig deeper into a case—all through the real-time, interconnected access provided by the Analytics Enterprise program. What if an agency could see connections in behavioral trends in their data before they showed up in the news? Analytics Enterprise makes this possible.

CentralSquare Public Safety Analytics Search Overview

Analytics Search aggregates data from the proposed CAD Enterprise and Records Enterprise into one public safety-centric database then presents it to viewers in an easy to understand format like popular search engines do, allowing easy access into the data for further information. Multiple systems, regardless of vendor or platform, can be utilized alongside CAD Enterprise and Records Enterprise to provide a global view of persons, vehicles, property and more. Analytics Search's powerful search capabilities include fuzzy searching, stemming searches, diminutive names, name expansion from all entities including narratives. Users can save searches for future hits or register for notifications when new data hits the database eliminating manual notifications.

Analytics Search supports regional information sharing initiatives by allowing agencies to provide access to share and search information with neighboring jurisdictions.

Jason Lee Jones			
Page 1 of 6 records found.			
All Events Master Name Enable Highlighting			
Arrest	Arrest #: 2017-0057	Arrestee: Jason Lee Jones	Case Number: 2017-0057
	Agency: TriTech Police Department	DOB: 03/03/1983	Date Arrest: 07/11/2017
	Involvedpeople.lastname: Jones	Involvedpeople.firstname: Jason	SSN: 276-63-7638
Involvements			
Charges (1)	Property (1)		
09 Other Assaults			
242 PC Other Assaults			
Arrest	Arrest #: 2018-0056	Arrestee: JASON LEE JONES (iceman)	Case Number: 2018-0095
	Agency: TriTech Police Department	DOB: 03/03/1983	Date Arrest: 05/12/2018
	Involvedpeople.lastname: JONES	Involvedpeople.firstname: JASON	SSN: 276-63-7638
Involvements			
Charges (1)	Property (1)		
409 PC BURGLARY			
CAD Incident	Incident #: 16-0081383 BOMB/Threat		
	600 Harbor San Diego CA 92101		
Problem Nature: Bomb	Date Received: 04/07/2016	Call Disposition: Report Taken	Agency: TriTech Police Department
Jurisdiction: San Diego PD	Division: Central	Subdivision: 520	Response Area: 522-MARINA
Involvedperson.personname.firstname: Jason	Involvedperson.personname.middlename: Lee		
CAD Incident	Incident #: 16-0471361 2 Unit Response		
	750 Kettner San Diego CA 92101		
Problem Nature: Suspicious Person	Date Received: 02/16/2016	Call Disposition: Cancel / Other	Agency: TriTech Police Department
Jurisdiction: San Diego PD	Division: Central	Subdivision: 520	Response Area: 522-MARINA
Incidentcomment.comment:RP ADV THEY SAW JASON LEE JONES WHO IS A KNOWN OFFENDER			
CAD Incident	Incident #: 16-0471360 2 Unit Response		
	750 Kettner San Diego CA 92101		
Problem Nature: Alarm	Date Received: 02/16/2016	Call Disposition: Test Call	Agency: TriTech Police Department
Jurisdiction: San Diego PD	Division: Central	Subdivision: 520	Response Area: 522-MARINA
Incidentcomment.comment:Appended, 12:00:31 RP ADV THEY SAW JASON LEE JONES			

Figure 9. Analytics Search results on a name includes CAD Enterprise and Records Enterprise information

Data can be contributed from other systems regardless of vendor or database type. As a vendor- and platform-agnostic system, Analytics Search supports sharing initiatives by allowing agencies to share and search information with neighboring jurisdictions. Analytics Search also enables agencies to share information on a national level.

Public Safety Analytics Cloud Security Overview

CentralSquare's cloud-based Analytics system provides security for Customer data through a layered approach to security. This security includes 1) Access controls to the application; 2) Secure infrastructure hosted at the hosting facility; 3) access limited to CentralSquare personnel with the required security approval.

The CentralSquare Analytics system is a multi-tenant database for public safety agencies. Each Customer has access to their own data and the system restricts access to other data. The IQ system provides search and reporting functions of Customer data consolidated from various CentralSquare or third-party public safety systems, including but not limited to CAD and RMS systems. Analytics does not directly query, display or store Criminal Justice Information (CJI) data. Analytics data imports exclude the import of narrative fields like confidential comments from systems like CAD and RMS where the users of those systems could paste or enter CJI.

While the Analytics system does not import CJI, CentralSquare uses CJIS-level security for storage and access as a best practice for managing Customer operational data within Analytics.

Application security through Analytics includes the following:

- Role-based security restricts user access by agency, data sensitivity, and individual entities. The
- Customer's Analytics system administrator controls user accounts and role-based security assignments.
- Analytics uses SSL certificates for the management of data access and contribution from within Analytics as well as Customer
- Encryption of data in motion is through certified FIPS 140-2 encryption components. All data exchanged is encrypted. Analytics uses encryption components with the following FIPS 140-2 Certificates:
- FIPS 140-2 Certificate 1337
- FIPS 140-2 Certificate 1894

Note: The encryption method is RSA and the length is 2048 bit

- The initial data load into Analytics is extracted from the Customer's source system. This data is transmitted from the Customer's site utilizing an encrypted external drive. Once the initial data is loaded on the servers at Nlets, a data update process is initiated between the Customer's source systems and the Analytics servers through an encrypted data connection. Once the Customer starts to use Analytics,

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data queries are processed between the authorized users and the Analytics Servers through the same encrypted data

- Data at rest is stored in a physically secure facility and is encrypted at Nlets and Azure using Microsoft BitLocker and is
- Analytics application can be configured to require CJIS compliant password standards for

Cloud Analytics is deployed on a secure CentralSquare infrastructure hosted at the secure Nlets facility and the Azure Government facility. Each of these facilities meet the stringent FBI CJIS Policy standards and guidelines with the following protection features on site:

- Monitored by both fixed and pan-tilt/zoom security cameras
- Protected by intrusion detection system
- Two-factor authentication required for building access
- Biometric iris authorization required for data center access
- Extensive pre-employment background investigation process
- On-site building security and data center monitoring staffed 24/7/365

The Cloud system infrastructure is managed and controlled by CentralSquare. CentralSquare currently hosts the Cloud Analytics system at both the Nlets data center and Microsoft Azure Government.

- The Nlets deployment is within the Nlets data center in a caged environment utilizing CentralSquare hardware and software. Access is limited to CentralSquare security authorized
- The Azure government deployment is through Azure infrastructure as a service. Azure allocates infrastructure based upon a CentralSquare defined template and CentralSquare security authorized staff setup storage, OS, DBMS (SQL Server), applications and
- CentralSquare manages application and security updates as well as Operating System, DBMS and application upgrades at both hosting
- Hosting facility personnel do not have access to the system and do not perform system setup or maintenance.

Cloud IQ access to implement and support the system is limited to CentralSquare personnel that have completed

CentralSquare's CJIS compliant security approval process.

- Access to the Cloud Analytics infrastructure requires approved CentralSquare personnel to complete a layered secure login process that includes personally assigned passwords, advanced authentication to gain access to the CentralSquare

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network and secure access login to the applicable Cloud IQ domain, application and SQL Server database.

- Pre-employment background
- Training - Each of security approved employee successfully completed CJIS On-Line Security and Awareness training and testing. Their certifications are current and must be renewed every two years. In addition to CJIS required training, CentralSquare also does periodic training for security approved personnel on CentralSquare security
- Criminal background checks have been completed on each of these personnel by CentralSquare as part of employee screening and by one or more law enforcement agencies (CentralSquare Customers and in some cases, State law enforcement agencies).
- Fingerprints – each of these personnel have been fingerprinted and their prints have been submitted to one or more law enforcement agencies for background check.
- Security approved personnel are the same personnel that are utilized for supporting Customers with on premise deployments of CAD, Mobile, RMS and other CentralSquare

CentralSquare Public Safety Law Analytics Overview

The CentralSquare solution provides some of the most advanced tools for crime analysis on the market today. With Records Enterprise and Law Analytics, clients are not only be able to provide a superior level of investigative support but can leverage meaningful, actionable value from the data that is collected. The variety of internal teams supported by the crime analysts will see immediate benefit from the results of the analysis and the tools used to deliver it.

Using the GIS power of Analytics Law to analyze individual cases, trends, associations, patterns and diagrams, crime analysts can provide investigators with actionable intelligence in real time, when it is needed the most. The Analytics NearMe product can deliver the results of the analysts' work out to the field, allowing a precision policing ability for those on patrol.

Visualizing the data is a critical component in either report or dashboard format. Command staff, investigators, bureaus, and users across the department will be able to consume and use the end result of the analysts work using the Law Analytics dashboard and advanced reporting.

The Executive Dashboard provides Command Staff with an at a glance summary of the critical trends by type and area.

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Figure 10. Analytics Law Executive Dashboard

The Law Analytics Advanced Reporting delivers the COMPSTAT results for the specified time periods delivered to the appropriate users.

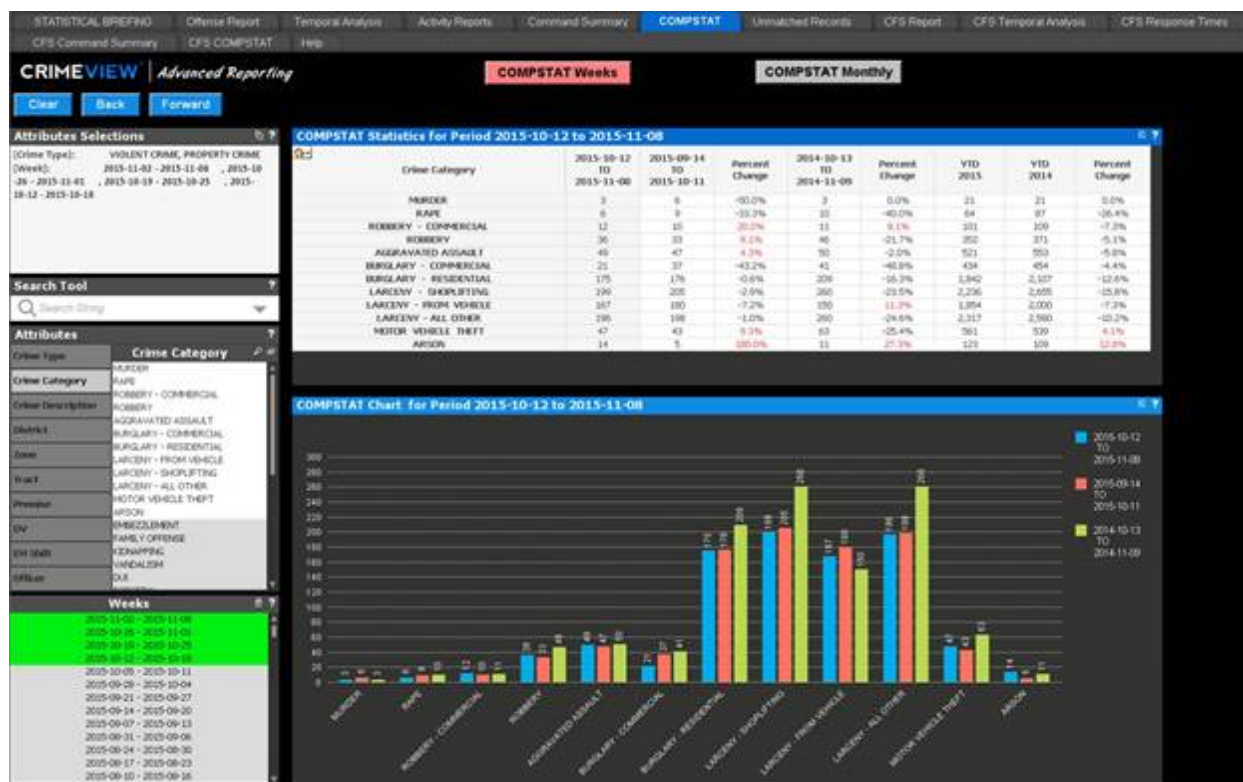


Figure 11. Law Analytics Advanced Reporting Module

Crime analysts can analyze trends over time, areas, and types of crime using Law Analytics reporting capabilities.

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COMPSTAT Executive Dashboard Crime Reduction										
2013 GOALS and TARGETS										
	VIOLENT CRIMES					PROPERTY CRIMES				TOTAL PART I
	HOM	RAPE	ROBB	AGGR	TOTAL	GTA	BTFV	THEFT	TOTAL	
2012	299	1,220	9,128	8,441	19,088	16,004	26,877	30,292	73,173	92,261
-5.00%	14.95	61	456.4	422.05	954.4	800.2	1343.85	1514.6	3658.65	4613.05
TARGET	284	1,159	8,672	8,019	18,134	15,204	25,533	28,777	69,514	87,648
EXT PER	21.9	89.2	667.0	616.8	1,394.9	1,169.5	1,964.1	2,213.6	5,347.3	6,742.2
WEEKLY	5.5	22.3	166.8	154.2	348.7	292.4	491.0	553.4	1,336.8	1,685.5
2013 WEEKLY PERFORMANCE and ACHIEVEMENTS										
WEEK	VIOLENT CRIMES					PROPERTY CRIMES				TOTAL PART I
	HOM	RAPE	ROBB	AGGR	TOTAL	GTA	BTFV	THEFT	TOTAL	
2013-01-05	5	18	121	133	277	279	504	542	1,325	1,602
2013-01-12	7	17	140	119	283	289	565	587	1,411	1,694
2013-01-19	5	10	158	127	300	318	535	544	1,397	1,697
2013-01-26	4	19	145	151	319	298	531	562	1,391	1,710
2013-02-02	5	20	121	136	282	290	492	458	1,240	1,522
2013-02-09	5	19	146	142	312	317	468	543	1,328	1,640
2013-02-16	2	22	153	127	304	340	511	479	1,330	1,634
2013-02-23	6	17	169	176	360	328	480	579	1,387	1,755
2013-03-02	5	14	140	139	298	255	526	544	1,325	1,623
2013-03-09	5	13	149	140	307	299	547	507	1,353	1,660
2013-03-16	7	21	158	123	309	260	543	500	1,303	1,612
2013-03-23	7	16	176	142	341	279	528	522	1,329	1,670
2013-03-30	4	29	145	151	329	262	479	504	1,245	1,574
2013-04-06	4	29	136	120	289	276	508	553	1,337	1,626
2013-04-13	5	22	151	147	325	247	545	568	1,360	1,685
2013-04-20	7	14	147	143	311	246	513	537	1,296	1,607
2013-04-27	4	20	158	170	352	287	481	637	1,405	1,757
2013-05-04	6	24	154	176	360	244	496	591	1,331	1,691
2013-05-11	1	25	167	176	369	252	476	584	1,312	1,681
2013-05-18	2	23	172	146	343	259	498	557	1,314	1,657
2013-05-25	6	30	164	177	377	256	510	584	1,350	1,727
2013-06-01	11	13	159	152	335	250	472	623	1,345	1,680
2013-06-08	11	22	150	129	312	322	458	575	1,355	1,667
2013-06-15	5	13	150	169	337	305	502	575	1,382	1,719
2013-06-22	4	21	136	160	321	315	479	581	1,375	1,696
2013-06-29	9	22	145	206	382	271	452	569	1,292	1,674
2013-07-06	8	23	160	143	342	252	472	582	1,306	1,648
2013-07-13	8	12	179	161	360	307	553	546	1,406	1,766
2013-07-20	5	13	171	158	347	320	542	571	1,433	1,780
2013-07-27	6	26	150	192	374	316	524	608	1,448	1,822
2013-08-03	4	21	156	161	342	307	518	567	1,392	1,734
2013-08-10	3	18	182	139	342	312	554	610	1,476	1,818
2013-08-17	4	17	173	175	369	314	585	615	1,484	1,853
2013-08-24	6	23	192	187	408	307	541	613	1,461	1,869
2013-08-31	6	22	174	159	361	268	520	610	1,398	1,759
2013-09-07	3	17	152	171	343	284	544	623	1,451	1,794
2013-09-14	8	20	145	134	307	328	515	593	1,436	1,743
2013-09-21	5	21	171	123	320	323	512	636	1,471	1,791
2013-09-28	3	13	150	172	338	332	500	621	1,453	1,791
2013-10-05	5	17	133	109	264	298	532	584	1,414	1,678
2013-10-12	2	24	168	168	362	319	556	576	1,451	1,813

Figure 12. Analytics Law Report

Public Safety Fire Analytics (Option)

Public Safety Fire Analytics (formerly known as IQ FireView Dashboard) combines data, analysis, mapping, and knowledge management into a full operational performance support environment that mirrors the organizational structure of a fire department. This enables agencies to better visualize and manage their daily operations. Fire Analytics can be used at all levels of an organization.

- **Executive Level.** Fire Analytics provides visualization of key performance indicators, and interaction with the underlying factors. Support NFPA compliance and accreditation, justify budgets, inform the political process, and set clear priorities for action.

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- Management Level. Fire Analytics informs resource allocation, coordination of effort and performance evaluation across unit response, turnout, travel, and total reflex times. Assess and identify patterns, problems and the effectiveness response based on factors in incident reports, patient care reports, unit, and community data.
- Operational Level. Fire Analytics empowers operational readiness and awareness through access and interaction with incident-level data, measures, and Missions.

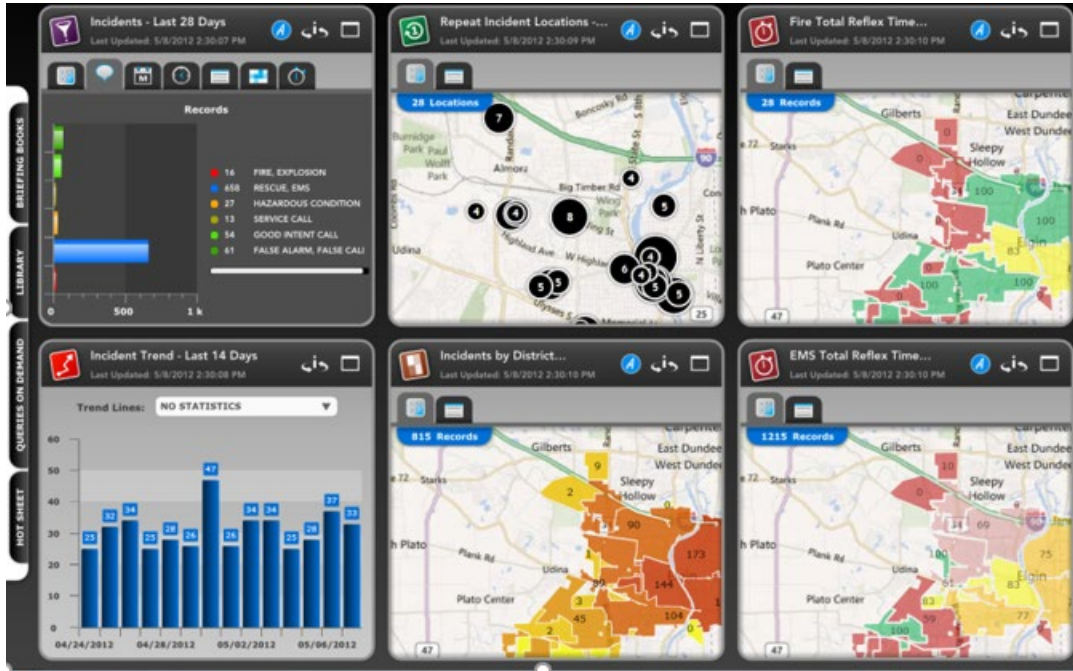


Figure 13: Fire Analytics Example Dashboards

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Fire Records Enterprise (FDM Webflows) Hardware Requirements

These are the minimum hardware requirements for your FDM Webflows server.

PROCESSOR:

Intel® Xeon® processor E3-1225 v5 or Intel Pentium® G4400

OPERATING SYSTEM

Microsoft® Windows Server® 2012 or Microsoft Windows Server 2012 R2

MEMORY

Minimum RAM: 16GB DDR4 2133MT/s

STORAGE

1TB SATA Hard drive (SSD recommended though not necessary)

NETWORK CONTROLLER

Intel I219-LM Gigabit Ethernet LAN 10/100/1000 1-port

(OPTIONAL) RAID CONTROLLERS

Software RAID: Intel Rapid Storage Controller 12.0 (supports SATA 6Gb/s or SATA 3Gb/s)

Each device that you want to run FDM Webflows on requires the latest version of the Chrome browser. For more information on setting up FDM Webflows please see the *FDM 2017 Web flows Implementation Guide*.

SECTION 6 – IMPLEMENTATION

This section should include information pertaining to implementation, including project management methodologies, implementation methodology, and a preliminary project schedule.

CentralSquare Response:

Overview of CentralSquare Project Implementation Methodology

CentralSquare's proposed project implementation methodology has proven to be successful in hundreds of public safety deployments. This methodology has been refined and optimized over the past 26 years. This standard implementation process is designed for deployment of our Commercial Off-the-Shelf (COTS) solutions for public safety customers in mission-critical environments. This methodology differs from a deployment process for a custom solution, which is significantly more expensive to deploy and support.

Our process follows the Project Management Institute's (PMI's) general guidelines for project management to deliver a high quality, cost-effective implementation process. Our methodology includes a highly refined professional services component with a matrix engagement of specialized personnel (such as Business Analysts and Trainers) who lead a consultation-driven methodology to optimize the COTS solution for the City's operation.

Our implementation process starts with Project Initiation and Planning phases that focus on solution and scope definition, assembling the project teams, and planning for the project execution.

The execution phase focuses on the core approach for deployment of each system and related interface(s) and includes the following elements:

- Operational/requirements review
- Data gathering and configuration phase
- Validation of the setup
- Workflow and unit testing

This consistent approach, along with CentralSquare's proven training and cutover process, provides the controls that will ensure a successful project for the City.

Project Initiation Phase

CentralSquare's implementation process starts with a series of startup activities. The Project Initiation phase consists of those processes that define the scope of the project prior to contract execution. Contract negotiation is included as a part of the Project Initiation phase and establishes the expectations of the client, as well as CentralSquare and its subcontractors, and generates a comprehensive description of the project deliverables and scope. In addition, CentralSquare and the City will identify and form their core project teams.

Once the list of COTS software and subsystems is finalized, CentralSquare will review the list with the City and provide a list of the hardware and third-party software (based on our most

current specifications) required to operate the CentralSquare applications. These steps will be completed prior to contract execution.

During the Project Initiation phase, the City and CentralSquare will:

- Determine the project scope
- Define the deliverables in more detail
- Finalize the equipment list and infrastructure
- Finalize pricing and payment terms (including software licenses)
- Operational descriptions for any proposed customizations to the standard CentralSquare applications and any custom interfaces

CentralSquare uses the information gathered at this point to develop the applicable contract documents and Statement of Work (SOW). The CentralSquare SOW is primarily a process document that outlines the project implementation tasks and the responsibilities of CentralSquare and the City personnel assigned to the project team. It includes the operational definitions for applicable product customizations and custom interfaces but does not include a list of software licenses and hardware (that information is defined in the Purchase Agreement). The SOW is organized by project phases and the system/subsystems to be delivered. It will be important that the City perform a detailed review of the SOW as part of the pre-contract, Project Initiation phase. Exhibit 6.3 – Statement of Work contains details on the implementation processes, methodologies, and tasks.

CentralSquare has provided a sample draft Project Implementation Schedule in Exhibit 6.2 of this response. The attached sample draft schedule is based on CentralSquare's template and shows project events from contract signing to Go Live. CentralSquare has a well-established system implementation plan that is based on project information entered into a Microsoft Project template. Our project managers modify this template to develop detailed project plans for each of our clients, including the applications, interfaces, and modules specific to each client's solution. The implementation timelines are contingent upon the mutual availability of the Customer and CentralSquare teams. Adjustments to the project schedule may be required during the implementation process based on changes in the Customer requirements, as well as scheduling conflicts, or other factors. Each project is implemented according to a unique schedule based on the products, services, resources, and task elements for each of the applications that comprise the contracted solution.

Project Planning Phase

To start, the CentralSquare Project Manager will hold a Kick-Off meeting with the City's project team. Exhibit 6.3 – Statement of Work describes the Initiation and Planning phase activities, and CentralSquare's and the City's roles and responsibilities.

Project Planning starts immediately following contract execution. This process involves gathering the project-specific information required to refine and baseline the project schedule, as well as the Project Management Plans (including the Risk Management, Change Management, and Communication Management plans). In short, Project Planning comprises the processes designed to establish how and when the project tasks will be executed while elaborating on project deliverables. Most of the information exchange between the City and

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CentralSquare during this process is at a high level and consists of interaction between both Project Managers and a small group of project stakeholders.

During the Project Planning phase, the teams establish a process to manage and organize the project tasks. CentralSquare staff will be onsite only for activities that require onsite services; certain project activities defined in the SOW will be conducted remotely. While onsite, CentralSquare staff will support the project from a location designated for them by the City's project team.

Project Execution Phase

CentralSquare will implement CAD Enterprise, Mobile Enterprise, Records Enterprise, and the interfaces through a series of steps designed to determine the City's operational needs, prepare and validate the configurations, and test the system/interfaces for proper functionality prior to deployment.

CentralSquare has proposed a COTS solution for this deployment. To ensure that our applications are configured to meet the City's operational needs, our Business Analysts and Systems Engineering staff follows a standard process to collaborate with the City's team. As a result of this collaboration, CentralSquare's project team implements the appropriate configurations that reflect the unique needs of the City as described in CentralSquare's responses to the requirements in RFP Appendix A.

Requirements Gathering Phase

Since the proposed applications are COTS products, CentralSquare limits the design to determining the most appropriate configuration for the City. The detailed information about the operational and configuration requirements is gathered through System Orientation processes for each of these applications. The System Orientation for each product includes an interactive session between CentralSquare's Business Analyst and a small group of the City's stakeholders and operational staff at the City's site.

One of the key objectives of these meetings is for CentralSquare to understand the current and desired workflow and business rules that the system must support. Based on these discussions and discoveries, CentralSquare will identify and validate configuration options with the City. The sequence of the System Orientation sessions will mirror the proposed implementation sequence of the applications, based on their interdependencies. For example, we will need to determine CAD Enterprise's main configurations before we review and determine the Mobile Enterprise configurations. Exhibit 6.3 – Statement of Work details the System Orientation process, as well as the activities, outcome, roles, and responsibilities of the City and CentralSquare teams.

Participation by the City's team during the requirements gathering, configuration, and testing phases is key to the success of this effort. These personnel must represent a range of anticipated users, from primary users (e.g., CAD or Records personnel), mobile and field-based reporting users (e.g., field personnel), and consumers of data published in reports and dashboards (e.g., administrative/management personnel). The success of the project is contingent upon the City's ability to make operational and workflow decisions that will translate into a positive user experience. It is important that the personnel assigned to participate in decisions regarding a particular subsystem be consistent from project initiation, system testing, training, and cutover.

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Based on the technical nature of the system interfaces to external applications, the requirements gathering process for interfaces is slightly different. CentralSquare's standard Interface Requirements Documents (IRDs) describe the functionality and configuration options for each of CentralSquare standard's interfaces. For each of the applicable standard interfaces, a CentralSquare Systems Engineer will review the IRDs with the City's subject matter experts and prepare a configuration worksheet that details the parameters that will be set to achieve the desired functionality. This process will be performed remotely via conference call and may be performed for different interfaces at different times. CentralSquare will document the City-specific configurations for standard interfaces in configuration worksheets that the City will review and approve prior to commencement of any interface configuration activities. Exhibit 6.3 – Sample Statement of Work further defines this process.

The proposed custom interfaces are the only custom software deliverables that are currently proposed for the City. A CentralSquare Systems Engineer will review requirements applicable to custom interfaces as specified in the Agreement and gather details on the operational requirements for each custom interface. These activities occur in conjunction with designated staff from the City and designated representatives from the third-party vendor. This process will be performed remotely via conference call and may be performed for different interfaces at different times.

Once the CentralSquare Systems Engineer has gathered sufficient information to describe the operational functionality of each interface, they will create an Operational Scenario Document (OSD) that details the interface's operation. Input from the City describing the interface's operation and interaction with external systems is essential to the timely and accurate development of the OSDs. CentralSquare will provide completed OSDs for the City's review, and both the City and CentralSquare must approve the OSDs prior to software development. Approval from the City indicates the OSD accurately captures the requirements for the custom interface. Exhibit 6.3 – Sample Statement of Work further defines this process.

It is essential that the City facilitate engage third-party vendors early in the process for their side of the interface to determine the end-to-end data flow. In addition, the City should engage those third-party vendors that are not subcontracting to CentralSquare during the requirements gathering process and subsequent interface testing activities.

System Installation

CentralSquare will procure the hardware and third-party software as required by CentralSquare's specifications based on the Agreement. The scope of the hardware, third-party software, equipment, tools, applications, etc., is based on the items explicitly listed in the Purchase Agreement. CentralSquare will assume the risk of delivery until such items are delivered to the City's location.

CentralSquare will coordinate the location of the server and workstation hardware with the City and obtain the remote connectivity information, IP addresses, and machine names. It is essential that the City grant CentralSquare remote connectivity to the environment based upon CentralSquare's documentation.

CentralSquare will provide the City with the applicable System Planning Document that describes general site preparation steps and requirements. If desired, CentralSquare can

perform the site preparation, staging, hardware racking, and joining it to the network at an additional cost.

CentralSquare's installation staff will perform all the necessary installation and configuration tasks to ensure that our software is properly installed, and the SQL and Windows settings are consistent with the manufacturer and CentralSquare specifications. After the initial installation of the hardware and delivery to the City, the City will assume responsibility for installing Microsoft patches and updates. CentralSquare will issue technical advisories to inform the City of the Microsoft (and other third-party application) patches and updates that have been tested and approved by CentralSquare.

Exhibit 6.3 – Sample Statement of Work contains a description of the hardware procurement, installation, and configuration process, including the tasks, roles, and responsibilities of the City and CentralSquare.

Configuration and Validation

CentralSquare's standard implementation process includes steps to validate the systems from an operational perspective prior to the Functional Acceptance Testing (FAT). The validation step for CAD Enterprise and Records Enterprise is the Demonstration of Licensed Functionality (DOLF). CentralSquare will perform DOLF after the System Orientation and once each of these applications is installed on the City's equipment at the City's site and the initial configuration of each of these applications is complete.

We recommend a small team of representatives from the City's dispatch, field operations, and administration (reporting) teams participate in the DOLF sessions. It is also important that the City's application administrator (e.g., CAD Enterprise Administrator or Records Enterprise Administrator) participate in the DOLF process, as these sessions include training on utilities used for ongoing code file and configuration administration.

To prepare for DOLF, CentralSquare completes the installation of the relevant application at the client site, completes the map conversion, and builds the code files to a level that will permit an evaluation of call flow and incident management. After DOLF, the City will assume responsibility for completing the balance of the code files. Exhibit 6.3 – Sample Statement of Work details this task, as well as the code files that will be completed by CentralSquare versus those that the City will complete.

The CAD Enterprise DOLF session will be based upon the initial configuration of code files and includes the following elements:

- Validation of the configuration to-date
- Review of workflow to validate that it is consistent with planned operational use
- Entry of additional code files and configurations
- Training on applicable utilities

At the conclusion of the CAD Enterprise DOLF session, CentralSquare will produce a DOLF report that documents the core software configuration, code files, and activities to be completed by the City. CentralSquare will document any issues that require follow-up, including any outstanding Go Live issues.

After the System Orientation and once the system is installed, the CentralSquare project team will conduct a Records Enterprise DOLF session at the City's site. During this session, CentralSquare will train a subset of the City staff on the entry of agency-specific information, such as code files, unit identification, and reporting area definitions. The training will include an introduction to the administration responsibilities for implementation, configuration, and maintenance of Records Enterprise. The CentralSquare project team will then advise the City in the definition and building of production data files. CentralSquare will produce a DOLF report after this meeting.

Implementation of Fire Records Enterprise follows a process similar to that described above for Records Enterprise.

CentralSquare will perform the core configuration for Mobile Enterprise based on the configuration options gathered during the System Orientation. CentralSquare will optimize and install the maps and prepare the system for FAT, administration, and user training. CentralSquare will train the City's Mobile Enterprise Administration team on certain configurations and completing the Mobile Enterprise code file entry.

Functional Acceptance Testing Process

CentralSquare will execute Functional Acceptance Tests (FATs) for each of the system components such as CAD Enterprise, Mobile Enterprise, Records Enterprise, and each of the interfaces. The purpose of the Functional Acceptance Testing is to test specific functionality and to formally document that the products provide the required functionality according to the Agreement between the City and CentralSquare, based on CentralSquare's responses to the RFP requirements.

The FATs follow a standard format that CentralSquare will submit to the City for review and approval prior to testing. The FATs for COTS products will be based on CentralSquare's standard system functionality and cross-referenced with the RFP requirements and CentralSquare's responses to those requirements. The FATs for custom software (such as interfaces) will be based on requirements outlined in the approved OSD and the tests will cross-reference the OSD.

CentralSquare staff will conduct the FAT on the City's system with the City's staff. The FATs for CAD Enterprise, Mobile Enterprise, and Records Enterprise will be conducted at the City's site and on the City's system hardware.

CentralSquare will also complete FATs for all proposed standard and custom interfaces. CentralSquare, the City, and any applicable third-party vendors will remotely conduct the FATs for interfaces. CentralSquare conducts a set of standard FATs for standard interfaces, based on the applicable IRD for each interface, as applicable to the City's configurations. the CentralSquare Systems Engineer will develop FAT documents for custom interfaces based on the functionality described in the approved OSD for the interface.

Functional Acceptance Testing occurs after CentralSquare delivers and installs all contracted functionality required for Go Live as identified in the negotiated Statement of Work, and before training begins. Each subsystem will be tested individually, as further defined in the Statement of Work.

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Functional Acceptance Testing will be completed for each subsystem (e.g., CAD Enterprise, Records Enterprise, etc.). All tests for each subsystem will be completed and testing will not stop to research a specific issue unless the issue prevents additional testing. Basic troubleshooting and configuration changes may be initiated during the test process; however, detailed research and categorization of issues (as noted below) will be done once all tests for the applicable subsystem are complete. CentralSquare and the City's project personnel will work to identify errors that occur during FAT where the subsystem does not conform to the RFP requirements, as modified by CentralSquare's responses. CentralSquare will document any such errors and classify them as follows:

- **Go Live Issues:** Issues identified during Pre-Go Live testing with contractually required functionality that must be corrected prior to Go Live. CentralSquare will research such identified issues and propose a plan for resolution. Go Live Issues will be corrected prior to Go Live.
- **Post-Go Live Issues:** Issues with contractually required functionality that can be corrected after Go Live. CentralSquare and the City will mutually agree these issues may be addressed after Go Live. CentralSquare will provide an estimated date for resolution of the issue post Go Live.
- **Support Issues:** Issues identified that are not contractually required functionality and do not prevent the City from performing normal daily or monthly processes, and therefore can be corrected after the subsystem is Live. These issues will not affect Acceptance of the system. Support issues will be managed based upon the procedures outlined in the Software Support Agreement.

CentralSquare and the City will work together to test, track, and confirm the proper functionality of the subsystems. If a test fails, the issue will be resolved according to the severity described above. Once a failed requirement is corrected, CentralSquare and the City will conduct additional testing of that requirement to verify it passes the test.

Once the FAT for CAD Enterprise, Mobile Enterprise, and interfaces related to these systems is complete, and in preparation for Go Live, CentralSquare will conduct a one-day Integration Test with the City. Integration testing will be conducted for the products that go live together. In this process, the system is tested to validate the end-to-end processing of incidents and the operation of the system interfaces. CentralSquare will provide the City with a set of scripts for the Integration Testing. Typically, these scripts are scenario-based. This test will not include a repeat of the full set of the FATs.

In preparation for Records Enterprise Go Live, CentralSquare will conduct a one-day end-to-end testing of Records Enterprise, including the integration with CAD Enterprise. This test will not include a full test of CAD Enterprise, Mobile Enterprise, or other components of the system.

Training

CentralSquare proposes a combination of standard training classes for the City staff that correspond to their level of involvement with the system, their role during implementation, and their anticipated use of the system after cut-over.

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CentralSquare's standard User and Train-the-Trainer classes focus on each specific subsystem (such as CAD Enterprise, Mobile Enterprise, or Records Enterprise) and its users.

CentralSquare provides working knowledge of each system, which can be used during other activities such as system testing; however, to prepare a small group of users to participate in system testing, those individuals should attend the CAD Enterprise and Records Enterprise DOLF sessions to gain the knowledge of each of these systems and to understand the configurations and workflow within each system.

CentralSquare encourages the City to designate "power users" who will act as supplemental trainers or coaches during the training phase and Go Live. These power users should attend the initial training classes and key implementation activities. This helps equip the power users with the skills to guide other users through common problems encountered during the post-Go Live transition.

For all classes conducted at the City facilities, CentralSquare will supply the training manuals for the attendees. For classes conducted in CentralSquare facilities (such as the System Administration Class), CentralSquare will supply all required equipment and training aids. If desired, the City can provide CentralSquare a detailed list of the desired training materials for the classes conducted at the City facilities, and CentralSquare can provide a separate price quote for these materials as part of contract negotiations.

CentralSquare trainers will cover the administrative aspects of CAD Enterprise and Records Enterprise as part of DOLF.

CentralSquare will work with the City's project team to develop a comprehensive training plan that meets the City's training and operational needs. Training classes are classified into two general groups:

- Classes that are dependent upon client-specific configurations and requirements are only conducted on the client's System after completion of FATs and in preparation for Go Live. The User Training Course is an example of these classes.
- System Administration Training that is not dependent upon individual client configurations and is generic in nature. These classes are held at CentralSquare facilities on a regular schedule and are offered to attendees from different agencies.

CentralSquare will provide one master set of training documentation in PDF (soft copies) to allow the City to print additional copies for their staff, and for future classes.

Data Conversion

For CAD Enterprise and Records Enterprise, our approach to data conversion starts with an initial data analysis followed by creating the Data Conversion Plan. To ensure accurate data conversion and proper data mapping, CentralSquare converts an initial set for the City to verify prior to full conversion. Upon verification of the initial conversion, CentralSquare will convert the data defined in the final Statement of Work.

Cutover

CentralSquare proposes a team approach to cutting over the subsystems and interfaces into the production environment. CentralSquare will work with the City to define a cutover plan that

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includes dates, sequence of system Go Lives, cutover steps, and responsibility for each task. This plan will be based upon CentralSquare's template.

CentralSquare uses an extensive pre-Go Live activities checklist to ensure readiness of the System. These activities begin several weeks in advance of Go Live.

CentralSquare will provide the City with a Go Live authorization letter that details the date and time of Go Live and the components that will be taken into Live operations.

Prior to Go Live, the pre-production test data is purged from the City's system. The equipment is staged to move into the communications center and/or units. Units and personnel are logged into the system and interfaces are activated.

At Go Live, the CentralSquare and the City implementation teams will support the users during transition to the new System. The teams will log any issues discovered and CentralSquare Technical Services will resolve any issues.

CentralSquare supports Go Live at the client site by supplying the Project Manager, Business Analyst, Trainers, and Technical Support staff for the number of days, shifts, and staff specified in the Purchase Agreement. Following each subsystem cutover, and as CentralSquare's team leaves the City's premises, support is transferred to CentralSquare's Technical Support staff. The City will be responsible for reporting any issues or deficiencies to CentralSquare's Technical Services team via our toll-free phone number or support portal, and CentralSquare will address the issues according to the provisions of the Support Agreement.

System Acceptance

CentralSquare proposes a thirty-day Reliability Test period, following the Go Live for each of the major system components, as they go live in phases. Acceptance of each system will occur independent of other systems that may go live in the future or systems that have been accepted in the past.

Upon Go Live, the City will use the system for a thirty-day Reliability Test period to verify operational system and system functionality in a live environment. If no Critical or Urgent Priority Software Errors are reported during such thirty consecutive day period, the system shall be deemed to have achieved Final Acceptance.

If a Critical Priority Software Error occurs during the thirty-day test period, CentralSquare will stop the test and restart the thirty-day period once a resolution is provided in accordance with CentralSquare's Software Support Agreement. If an Urgent Priority software error occurs between day one and day fifteen, CentralSquare will stop the test and restart the thirty-day period after a resolution is provided in accordance with the Software Support Agreement. Should an Urgent Priority software error occur after the fifteenth day, the test will be suspended and resume from the point when the error occurred.

Critical or Urgent Priority software errors caused by factors outside of CentralSquare's control, and/or from variables which are outside the scope of CentralSquare's responsibilities, are considered as Critical or Urgent Priority software errors. Examples of such failures could be:

- Power failures
- Operator error

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- Network problems or failure
- Availability of components not provided by CentralSquare but interface to/from the CentralSquare solution
- Hardware or Operating System software
- Non-CentralSquare-supplied software components introduced to the working environment

During the Reliability Acceptance Testing period, the subsystem is frozen (i.e., no changes, fixes, and/or updates are applied, except those required to address the Critical or Urgent Priority software errors associated with the Reliability Acceptance Testing.)

At the conclusion of the Reliability Acceptance Test, the subsystem is deemed accepted by the City.

Vendor must assign a Project Manager to oversee implementation of the vendor's solution. The Project Manager must have at least five years project management experience (ideally, in a public safety environment) and must hold a Project Management Professional (PMP) certification from the Project Management Institute (PMI).

CentralSquare Response:

CentralSquare's experienced Project Managers include personnel with and without PMP certification. The assignment of a Project Manager is based upon the project and Project Manager availability. CentralSquare will appoint a team of specialized personnel that will implement the project under the direction of CentralSquare's Project Manager. The team will be multi-disciplinary, and the team members may specialize in different products, subsystems, and project phases. Team members may be engaged in different phases of the project as necessary and in some cases are involved in the project for a limited timeframe.

Exhibit 6.1 – Resumes of Key Personnel provides the typical experience and skills level of our staff. CentralSquare has 25 years' experience in implementing our solutions to clients of similar size and complexity as the City.

In this section, Vendors are expected to:

- 1. Provide a high-level overview of the vendor's Project Management function and Implementation Methodologies.**

CentralSquare Response:

CentralSquare's approach, along with CentralSquare's proven training and cutover process, provides the controls that will ensure a successful project for the City.

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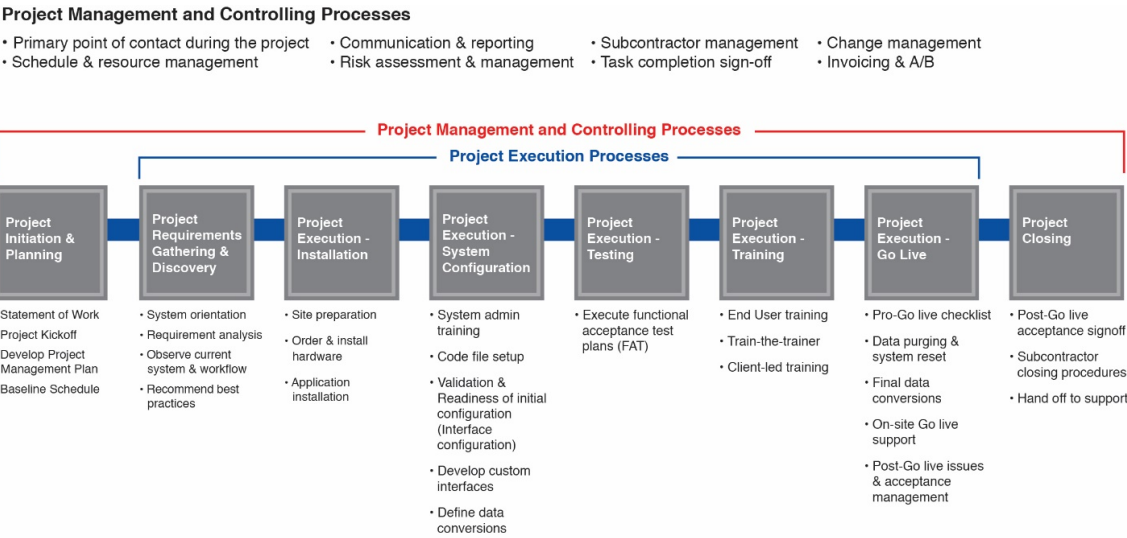


Figure 14. Overview of CentralSquare Implementation

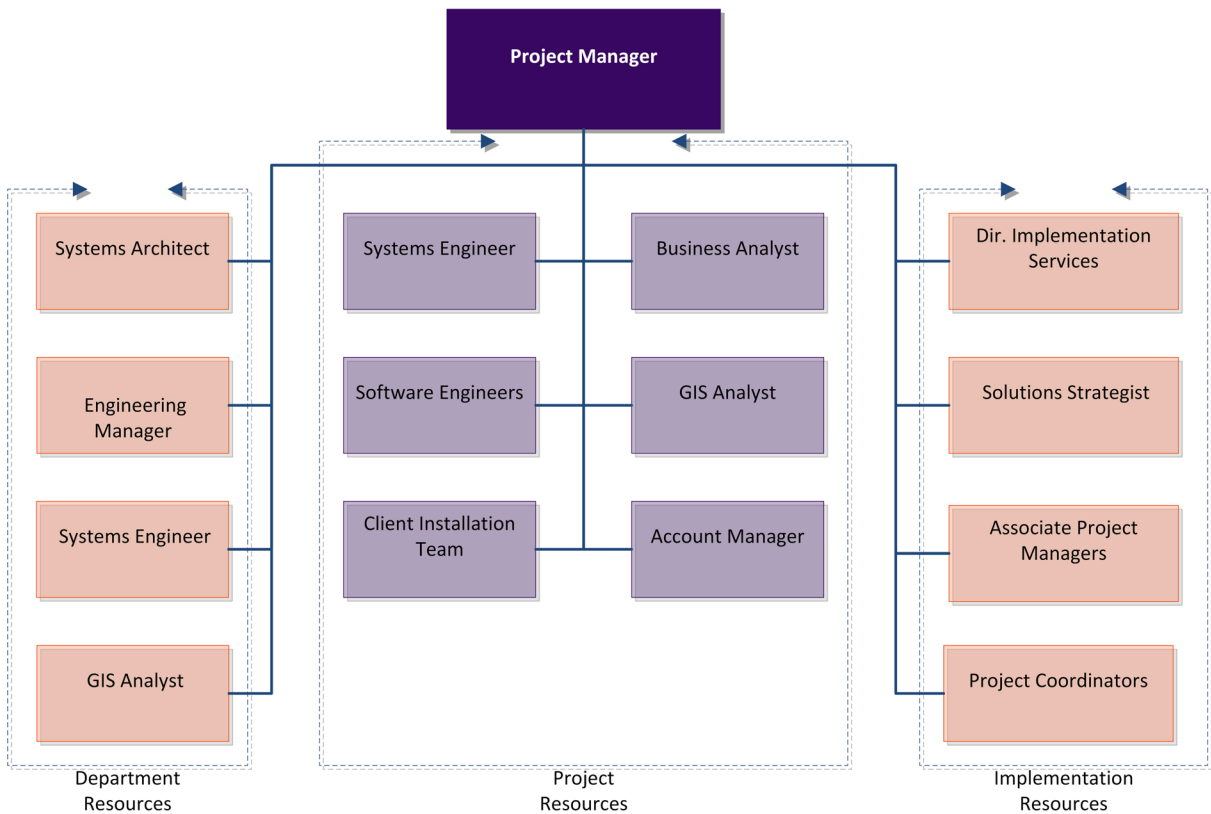


Figure 15. Project Organization Chart

Upon execution of the Agreement, CentralSquare will appoint a Project Manager, who will work with the resource managers to assemble a team of specialized personnel that will implement the project under the direction of CentralSquare’s Project Manager. The Project team will be

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multi-disciplinary and the team members specialize in different products, subsystems, and project phases. Team members may be engaged in different phases of the project as necessary and in some cases are involved in the project for a limited timeframe.

The descriptions of personnel roles noted below provide an overview of typical Project team members. Other personnel may be involved under the direction of the CentralSquare Project Manager to complete the requirements of the Project.

The type, skill sets and experience of the Project team is relevant to the scope of this project. The resumes for the key Project personnel are presented in Exhibit 6.1.

CentralSquare works collaboratively with the City to ensure a seamless implementation and transition to the new system. The following individuals will be available both onsite and remotely for the implementation project, according to the Statement of Work and Project Schedule:

Activities occurring at the City's site:	Team Member Present
System Orientation	Project Manager, Business Analyst
DOLF	Project Manager, Business Analyst
FAT	Business Analyst, Project Manager
System Integration Testing	Business Analyst
Train-the-Trainer	Trainer
On-Site Designated User Training	Trainer
Go Live Support	Trainer, Business Analyst, Technical Support, System Engineer (optional), Project Manager
Onsite Workshops (as scheduled)	TBD based on type of workshop
Activities occurring remotely:	Team Member Involved
Interfaces requirements gathering	System Engineer
Certain Training classes (including IQ Search and IQ CrimeView)	Trainer
Hardware staging, preparation for installation and configuration	Clients Installation Systems
Certain system configurations	Business Analyst
Document review and preparation	Business Analyst and Trainers

Proposal for Twin Falls, Idaho

The following table identifies Key CentralSquare Personnel for the City's project. The percentage of time for each CentralSquare project team member varies greatly through different phases of the project.

CentralSquare Project Team Roles and Responsibilities

Title/Position Description	Roles and Responsibilities
Project Manager	Using our proven Project Management methodology and under the supervision of a Director of Program Management Office, the Project Manager is responsible for managing and coordinating all aspects of project implementation, such as scheduling, risk identification and management, progress reporting, scheduling and other project management activities. When applicable, the Project Managers will also manage all activities of CentralSquare's Subcontractors and partners. The CentralSquare Project Managers will be responsible for the collaborative coordination of Client resources in an effort to ensure that avoidable project delays will be minimized.
Systems Engineer	The Systems Engineer is responsible for integrating external systems with CentralSquare applications. The Systems Engineer is responsible for the configuration of standard CentralSquare interfaces and defining software requirements documentation for custom interfaces (if any). The Systems Engineer will also participate in testing of each of these subsystems. When CAD historical data conversion (incidents, caution notes, and/or premise history) is included in the scope of the project, CentralSquare Systems Engineers are responsible for defining the data mapping in collaboration with the customer and converting data from the legacy CAD to CentralSquare's CAD.
Business Analysts	The Business Analyst is responsible for the configuration of the Inform software based on the Client's system requirements, business rules, configuration data, and reporting needs. The Business Analyst will provide consultation services to the Client regarding the configuration and operation of CAD Enterprise and Mobile Enterprise. The Business Analyst is also responsible for conducting the workshops and software testing and providing consulting support throughout the project implementation life cycle. The Business Analyst will be an active participant in many of the milestone events through the course of the Project.
GIS Analysts	As part of the implementation team, CentralSquare utilizes a GIS Analyst that specializes in geographical Information technology. The GIS Analyst is responsible for: 1) performing an analysis regarding the Client's GIS source data; 2) consultation services regarding converting the GIS source data for use in CAD Enterprise, Mobile Enterprise and Records Enterprise; 3) providing training for applicable CentralSquare GIS tools as

Proposal for Twin Falls, Idaho

Title/Position Description	Roles and Responsibilities
	included in the Purchase Agreement; 4) preparing the one-time GIS data configuration for the Inform Product Suite.
Client Installation Services Team	CentralSquare's Client Installation Services (CIS) team is responsible for installation and integration of CentralSquare Software onto the system hardware identified for this Project. This team works closely with the Client's staff to coordinate IP and network addressing, security accounts, network connections, and remote access to the System.
Software Engineers	Our Software Engineering team participates in the Project implementation tasks in two different capacities: • Development of custom interfaces • Data Conversion for RMS and Jail products With an intimate and extensive knowledge of CentralSquare's Software applications and the database structure this team is very capable in performing these tasks.
Technical Services Group	CentralSquare's Technical Services group will provide ongoing support for the client's system, including Go Live support, technical support, help desk services, and upgrade support. CentralSquare provides the first line of support for all solution components, ensuring that the client has a single support contact.
Account Executive (AE)	The CentralSquare Account Executive (AE) is the client's key CentralSquare contact throughout all stages of the sales process: initial interest, budgetary estimates, procurement, evaluation, contract negotiation, and project kickoff. The AE is the client's liaison within the company and will engage with Product Specialists, Solutions Architects, Product Managers, and the Operations team to generate price quotes, budgetary plans, and respond to requests for proposals. The AE provides support for general customer inquiries, manages requests for new software and services, and provides assistance with planning for new system purchases. AEs provide an enhanced level of continuity for the agency and ensure an open line of communication with our clients.
Account Manager (AM)	Following system go live, the CentralSquare Account Manager (AM) is a key resource throughout the life of the system. The AM will be the primary contact and liaison for non-technical support issues, system changes, and billing questions, technology refreshes, price quotes, and budget planning. The AM provides support for general customer service requests, manages requests for new software and services, and provides assistance with planning for system upgrades and expansions. While supplementing the role of the Project Manager (with active projects) and CentralSquare's Customer Support Center for ongoing maintenance support, the AM owns the overall relationship with our clients and is focused on 100% client

Proposal for Twin Falls, Idaho

Title/Position Description	Roles and Responsibilities
	retention. AM participation in the project provides an enhanced level of continuity for the client and ensures a smooth transition following system go live.
Client Relationship Manager (CRM)	The Client Relationship Manager works closely with the Account Manager as an additional primary contact and liaison for support issues; receives product inquiries and non-technical service requests from clients; provides quotes for additional software and services; and facilitates client communications, receives feedback from clients, and coordinates with CentralSquare resources to ensure questions are resolved in a timely fashion.

- 2. Provide sample resumes illustrating the vendor's project management expertise available to support this project.**

CentralSquare Response:

The type, skill sets and experience of the Project team is relevant to the scope of this project. The resumes for the key Project personnel are presented in Exhibit 6.1.

- 3. Describe the vendor's recommended approach for cutover of the proposed application software products and related interfaces, i.e., single go-live, phased roll-out, etc.**

CentralSquare Response:

CentralSquare proposes a team approach to cutting over the subsystems and interfaces into the production environment. CentralSquare will work with the City to define a cutover plan that includes dates, sequence of system Go Lives, cutover steps, and responsibility for each task. This plan will be based upon CentralSquare's template.

CentralSquare uses an extensive pre-Go Live activities checklist to ensure readiness of the System. These activities begin several weeks in advance of Go Live.

CentralSquare will provide the City with a Go Live authorization letter that details the date and time of Go Live and the components that will be taken into Live operations.

Prior to Go Live, the pre-production test data is purged from the City's system. The equipment is staged to move into the communications center and/or units. Units and personnel are logged into the system and interfaces are activated.

At Go Live, the CentralSquare and the City implementation teams will support the users during transition to the new System. The teams will log any issues discovered and CentralSquare Technical Services will resolve any issues.

CentralSquare supports Go Live at the client site by supplying the Project Manager, Business Analyst, Trainers, and Technical Support staff for the number of days, shifts, and staff specified in the Purchase Agreement. Following each subsystem cutover, and as CentralSquare's team leaves the City's premises, support is transferred to CentralSquare's Technical Support staff. the City will be responsible for reporting any issues or deficiencies to CentralSquare's Technical

Services team via our toll-free phone number or support portal, and CentralSquare will address the issues according to the provisions of the Support Agreement.

4. Provide a preliminary Project Schedule.

CentralSquare Response:

CentralSquare has provided a sample project schedule based on the RFP requirements and our proposed solution. A 24-month duration provides a reasonable and sufficient timeframe to complete the scope of the project. We would like to further review and refine the Statement of Work and the schedule with the City during the contract negotiations to ensure the timeframes will work for the City.

If the project exceeds 24 months, an assessment of the required resources and timelines for the project, as well as any adjustments to the project schedule, will be mutually agreed upon by the City and CentralSquare.

Any adjustments to the project schedule are mutually agreed upon by the City and CentralSquare. If the extended timeline is due to CentralSquare's actions, we will continue to supply the necessary resources to successfully complete the project.

5. Provide a sample Statement of Work that defines the scope of the project, the key tasks required to complete the project, and the responsibilities of both parties.

CentralSquare Response:

CentralSquare has provided a sample Statement of Work as Exhibit 6.3. As part of the contract negotiation process, CentralSquare and the City will work together to finalize the SOW for the project, which includes the responsibilities of CentralSquare and the City.

6. Describe the processes and practices employed to minimize risk and control the scope and schedule of the project.

CentralSquare Response:

Risk Management

A project is accompanied by internal and external forces that may impede project development, cause deviations from the project plan, or jeopardize project success. It is critical to identify and manage these risks from inception to completion. CentralSquare uses our standard Risk Management Plan to document and track risks; it is important that CentralSquare and the City project teams jointly participate in periodic reviews of these risks and that each party takes ownership of the risks they own and control. The purpose of this plan is to identify and alleviate, as far as is practical, any risk factors and to minimize any adverse effects on the business.

The Risk Management Plan defines a process to identify risks and document internal and external risks, owners, probability, and impact of each risk. Internal risks are those that the project team can control; external risks are those that the project team cannot control.

An example of a common internal risk is the availability of hardware. We know that timely availability of hardware is a fundamental requirement for timely implementation of the project and any delays may have cascading impact on subsequent tasks and ultimately timely cutover

to the new System. Another example may be making the right project resources available to complete their tasks and participate in project activities. Loss of a key project team member, or conflicting tasks can be considered an internal risk to the project.

An example of a common external risk to the project is dependency on third-party vendors or an external agency to complete integration/interface work between CentralSquare's system and a third-party system, or even the State databases; often CentralSquare has no control over these risks. The City also may not be able to influence an external agency or a third-party (such as the State) to participate in the project activities in accordance with our timelines. In these cases, CentralSquare and the City client maintain our partnership and close communication to minimize the impact of these risks on the project.

Both CentralSquare and the City project teams must be actively engaged to identify project risks and document them for analysis and mitigation planning. It is vital that both organizations support an open and transparent discussion about risks and collaborate to address these risks.

The Risk Management Plan also defines a process for responding to each project risk to minimize the probability and impact of the risk. Reporting, mitigating, and managing project risks is a routine responsibility of both project teams. It is essential that project risks be periodically reviewed and monitored to ensure that risk mitigation strategies occur as planned for proper management of potential impacts to the project.

Project Control

Project Control includes completing regularly scheduled project progress meetings and delivery of regular project progress reports, as well as implementing the processes for Communication Management, Risk Management, and Change Management. This process begins at project initiation and concludes at the end of the project.

Checkpoints or milestones are planned for each phase of the project to measure performance and determine whether the project is ready to progress to the next phase. Checkpoints are key tasks that act as gates to the next phase of a project. A delay in a milestone may cause a delay in starting or completing subsequent tasks, creating a risk to the overall project. Therefore, CentralSquare's staff closely monitors checkpoint tasks and milestones and promptly notifies the Project Manager of any delay or failure associated with a milestone task. Milestone delays on the part of either party will trigger an overall review of project activities so that risks can be assessed and properly managed. In the event that either party becomes aware of a delay, notification shall be provided to the other party as soon as reasonably possible.

Evaluation of overall project status at each checkpoint is essential to ensure that the project is effectively progressing toward completion and that new risks are not being introduced. In many cases, project activities leading to a checkpoint are interrelated to later scheduled tasks. Success at each checkpoint diminishes the risk to the overall project progress.

CentralSquare's Project Manager will routinely assess progress with the City through the checkpoints, and CentralSquare management periodically reviews all projects in Senior Management Review meetings to ensure that these variations receive the highest level of attention.

- 7. Describe the processes and practices used by the vendor to evaluate the client's current operational practices and workflow and on how that information will be used in the setup of the proposed system.**

CentralSquare Response:

Requirements Gathering Phase

Since the proposed applications are COTS products, CentralSquare limits the design to determining the most appropriate configuration for the City. The detailed information about the operational and configuration requirements is gathered through System Orientation processes for each of these applications. The System Orientation for each product includes an interactive session between CentralSquare's Business Analyst and a small group of the City's stakeholders and operational staff at the City's site.

One of the key objectives of these meetings is for CentralSquare to understand the current and desired workflow and business rules that the system must support. Based on these discussions and discoveries, CentralSquare will identify and validate configuration options with the City. The sequence of the System Orientation sessions will mirror the proposed implementation sequence of the applications, based on their interdependencies. For example, we will need to determine CAD Enterprise's main configurations before we review and determine the Mobile Enterprise configurations. Exhibit 6.3 – Statement of Work details the System Orientation process, as well as the activities, outcome, roles, and responsibilities of the City and CentralSquare teams.

Participation by the City's team during the requirements gathering, configuration, and testing phases is key to the success of this effort. These personnel must represent a range of anticipated users, from primary users (e.g., CAD or Records personnel), mobile and field-based reporting users (e.g., field personnel), and consumers of data published in reports and dashboards (e.g., administrative/management personnel). The success of the project is contingent upon the City's ability to make operational and workflow decisions that will translate into a positive user experience. It is important that the personnel assigned to participate in decisions regarding a particular subsystem be consistent from project initiation, system testing, training, and cutover.

Based on the technical nature of the system interfaces to external applications, the requirements gathering process for interfaces is slightly different. CentralSquare's standard Interface Requirements Documents (IRDs) describe the functionality and configuration options for each of CentralSquare standard's interfaces. For each of the applicable standard interfaces, a CentralSquare Systems Engineer will review the IRDs with the City's subject matter experts and prepare a configuration worksheet that details the parameters that will be set to achieve the desired functionality. This process will be performed remotely via conference call and may be performed for different interfaces at different times. CentralSquare will document the City-specific configurations for standard interfaces in configuration worksheets that the City will review and approve prior to commencement of any interface configuration activities. Exhibit 6.3 – Sample Statement of Work further defines this process.

The proposed custom interfaces are the only custom software deliverables that are currently proposed for the City. A CentralSquare Systems Engineer will review requirements applicable to custom interfaces as specified in the Agreement and gather details on the operational

requirements for each custom interface. These activities occur in conjunction with designated staff from the City and designated representatives from the third-party vendor. This process will be performed remotely via conference call and may be performed for different interfaces at different times.

Once the CentralSquare Systems Engineer has gathered sufficient information to describe the operational functionality of each interface, they will create an Operational Scenario Document (OSD) that details the interface's operation. Input from the City describing the interface's operation and interaction with external systems is essential to the timely and accurate development of the OSDs. CentralSquare will provide completed OSDs for the City's review, and both the City and CentralSquare must approve the OSDs prior to software development. Approval from the City indicates the OSD accurately captures the requirements for the custom interface. Exhibit 6.3 – Sample Statement of Work further defines this process.

It is essential that the City facilitate engage third-party vendors early in the process for their side of the interface to determine the end-to-end data flow. In addition, the City should engage those third-party vendors that are not subcontracting to CentralSquare during the requirements gathering process and subsequent interface testing activities.

8. Describe the processes and practices used by the vendor to build the code tables necessary to ensure full and proper operation of the planned application software products and interfaces.

CentralSquare Response:

Throughout the implementation process, there are key testing milestones where the City can simulate a production system. The first is during DOLF (as described in Exhibit 6.3 - Sample Statement of Work). CentralSquare will complete the Code File entry for CAD Enterprise to a level that will allow the City to evaluate call flow and incident management. Code file build (to the level described in Exhibit 6.3 - Sample Statement of Work, Appendix A - Required CAD Enterprise DOLF Code File build) establishes a foundation that will validate basic functions such as call-taking layout, system hierarchy, incident numbering, and incident/unit displays. This methodology allows the City to validate while completing Code File setup and limits the risk of rework. This task is considered complete when the Business Analyst demonstrates the Code Files are complete to the level documented in the Statement of Work.

CentralSquare personnel will participate in the Code File building process. Some Code Files that require local knowledge of the geography and the physical location of business and high-risk areas of the community (e.g., response plans, premise and caution notes, hazard information) cannot be built by CentralSquare and the City will be responsible for entering or geo-verifying these elements. The Code Files prepared by CentralSquare and the Code Files prepared by the City are described in Exhibit 6.3 - Sample Statement of Work. The responsibility for building and maintenance of the System Code Files will transfer to the City after DOLF (with assistance from CentralSquare's Business Analyst).

In addition, the City can again complete simulation testing during the FAT process. The purpose of the FAT is to test specific functionality of CAD Enterprise and to formally document that CAD Enterprise meets the required functionality per the Purchase Agreement. CentralSquare will assist the City with executing the FAT, after DOLF, and prior to user training. This process is

completed prior to Final Acceptance and uses client-built data code files. Both of these processes are outlined in Exhibit 6.3 - Sample Statement of Work.

9. Describe the processes and practices used by the vendor to validate (with the client) the setup and workflow of the proposed system.

CentralSquare Response:

Configuration and Validation

CentralSquare's standard implementation process includes steps to validate the systems from an operational perspective prior to the Functional Acceptance Testing (FAT). The validation step for CAD Enterprise and Records Enterprise is the Demonstration of Licensed Functionality (DOLF). CentralSquare will perform DOLF after the System Orientation and once each of these applications is installed on the City's equipment at the City's site and the initial configuration of each of these applications is complete.

We recommend a small team of representatives from the City's dispatch, field operations, and administration (reporting) teams participate in the DOLF sessions. It is also important that the City's application administrator (e.g., CAD Enterprise Administrator or Records Enterprise Administrator) participate in the DOLF process, as these sessions include training on utilities used for ongoing code file and configuration administration.

To prepare for DOLF, CentralSquare completes the installation of the relevant application at the client site, completes the map conversion, and builds the code files to a level that will permit an evaluation of call flow and incident management. After DOLF, the City will assume responsibility for completing the balance of the code files. Exhibit 6.3 – Sample Statement of Work details this task, as well as the code files that will be completed by CentralSquare versus those that the City will complete.

The CAD Enterprise DOLF session will be based upon the initial configuration of code files and includes the following elements:

- Validation of the configuration to-date
- Review of workflow to validate that it is consistent with planned operational use
- Entry of additional code files and configurations
- Training on applicable utilities

At the conclusion of the CAD Enterprise DOLF session, CentralSquare will produce a DOLF report that documents the core software configuration, code files, and activities to be completed by the City. CentralSquare will document any issues that require follow-up, including any outstanding Go Live issues.

After the System Orientation and once the system is installed, the CentralSquare project team will conduct a Records Enterprise DOLF session at the City's site. During this session, CentralSquare will train a subset of the City staff on the entry of agency-specific information, such as code files, unit identification, and reporting area definitions. The training will include an introduction to the administration responsibilities for implementation, configuration, and maintenance of Records Enterprise. The CentralSquare project team will then advise the City in

Proposal for Twin Falls, Idaho

the definition and building of production data files. CentralSquare will produce a DOLF report after this meeting.

CentralSquare will perform the core configuration for Mobile Enterprise based on the configuration options gathered during the System Orientation. CentralSquare will optimize and install the maps and prepare the system for FAT, administration, and user training. CentralSquare will train the City's Mobile Enterprise Administration team on certain configurations and completing the Mobile Enterprise code file entry.

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Bruce Plannette Senior Project Manager

Summary

Skilled project manager with 15 years of experience managing implementation of public safety software systems.

Experience

Senior Project Manager

CentralSquare Technologies, Lake Mary, FL

2003 – Present

Primary point of contact during project implementation. Develop project documents including: Statement of Work (SOW), Implementation Schedule, technical requirements, and project budget. Oversee entire project, generating detailed documentation on project status to management and clients.

Key Projects with CentralSquare

Orange County Sheriff-Coroner Department, CA – FBR

July 2015 – December 2017 (Pilot)

Positions: 600 concurrent Field Based Reporting positions.

Solution: Deployment of Field Based Reporting for an existing Inform RMS client within phased approach. Current phase agency roll-out. This project also included three integrations between Jail, Property/Evidence and the OCSD Imaging system.

The San Francisco Bay Area Rapid Transit (BART) Police – Regional Anti-Terror Integrated Law Enforcement System, CA – CAD/Mobile/RMS/PSIM

June 2009 – April 2016

Positions: Ten CAD production seats; Mobile; RMS; PSIM.

Solution: Deployment of CAD, Mobile, integrations to external systems and two subcontractors. This project also included a subcontract for, and integration with, a Physical Security Information Management System (PSIM). Thorough this integration the PSIM will create a CAD incident based upon BART Industrial Control Solution(s) input to the PSIM rules engine.

Singapore Civil Defense Force Advanced C3 Emergency System, Singapore – CAD/Mobile

September 2009 – November 2014

Positions: 22 CAD production seats; 600 Mobile.

Solution: Deployment of CAD, Mobile, and 13 interfaces to external systems. This project also included more than 20 CAD customizations.

Director of Performance
Improvement and Business
Systems

Systems Analyst

Education

Orange County Fire Authority, CA – CAD/Mobile

November 2012 – December 2014

Positions: 29 CAD production seats; 350 Mobile.

Solution: Deployment of CAD, Mobile, and seven interfaces to external systems. This project also included: Integration to an Interoperability Information Sharing HUB between four communications centers and four Ambulance Service Area Providers; Hardware and third parties under a subcontract relationship.

Emergency Ambulance Services Inc., Brea, CA

2002 – 2003

- Systems Support and development for CAD, Mobile, and Accounting Systems
- Responsible for CAAS accreditation process

American Medical Response

1993 – 2002

- Systems Support for CAD and Mobile Systems
- Reporting Platform and Report development for all compliance reporting
- Communications Center Quality Improvement

California State University Long Beach, Master Degree in Health Care Administration

California State University Long Beach, Bachelor Degree in Political Science

Susan Irwin Senior Project Manager

Summary

Skilled project manager with 12 years of experience managing implementation of public safety software systems.

Experience

Senior Project Manager

CentralSquare Technologies, Lake Mary, FL

2007 – Present

Primary point of contact during project implementation from initial contract review to project kick-off and final sign-off. Oversee entire project, generating detailed documentation on project status to management and clients.

Key Projects with CentralSquare

BRETSA (Boulder Regional Emergency Telephone Service Authority), CO – CAD/Mobile

August 2009 – November 2012

Positions: 47 CAD production/disaster recovery, 312 Mobile.

Solutions: Deployment of Inform CAD/Mobile and installation of system and third-party hardware. Project spanned 34 County municipalities and Fire Protection Districts, the University of Colorado, and County of Boulder.

Lucas County, OH – CAD/Mobile

October 2010 – June 2014

Positions: 117 CAD production seats, 39 disaster recovery, 80 Mobile.

Solutions: Deployment of Inform CAD/Mobile and 17 interfaces for Lucas County, which comprises seven PSAPs/dispatch centers, serving 16 law enforcement agencies and 15 fire agencies. Included installation of system and third-party hardware.

City of Alexandria, VA – CAD/Mobile

January 2013 – January 2015

Positions: 37 CAD production seats with disaster recovery and 365 Mobile

Solution: Deployment of Inform CAD/Mobile with 18 interfaces and installation of system and third-party hardware. Included National Capital Region CAD-CAD Data Exchange Hub interface, in conjunction with Arlington and Fairfax counties.

Jameson Gartner **Project Manager**

Summary

Accomplished project manager experienced with integrated 911/CAD/Mobile/RMS implementations. Jameson has more than 17 years of progressive public safety supervisory and project management experience. He has worked as a project manager, traffic operations supervisor and SWAT element leader.

Experience

Project Manager

CentralSquare Technologies, Lake Mary, FL

2016 – Present

Primary point of contact during project implementation. Develop project documents including: Statement of Work (SOW), Implementation Schedule, technical requirements, and project budget.

Oversee entire project, generating detailed documentation on project status to management and clients. These responsibilities include:

- Contract review and preparation of project kick-off materials (scheduling, budget, P&L analysis, critical path analysis, team member task assignment, etc.).
- Tracking and reporting on task progress of internal and subcontractor resources per the project Statement of Work and Implementation Schedule.
- Chairing regular status meetings between CentralSquare team members and the clients' governing officials.

Key Projects with CentralSquare

City of Cincinnati, OH – CAD/Mobile

May 2016 – February 2017

Positions: 36 CAD production seats with disaster recovery and Mobile.

Solution: Deployment of Inform CAD/Mobile which also included the installation of all third-party hardware, re-configuration of the previously built joint CAD system, and the configuration of Mobile. System went live January 24, 2017 without any adjustments to the schedule.

Arapahoe County, CO – CAD/Mobile/RMS/JMS

October 2016 – Present

Positions: 24 CAD production seats with disaster recovery and Mobile.

Education

Solution: CAD, Mobile, RMS, and JMS full suite deployment with a two-phased approach for CAD/Mobile. CAD/Mobile was brought live in November 2017, on schedule. This project also includes the consolidation of four municipalities CAD/Mobile which went live in May 2018. There are several interfaces associated with this project including several additions, scope changes, and removals.

Arapahoe County Consolidation—CAD/Mobile

September 2017 – Present

Positions: 23 CAD production seats with Mobile.

Solution: CAD/Mobile deployment will bring four separate law PSAPs on to the Arapahoe County centralized CAD/Mobile solution. This project includes the deployment of a VDI solution to mitigate the need to have CAD/Mobile servers at each client site. This project went Live in May 2018.

Warren County Sheriff, OH – CAD/Mobile/RMS/JMS

May 2016 – Present

Positions: 24 CAD production seats with Mobile, RMS, and JMS.

Solution: CAD, Mobile, RMS, and JMS full suite deployment with ten different law enforcement agencies and 15 fire departments. This project is managed by an IT staff centralized data warehouse with multiple sponsors and stakeholders. This project has several custom interfaces and data conversions from multiple sources.

Loveland Police Department, Loveland, CO

2001 – 2016

- Responsible for oversight and management of daily team activities
- Annual budget planning and management
- Critical incident management

Project manager for multiple department technology projects including: TeleStaff, ARAS 360, Regional Unmanned Air Systems, County Consortium, and Brazos Citations Technology.

Columbia Southern University, Bachelor of Science, Administration of Justice

Colorado POST Certification-Academy, Weld County, CO

Wendy Cotton Senior Business Analyst

Summary

Skilled business analyst with 22 years of experience in public safety software systems on both the agency and vendor side.

Experience

Senior Business Analyst

TriTech Software Systems, San Diego, CA

2006-Present

Maintain project documentation and client-supplied information. Identify, document, and communicate project risks to the project manager. Perform analysis and mapping of existing client operational processes to the TriTech system capabilities. Define system requirements and perform system demonstration and configuration. Create and maintain Operational and Test documentation.

Key Projects with CentralSquare

Singapore Civil Defense Force Advanced C3 Emergency System (Singapore) – CAD/Mobile

September 2009 – November 2014

Positions—22 CAD Production seats; 600 Mobile.

Solution— Deployment of CAD, Mobile and 13 interfaces to external systems. This project also included more than 20 CAD customizations.

Orange County Fire Authority (CA) – CAD/Mobile

November 2012 – December 2014

Positions—29 CAD Production seats; 350 Mobile.

Solution— Deployment of CAD, Mobile and 7 interfaces to external systems. This project also included: Integration to an Interoperability Information Sharing HUB between four communications centers and four Ambulance Service Area Providers; Hardware and third parties under a subcontract relationship.

The San Francisco Bay Area Rapid Transit Police – Regional Anti-Terror Integrated Law Enforcement System (CA) – CAD/Mobile/RMS/PSIM

August 2015 – February 2016

Positions—10 CAD Production seats; Mobile; RMS; PSIM.

Solution— Deployment of CAD, Mobile, integrations to external systems and two subcontractors. This project also included a subcontract for, and integration with a Physical Security Information Management System (PSIM). Thorough this integration the PSIM will create a CAD incident based upon BART Industrial Control Solution(s) input to the PSIM rules engine.

Senior Product Manager

W.E. Consultants

2002-2005

Established a sole proprietorship company providing consulting services based on the needs of the contract agreement as defined by TriTech Software Systems.

Paramedic I

Keefco Ambulance

2004-2005

Responsible for the treatment and transport of patients in non-emergency situations; maintaining certification of Paramedic levels and advancing personal education; maintaining CPR certification.

Paramedic I

Emergency Medical Care, Inc.

1997-2005

Dispatcher

Emergency Medical Care, Inc.

1996-2001

Certifications

- Paramedic level I
- CPR
- Emergency Medical Priority Dispatch Certification
- Level I–Basic Fire Fighters
- Class 4 (Ambulance, taxi and mini bus) license

Don Shumate Lead Training Specialist

Summary

Skilled training specialist with 25 years of experience in public safety.

Experience

Training Specialist

Key Projects with CentralSquare

TriTech Software Systems, San Diego, CA

2013-Present

Develop training materials and documentation for Inform CAD. Implement and maintain the internal Training Web platform to unify product technical knowledge as well as serving as the head point for remote demonstration and training. Conduct business analysis of communication center workflow and procedures for custom adaptation of Inform CAD with code file data collection and integration. Deliver technical and software training to TriTech Clients.

Albany County, New York- CAD, 911

Aug-Oct 2017

- Positions- 50 (throughout region)
- Solution- Deployed CAD and 911 end user training to numerous agencies within the Albany County 911 system.

LOGIS, Minnesota- CAD, Mobile, FBR/RMS

Jan-May 2017

- Positions- 50+ (throughout region)
- Solution- Deployed CAD, Mobile and FBR/RMS end user training.

Hamilton County 911, Tennessee- CAD / Mobile / 911

Aug-Oct 2016

- Positions- 42
- Solution- Deployed CAD, Mobile and 911 end user training.

Orange County 911, New York- CAD, Mobile

June-Aug 2016

- Positions- 46
- Solution- Deployed CAD and Mobile end user training.

California State Parks / Lifeguards, California- CAD

March-April 2014

- Positions- 16
- Solution- Deployed CAD and 911 end user training to numerous agencies within the Albany County 911 system.

Field Radio / Radio Console Trainer

Motorola Solutions

2008-2013

Developed and delivered technical radio communications training to various governmental Motorola clients.

Police Officer / Sergeant

Escondido Police Department

1989-2012

Chairman, Law Enforcement
Assistance Network

Education

Certifications

Supervised, trained and managed police officers on varying shifts and divisions.
Incident Commander for numerous, large-scale critical incidents (wildfires, dignitary protection, shootings, civil disturbances, etc.).
Communications / CAD coordinator.

County of San Diego (L.E.A.N.)

1996-2012

Chairman of county-wide critical incident debriefing network attended by all governmental law enforcement agencies within the County of San Diego (including Federal and military) with the goal of improving interoperability during multi-agency, critical incidents.

San Diego State University, Bachelor Degree in Psychology

- Incident Command (ICS) and National Incident Command (NIMS) Certifications- IS 100, 200, 300a, 300b, 400, 700, 800, COML
- California Police Officer Standards and Training (POST)- Supervisory Cert, POST Basic, Intermediate and Advanced Certs
- Presenter- APCO 2012, 2013

Robert Vega **Business Analyst**

Summary

Seasoned business analyst with over 16 years of experience managing the TriTech Inform CAD as a system administrator in a public safety dispatch environment.

Experience

Business Analyst

TriTech Software Systems, San Diego, CA

October 2016 – Present

Perform analysis and mapping of existing client operational processes to the TriTech system capabilities for dispatching, field operations, and reporting.

- Define system requirements, and perform system demonstration and configuration.
- Create and maintain Operational Requirements Documents based on client operational needs and scenarios.
- Prepare Functional Acceptance Test documentation and conduct tests.
- Support production roll out of new CAD and Mobile systems and client post-Go Live operations.
- Client training on TriTech applications.

Key Projects with CentralSquare

Montgomery County/Clarksville Police, Clarksville, TN

December 2016 – August 2017

- **Business Analyst** – Inform CAD, Mobile and Inform ME
- Consolidated 9-1-1 PSAP between the County and City Police, Sheriff, City and County Fire Departments. Population 193,479
- Interfaces to Classic RMS, Inform Web RMS, Jail, Watson Report Writing
- Complex, dynamic response planning for law and fire agencies
- Paging, TTMS/Records Check, Station Alerting
- Administrative and End-user training for CAD and Mobile
- System went live on schedule without delay

Jefferson County E9-1-1, Lakewood, CO

January 2017 – March 2018

- **Business Analyst** – Inform CAD and Mobile
- New consolidated 9-1-1 PSAP responsible for the dispatch of the Jefferson County Sheriff's Office, four city police departments (Arvada, Golden, Lakewood, and Wheat Ridge) and three fire communications centers (West Metro, Arvada, and Evergreen). Population: 565, 524
- Paging, Station Alerting, Smart 911, TTMS/Records Check, Auto-Dispatch, RMS interfaces to multiple systems.
- Administrative and End-user training for CAD and Mobile
- System prepared to Go Live without delay.

Communications Supervisor
CAD System Manager

Dispatcher /
CAD Administrator

City of Milpitas Police Department, Milpitas, CA

May 1997 to October 2016

- Implementing and managing the TriTech Inform CAD
- Agency CLETS/NCIC Coordinator
- Supervisor of busy public safety answering point

San Ramon Valley Fire Protection District, San Ramon, CA

January 2011 - Present

- Inform CAD build and management
- Police, Fire and EMS Dispatcher
- Inform CAD Trainer

Angela Velasquez **Business Analyst**

Summary

Skilled business analyst with 12 years of experience in public safety software systems.

Experience

Business Analyst

CentralSquare Technologies, Lake Mary, FL

2012-Present

Maintain project documentation and client-supplied information. Identify, document, and communicate project risks to the project manager. Perform analysis and mapping of existing client operational processes to the Inform system capabilities. Define system requirements and perform system demonstration and configuration. Create and maintain Operational and Test documentation.

Key Projects with CentralSquare

The City of Bryan Local Police Department, Brazos County Sheriff, Brazos County Constables (TX) – RMS/FBR

April 2016 – Present

Positions – 10 CAD Call taker/Dispatcher positions, 70 concurrent mobile units, and 182 concurrent Field Based Reporting/RMS positions.

Solution – Deployment of previous TC CAD customer to Inform RMS. This project also included integrations with Property & Evidence hardware, and interface with Odyssey, their existing jail and court software.

The City of Campbell Police Department (CA) – RMS/FBR/CAD/Mobile

October 2017 – April 2018 – pilot

Positions – 45 concurrent Field Based Reporting/RMS positions. Solution – Deployment of RMS Web and RMS Client UI systems, along with integration with Inform CAD. This project also included an interface with the BEAST Property and Evidence software.

Murrieta Police Department (CA) – RMS/FBR/CAD/Mobile

June 2017 – Present

Positions – 25 concurrent Field Based Reporting/RMS positions.

Solution – Deployment of RMS Web and RMS Client UI systems. This project also included integration with Inform CAD, Mobile, and IQ.

Training Specialist

CentralSquare Technologies, Lake Mary, FL

2011-2012

Develop training materials and deliver technical and software training to clients.

Dispatcher

San Antonio Police Department

2009-2011

Managing Partner

Texas Diversified Services

2009

Construction and landscaping services.

Underwriting Supervisor

Education

Certifications

Marsh USA

2006-2008

Licensed Flood Insurance Underwriter

University of The Incarnate Word, Master's Degree in
Organizational Development

University of The Incarnate Word, Bachelor Degree in Banking
and Finance

- Texas Crime Information Center / National Crime Information Center (TCIC/NCIC) Certification
- National Flood Insurance Program, Training
- FEMA Training on Flood Maps/Mapping

Crystal Roth Senior Business Analyst

Summary

Crystal Roth is a Business Analyst with 25 years of experience in Law Enforcement and Public Safety. Ms. Roth's experience and skills permits her to be successful through all phases of project implementation. Ms. Roth's project experience is instrumental in providing clients with a thorough business process analysis, guidance in system configuration to achieve client goals and expectations, and training for application software and interfaces, system integration, and full client support during and after the implementation process. Ms. Roth was a previous Telecommunicator for 20 years prior to joining CentralSquare.

Experience

Business Analyst

CentralSquare Technologies

2013-Present

- Complete project assignments and work in partnerships with clients.
- Maintain project documentation, files, journals, and client-supplied information.
- Identify, document, and communicate project risks to the project manager.
- Perform analysis and planning of existing client operational processes to the Inform system capabilities taking into consideration the client's needs but not limited to dispatching, field operations, administrative, and State reporting for UCR and NIBRS.
- Conduct Functional Acceptance Tests, based on the approved test documents.
- Support production implementation of new systems and client post-Go Live operations.
- Provide training on Inform applications.
- Support implementation of interfaces; State interfaces and various third-party interfaces.
- Assist with development and deployment of new product features.
- Support data conversion efforts.

Key Projects with CentralSquare

Milwaukee Police Department, Milwaukee, WI - Inform RMS - Primary RMS Business Analyst 2016 - 2018

2018

- Implementation of Inform RMS, Inform Jail, Tiburon CAD integration with Inform RMS
- Multiple Interfaces implemented; TraCS Interface for Crash and Citation, COMPASS (local interface), BAIR Analytics, Lexis Nexis Accurint Crime Analysis and iBase to support Agency Fusion Center, Morpho ID, Wisconsin Justice Information Sharing

Anchorage Police Department, Anchorage, AK - Inform RMS - Primary RMS Business Analyst 2016 - 2018

- Implementation of Inform RMS, Inform CAD, Inform Mobile
- Alaska State Crash and Citation
- Alaska State and Municipal Court Interfaces
- Alaska State APSIN/NCIC interface

Training/Resource Specialist

Dallas Fort Worth Airport Police - Inform CAD, Inform Mobile, Inform RMS - Primary RMS Business Analyst 2017

- Implementation of Inform RMS, Inform CAD, Inform Mobile

Tiburon, Inc.

2013-2016

- Provide Remote and Onsite Administration, User Training, and Train-the-Trainer for both DispatchNow CAD and Total Enforcement RMS.
- Coordinate and provide direction to multi-agency clients through the implementation process of Tiburon systems, working with a variety of Department Heads or their respective representatives.
- Prepare clients for software implementation in which may consist of QA of the sites system as well as assistance with configurations.
- Provide Onsite Go-Live support to clients.
- Work directly with Project Managers to ensure successful training and implementations of Tiburon products.
- Prepare Agenda and Training Documents.

Facilitator/Instructor

Southwestern Illinois Law Enforcement Commission

2009-2013

- Facilitate the 80-hour Telecommunicator Course for new Telecommunicators within a five-county region in accordance to APCO and State Standards.
- Instruct various Telecommunicator classes within the course curriculum

Training Coordinator /
CAD Project Manager /
EMD Coordinator

St. Clair County ETSB

2006-2013

- Develop and Implement various training programs for Telecommunicator's in St. Clair County
- CAD Administrator of the Positron PowerCAD System
- Project Manager for the implementation of the Tiburon DispatchNow CAD System

Education

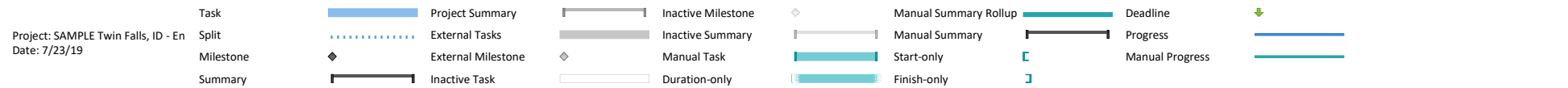
Southwestern Illinois College, Degree in Administration of Justice

Southwestern Illinois College, Degree in Computer Science
CJIS-certified

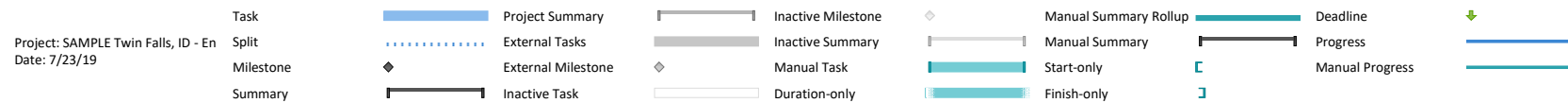
Certifications

Proposal for Twin Falls, Idaho

ID	WBS	Task Name	Duration	Start	Finish	Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter					
0	0	SAMPLE Twin Falls, ID - Enterprise Suite	292 days	6/1/20	7/22/21	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
1	1	Phase I- Initiation	5 days	6/1/20	6/5/20																															
2	1.1	Contract complete	0 days	6/1/20	6/1/20																															
3	1.2	Review Project Schedule	5 days	6/1/20	6/5/20																															
4	1.3	Perform CentralSquare Internal Initiation activities	5 days	6/1/20	6/5/20																															
5	1.4	Phase I (Initiation) Complete	0 days	6/5/20	6/5/20																															
6	2	Phase II- Planning	19 days	6/8/20	7/2/20																															
7	2.1	Develop Project Management Plans (Communications Mgmt, Risk Mgmt)	5 days	6/8/20	6/12/20																															
8	2.2	Baseline Project Schedule	10 days	6/19/20	7/2/20																															
9	2.3	Phase II (Planning) Complete	0 days	7/2/20	7/2/20																															
10	3	Phase III - Execution	276 days	6/23/20	7/22/21																															
11	3.1	Hardware/OS Configuration	114 days	7/7/20	12/16/20																															
12	3.1.1	HDW - Review: Site Prep/Network Diagram Review	5 days	7/7/20	7/13/20																															
13	3.1.2	HDW - Procure and deliver Hardware and third party Software	8 wks	7/14/20	9/8/20																															
14	3.1.3	HDW - Complete ISR Configuration Sheet	5 days	9/9/20	9/15/20																															
15	3.1.4	HDW - Base HDW/OS installation	3 wks	9/16/20	10/6/20																															
16	3.1.5	HDW - VM Configuration	2 days	10/7/20	10/8/20																															
17	3.1.6	HDW - System Installation and Server Configuration	10 days	10/9/20	10/22/20																															
18	3.1.7	HDW - Conduct Technical Handoff Meeting with Client	1 day	10/23/20	10/23/20																															
19	3.1.8	HDW - Archiving_Reporting/Replication and Purging	2 days	10/23/20	10/26/20																															
20	3.1.9	HDW - Disaster Recovery System Installation and Configuration	5 days	12/10/20	12/16/20																															
21	3.1.10	HDW - Complete	0 days	12/16/20	12/16/20																															
22	3.2	GIS	81 days	7/7/20	10/28/20																															
23	3.2.1	GIS - GIS Orientation (Remote)	0.5 days	7/7/20	7/7/20																															



Proposal for Twin Falls, Idaho

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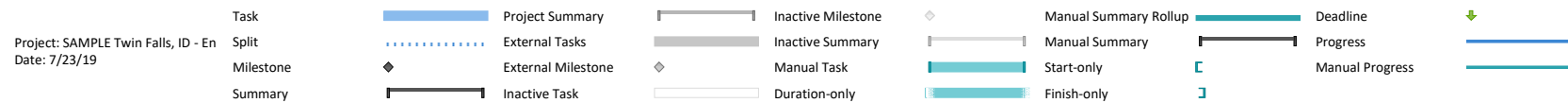
Proposal for Twin Falls, Idaho

ID	WBS	Task Name	Duration	Start	Finish	Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter					
46	3.3.1.10	CAD Enterprise - Response Plan Workshop	3 days	12/22/20	12/28/20	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
47	3.3.1.11	CAD Enterprise - Testing (FAT- Prep)	5 days	1/29/21	2/4/21																															
48	3.3.1.12	CAD Enterprise - Testing (FAT - Client Site)	4 days	2/5/21	2/10/21																															
49	3.3.1.13	CAD Enterprise - Workshop #1	3 days	3/11/21	3/15/21																															
50	3.3.1.14	CAD Enterprise - System Integration Ready	0 days	3/15/21	3/15/21																															
51	3.3.1.15	CAD Enterprise - User Training	118 days	11/25/20	5/14/21																															
52	3.3.1.15.1	CAD Enterprise - System Administration Training (at CentralSquare)	4 days	11/25/20	12/2/20																															
53	3.3.1.15.2	CAD Enterprise - User Training #1	4 days	3/23/21	3/26/21																															
54	3.3.1.15.3	CAD Enterprise - User Training #2	4 days	3/30/21	4/2/21																															
55	3.3.1.15.4	CAD Enterprise - User Training #3	4 days	4/6/21	4/9/21																															
56	3.3.1.15.5	CAD Enterprise - Administration Training Course (Code File management)	4 days	4/13/21	4/16/21																															
57	3.3.1.15.6	CAD Enterprise - Supervisor Training	5 days	4/12/21	4/16/21																															
58	3.3.1.15.7	CAD Enterprise User Training Complete	0 days	4/16/21	4/16/21																															
59	3.3.1.15.8	Client End User Training	20 days	4/19/21	5/14/21																															
60	3.3.2	Inform Mobile Enterprise	161 days	10/23/20	6/11/21																															
61	3.3.2.1	Mobile Enterprise - System Orientation	1 day	10/23/20	10/23/20																															
62	3.3.2.2	Mobile Enterprise - Software Installation and Configuration	25 days	10/26/20	12/1/20																															
63	3.3.2.3	Mobile Enterprise - Administrator Training	1 day	12/2/20	12/2/20																															
64	3.3.2.4	Mobile Enterprise - Train the trainer	1 day	12/29/20	12/29/20																															
65	3.3.2.5	Mobile Enterprise - Testing (FAT - Prep)	5 days	12/3/20	12/9/20																															
66	3.3.2.6	Mobile Enterprise - Testing (FAT)	1 day	12/10/20	12/10/20																															
67	0	Mobile Enterprise - System Integration Ready	0 days	12/10/20	12/10/20																															
68	3.3.2.8	Client End User Training	20 days	5/17/21	6/11/21																															
69	3.3.3	Standard CAD Enterprise Interfaces	172 days	7/14/20	3/18/21																															

Project: SAMPLE Twin Falls, ID - En	Task	Project Summary	Inactive Milestone	Manual Summary Rollup	Deadline	
Date: 7/23/19	Split	External Tasks	Inactive Summary	Manual Summary	Progress	
	Milestone	External Milestone	Manual Task	Start-only	Manual Progress	
	Summary	Inactive Task	Duration-only	Finish-only		

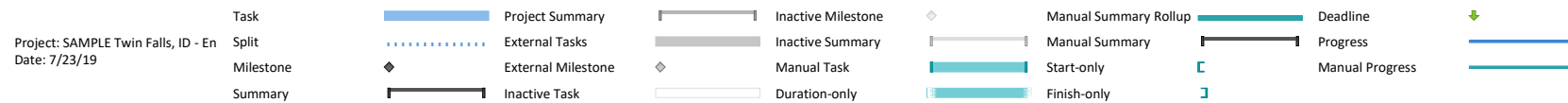
Proposal for Twin Falls, Idaho

ID	WBS	Task Name	Duration	Start	Finish
70	3.3.3.1	IF ANI-ALI (E911)	15 days	11/20/20	12/14/20
71	3.3.3.1.1	ANI-ALI (E911) - Standard IRD Review	3 days	11/20/20	11/24/20
72	3.3.3.1.2	ANI-ALI (E911) - Installation - Configuration	5 days	11/25/20	12/3/20
73	3.3.3.1.3	ANI-ALI (E911) - Client/Vendor Testing	5 days	12/4/20	12/10/20
74	3.3.3.1.4	ANI-ALI (E911) - FAT	2 days	12/11/20	12/14/20
75	3.3.3.2	IF Standard Station Alert	31 days	12/15/20	1/29/21
76	3.3.3.2.1	Station Alert - Standard IRD Review	3 days	12/15/20	12/17/20
77	3.3.3.2.2	Station Alert - Installation - Configuration	10 days	12/18/20	1/5/21
78	3.3.3.2.3	Station Alert - Client/Vendor Testing	15 days	1/6/21	1/26/21
79	3.3.3.2.4	Station Alert - FAT	3 days	1/27/21	1/29/21
80	3.3.3.3	IF CAD Enterprise to External System Incident Transfer (X3)	80 days	11/20/20	3/18/21
81	3.3.3.3.1	External System Incident Transfer - Standard IRD Review	15 days	11/20/20	12/14/20
82	3.3.3.3.2	External System Incident Transfer - Installation - Configuration	20 days	12/15/20	1/14/21
83	3.3.3.3.3	External System Incident Transfer - Client/Vendor Testing	30 days	1/15/21	2/25/21
84	3.3.3.3.4	External System Incident Transfer - FAT	15 days	2/26/21	3/18/21
85	3.3.3.4	IF Records Check	146 days	7/14/20	2/10/21
86	3.3.3.4.1	IF R-Check - Standard IRD Review	5 days	7/14/20	7/20/20
87	3.3.3.4.2	IF R-Check - Provide all connectivity information to CentralSquare	10 days	7/14/20	7/27/20
88	3.3.3.4.3	IF R-Check - Provide State Communication Protocol and Msg Key Documentation to CentralSquare	10 days	7/14/20	7/27/20
89	3.3.3.4.4	IF R-Check - Draft Query Configuration Sheet	10 days	7/28/20	8/10/20
90	3.3.3.4.5	IF R-Check - Final Query Configuration Sheet	10 days	8/11/20	8/24/20



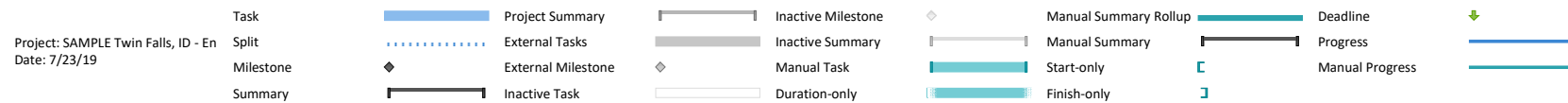
Proposal for Twin Falls, Idaho

ID	WBS	Task Name	Duration	Start	Finish	Timeline																											
91	3.3.3.4.6	IF R-Check - Installation and Configuration (Including Records Enterprise Plugin)	60 days	10/7/20	1/5/21	CSq-Eng																											
92	3.3.3.4.7	IF R-Check - External System Ready for Connectivity Test	1 day	1/6/21	1/6/21	Client																											
93	3.3.3.4.8	IF R-Check - Connectivity Test	5 days	1/7/21	1/13/21	Client, CSq-Eng																											
94	3.3.3.4.9	IF R-Check - Client/State testing	10 days	1/14/21	1/27/21	CSq-Eng, Client																											
95	3.3.3.4.10	IF R-Check - FAT	10 days	1/28/21	2/10/21	CSq-SE, Client																											
96	3.3.3.5	Interfaces - System Integration Ready	0 days	3/18/21	3/18/21	3/18																											
97	3.4	Records Enterprise	236 days	7/14/20	6/17/21																												
98	3.4.1	Records Enterprise Implementation	236 days	7/14/20	6/16/21																												
99	3.4.1.1	Records Enterprise - Project Kickoff & System Orientat	4 days	7/14/20	7/17/20	CSq-BA RMS, Client																											
100	3.4.1.2	Records Enterprise - Administration Review and Training	3 days	10/23/20	10/27/20	CSq-BA RMS, Client																											
101	3.4.1.3	Records Enterprise - Base System Build by Client	90 days	10/28/20	3/9/21	CSq-BA RMS																											
102	3.4.1.4	Records Enterprise - Workshop #1 (Incident, Arrest, Case Management)	3 days	11/11/20	11/13/20	CSq-BA RMS, Client																											
103	3.4.1.5	Records Enterprise - Workshop #2 (Citation, Crash, and Other Event)	3 days	12/2/20	12/4/20	Client, CSq-BA RMS																											
104	3.4.1.6	Records Enterprise - Output Designer Training	3 days	12/21/20	12/23/20	Client, CSq-BA RMS																											
105	3.4.1.7	Records Enterprise User Training - Property/Evidence	3 days	1/19/21	1/21/21	Client, CSq-BA RMS																											
106	3.4.1.8	Records Enterprise - Workshop #3 (Records Administration)	3 days	2/12/21	2/16/21	Client, CSq-BA RMS																											
107	3.4.1.9	Records Enterprise - Workshop #4 (Warrants/Civil)	3 days	3/3/21	3/5/21	Client, CSq-BA RMS																											
108	3.4.1.10	Records Enterprise - DOLF - Prep	5 days	3/8/21	3/12/21	CSq-BA RMS																											
109	3.4.1.11	Records Enterprise - DOLF	3 days	3/15/21	3/17/21	Client, CSq-BA RMS																											
110	3.4.1.12	Records Enterprise - Testing (FAT- Prep)	5 days	3/18/21	3/24/21	CSq-BA RMS																											



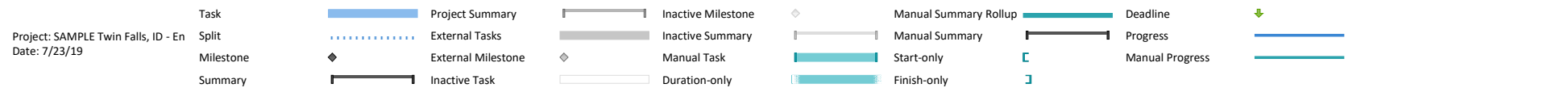
Proposal for Twin Falls, Idaho

ID	WBS	Task Name	Duration	Start	Finish	Quarter 4 Aug	4th Quarter Sep	1st Quarter Oct	2nd Quarter Nov	3rd Quarter Dec	4th Quarter Jan	1st Quarter Feb	2nd Quarter Mar	3rd Quarter Apr	4th Quarter May	1st Quarter Jun	2nd Quarter Jul	3rd Quarter Aug	4th Quarter Sep	1st Quarter Oct	2nd Quarter Nov	3rd Quarter Dec	4th Quarter Jan	1st Quarter Feb	2nd Quarter Mar	3rd Quarter Apr	4th Quarter May	1st Quarter Jun	2nd Quarter Jul	3rd Quarter Aug	4th Quarter Sep	1st Quarter Oct	2nd Quarter Nov	3rd Quarter Dec	4th Quarter Jan	1st Quarter Feb
111	3.4.1.13	Records Enterprise - Testing (FAT- Execute at Client Site)	2 days	3/29/21	3/30/21																															
112	3.4.1.14	Records Enterprise - System Integration Ready	0 days	3/30/21	3/30/21																															
113	3.4.1.15	Records Enterprise - User Training	36 days	4/28/21	6/16/21																															
114	3.4.1.15.1	Records Enterprise User Training - Field Officers	3 days	4/28/21	4/30/21																															
115	3.4.1.15.2	Records Enterprise User Training - Investigations	3 days	5/4/21	5/6/21																															
116	3.4.1.15.3	Records Enterprise User Training - Records	3 days	5/11/21	5/13/21																															
117	3.4.1.15.4	Records Enterprise User Training - Civil & Warrants	3 days	5/17/21	5/19/21																															
118	3.4.1.15.5	Records Enterprise - Client Conducted End User Training	4 wks	5/20/21	6/16/21																															
119	3.4.1.15.6	Records Enterprise User Training Complete	0 days	6/16/21	6/16/21																															
120	3.4.2	Records Enterprise Interfaces	76 days	8/10/20	11/24/20																															
121	3.4.2.1	Custom Records Enterprise Interfaces (OPTIONAL IF PURCHASED)	76 days	8/10/20	11/24/20																															
122	3.4.2.1.1	Custom Records Enterprise Interface #1	76 days	8/10/20	11/24/20																															
123	3.4.2.1.1.1	Requirement Analysis	5 days	8/10/20	8/14/20																															
124	3.4.2.1.1.2	OSD Development	15 days	8/17/20	9/4/20																															
125	3.4.2.1.1.3	OSD Review and Revision	5 days	9/8/20	9/14/20																															
126	3.4.2.1.1.4	OSD Approval	1 day	9/15/20	9/15/20																															
127	3.4.2.1.1.5	Interface Coding	4 wks	9/16/20	10/13/20																															
128	3.4.2.1.1.6	Interface Installation and Initial Testing	5 days	10/14/20	10/20/20																															
129	3.4.2.1.1.7	Interface testing with Vendor and Client	10 days	10/21/20	11/3/20																															
130	3.4.2.1.1.8	Interface Troubleshooting and Rework	10 days	11/4/20	11/17/20																															
131	3.4.2.1.1.9	Interface FAT	5 days	11/18/20	11/24/20																															
132	3.4.3	Records Enterprise Interfaces - System Integration Ready	0 days	11/24/20	11/24/20																															
133	3.4.4	Law Records Enterprise Legacy Data Conversion (LDC)	232 days	7/20/20	6/17/21																															



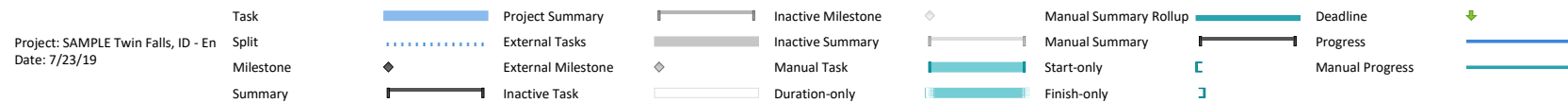
Proposal for Twin Falls, Idaho

ID	WBS	Task Name	Duration	Start	Finish	Quarte Aug	4th Quarte Sep	1st Quarte Oct	2nd Quarte Nov	3rd Quarte Dec	4th Quarte Jan	1st Quarte Feb	2nd Quarte Mar	3rd Quarte Apr	4th Quarte May	1st Quarte Jun	2nd Quarte Jul	3rd Quarte Aug	4th Quarte Sep	1st Quarte Oct	2nd Quarte Nov	3rd Quarte Dec	4th Quarte Jan	1st Quarte Feb	2nd Quarte Mar	3rd Quarte Apr	4th Quarte May	1st Quarte Jun	2nd Quarte Jul	3rd Quarte Aug	4th Quarte Sep	1st Quarte Oct	2nd Quarte Nov	3rd Quarte Dec	4th Quarte Jan	1st Quarte Feb	
134	3.4.4.1	LDC Records Enterprise - Provide Legacy Data to CentralSquare	10 days	7/20/20	7/31/20																																
135	3.4.4.2	LDC Records Enterprise - Data Analysis and Review	20 days	8/3/20	8/28/20																																
136	3.4.4.3	LDC Records Enterprise - Define Data Mapping	20 days	8/31/20	9/28/20																																
137	3.4.4.4	LDC Records Enterprise - Develop Data Conversion Plan	40 days	9/29/20	11/23/20																																
138	3.4.4.5	LDC Records Enterprise - Perform Conversion on a sample set	5 days	3/18/21	3/24/21																																
139	3.4.4.6	LDC Records Enterprise - Perform Data Validation	10 days	3/25/21	4/7/21																																
140	3.4.4.7	LDC Records Enterprise - Update Data Conversion Plan and test	20 days	4/8/21	5/5/21																																
141	3.4.4.8	LDC Records Enterprise - Perform Final Legacy Records Enterprise Data Conversion	2 days	6/15/21	6/17/21																																
142	3.4.4.9	LDC Records Enterprise - Data Conversion Complete	0 days	6/17/21	6/17/21																																
143	3.5	System Integration Testing	9 days	3/19/21	3/31/21																																
144	3.5.1	CAD Enterprise Enterprise/Mobile Enterprise Enterprise - System Integration Testing	1 day	3/19/21	3/19/21																																
145	3.5.2	Records Enterprise - System Integration Testing	1 day	3/31/21	3/31/21																																
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149	3.6.3	CAD Enterprise Enterprise/Mobile Enterprise Enterprise - System Lock Down	10 days	6/3/21	6/17/21																																
150	3.6.4	CAD Enterprise Enterprise/Mobile Enterprise Enterprise - Pre Go Live Activities	1 day	6/16/21	6/17/21																																



Proposal for Twin Falls, Idaho

ID	WBS	Task Name	Duration	Start	Finish
151	3.6.5	CAD Enterprise Enterprise/Mobile Enterprise Enterprise - Go Live	3 days	6/17/21	6/21/21
152	3.6.6	Records Enterprise - Go Live Assessment/Authorization to Proceed	3 days	4/19/21	4/22/21
153	3.6.7	Records Enterprise - Pre Go Live System Checks	5 days	6/7/21	6/14/21
154	3.6.8	Records Enterprise - System Lock Down	3 days	6/14/21	6/17/21
155	3.6.9	Records Enterprise - Pre Go Live Activities	1 day	6/16/21	6/17/21
156	3.6.10	Records Enterprise - Go Live	2 days	6/17/21	6/18/21
157	4	Phase IV - Controlling and Monitoring	292 days	6/1/20	7/22/21
158	4.1	Control and Monitor Project Activities	292 days	6/1/20	7/22/21
159	4.2	Process TCRs	292 days	6/1/20	7/22/21
160	4.3	Produce Project Reports	292 days	6/1/20	7/22/21
161	5	Phase V - Closure	2 days	7/19/21	7/20/21
162	5.1	Hand Off to Support	2 days	7/19/21	7/20/21
163	5.1.1	CAD Enterprise Enterprise/Mobile Enterprise Enterprise - Hand Off to Support	1 day	7/20/21	7/20/21
164	5.1.2	Records Enterprise - Hand Off to Support	1 day	7/19/21	7/19/21
165	5.2	Phase IV Closure Complete	0 days	7/20/21	7/20/21





CENTRAL**SQUARE**

TECHNOLOGIES

SAMPLE STATEMENT OF WORK

City of Twin Falls , Idaho

**CAD Enterprise, Mobile Enterprise,
and Records Enterprise**

Version 1

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1 OVERVIEW

1.1 Statement of Work

This Statement of Work (SOW) defines the services and deliverables that CentralSquare will be providing in accordance with the terms and conditions of the System Purchase Agreement (the “Purchase Agreement”) between CentralSquare Technologies, LLC (CentralSquare) and Sedgwick County Emergency Communications, KS (“Client”).

The pricing and services for this assume the project duration will not exceed a period of eighteen (18) months. If the project exceeds the expected duration due to client delays, additional services must be purchased.

This project description includes the services and deliverables specified by the Purchase Agreement, including if applicable, CentralSquare and services, Subcontractor activities, third-party products and services for the implementation of the System and Subsystems specified in the Purchase Agreement (collectively the “Project”).

Statement(s) of Work for applicable CentralSquare Subcontractor(s) are presented in Appendix E - Subcontractor(s) Statement(s) of Work.

In some cases, the framework of Deliverables documented by this SOW for this Project is further defined through additional documents such as: Operational Scenario Documents (OSD); Interface Requirements Documents (IRD); Interface Specification Documents (ISD) ; Functional Design Documents (FDD); User and Administrator Documentation and Training Materials.

The number and type of software licenses, products, or services provided by CentralSquare or its Subcontractors are specifically listed in the Purchase Agreement and any reference within this document as well as Subcontractors’ SOWs (if applicable) does not imply or convey a software, license, or services that are not explicitly listed in the Purchase Agreement.

1.2 Project Implementation Definitions

Unless otherwise defined herein, capitalized terms within this document have the meanings described in the Definitions section of the Purchase Agreement and where applicable Software Support Agreement.

The following terms are used in this document. Since these terms may be used differently in other settings, these definitions are provided for clarity.

- Project Schedule means the schedule providing dates and timeframes for completion of tasks and Deliverables during the course of this Project. The Project Schedule is subject to change at the mutual agreement of CentralSquare and the Client as further described in this SOW.
- Project Management Plan means collectively the Communications Management Plan; Risk Management Plan; and Change Management Plan that provide the criteria for managing those tasks within the Project.

- The OSD provides an operational description of a capability or feature within the applicable CentralSquare solution in sufficient detail that both Client and CentralSquare team mutually agree to the expected deliverable. The OSD provides the “what”, “how,” and the information flow (including data flow and data elements, when appropriate) of the capability or feature. The OSD does not provide the technical or internal design of how CentralSquare’s Development team will accomplish the requested feature. An OSD will be provided for each contracted product customization to be developed. Once approved by the Client, the OSD becomes the basis for CentralSquare’s development. Once approved, any further changes requested by the Client to the OSD and/or design may incur additional costs to the Client.
- Standard Interface Requirement Document (IRD) defines the functionality of specified Standard Interfaces. These documents are standard, published CentralSquare documents, and are not specific to a Client.
- Functional Design Document (FDD) contains details for specified data conversions such as the proposed approach, fields that will be converted, and assumptions.

1.3 System Acceptance Process – CAD Enterprise, Mobile, & RMS

This project shall follow a standard Acceptance Test methodology for CAD Enterprise, Mobile, and RMS which is designed to allow the parties to thoroughly evaluate and verify the functionality and reliability of CentralSquare System and Subsystems. These procedures include several steps that are described in later sections of this SOW. Upon successful completion of these procedures the system is deemed Accepted.

1.3.1 Functional Acceptance Testing

Functional Acceptance Testing (FAT) is conducted on specified Subsystems prior to conducting End User Training on these applications and staging them for Go Live. The focus of these tests is to verify that each Subsystem meets the functions as described in CentralSquare’s standard FAT documents, which have been created based on CentralSquare’s standard product specifications.

Note: Functional Acceptance Testing for specified Subsystems will occur one time, at one location. For projects that will place Subsystems for agencies and/or PSAPs in multiple phases, FAT will only be conducted for the first phase going into Production, and will not be repeated for subsequent phases. The Client must ensure that appropriate representation from various agencies and/or PSAPs attend the FAT for each Subsystem.

The Functional Acceptance Tests are performed based upon standard CentralSquare FAT documents and have a standard content and format. These standard FAT documents will be submitted to the Client for review prior to testing.

During the scheduled FAT and according to the FAT documents, CentralSquare and Client project personnel will work to identify critical errors where the Subsystem does not conform materially to the

FAT documents. Any such critical errors will be documented by CentralSquare on the FAT exceptions list. Errors listed on the FAT exception list will be classified as follows:

- a) Pre-Go Live Issues: Critical issues in the Subsystem that prevent the Client from performing normal daily and monthly operations and therefore must be corrected prior to Go Live.
- b) Post Go Live Issues: Issues identified in the FAT testing that do not prevent the Client from performing normal daily and monthly processes and therefore can be corrected after the Subsystem Go Live. These issues will not be used as part of the criteria for Acceptance.

In the event that the Client chooses not to follow or complete the Acceptance Test processes defined in the Statement of Work, the Client's cutover to live production status (i.e., productive use) of any CentralSquare supplied Subsystem constitutes the Client's acceptance of the Subsystem.

1.3.2 CentralSquare System Integration Testing (SIT)

Once the FAT is successfully concluded for all specified subsystems that are scheduled to go live together and in preparation for Go Live, the Client will conduct a remote SIT (up to 4 hours). Typically CAD Enterprise, Mobile Enterprise, and CAD interfaces Go Live together. Records Enterprise, along with their associated Interfaces may go live together or separately. The Client will lead this testing and CentralSquare will assist when needed.

The SIT for CAD and its Subsystems will be conducted based on a scenario that test the call flow from the call creation to disposition in CAD. The scenario will include Mobile, selected interfaces (Paging, CAD to External RMS, Station Alerting, and Records Check/NCIC) and the suite integration. The core client project team will lead this test with assistance by CentralSquare. CentralSquare will provide a standard set of test scenarios that test the CAD system and suite integration.

The SIT for Records Enterprise will be conducted based a scenario that test the records management process. The scenario will include RMS and Records Check/NCIC. The core Client project team will lead this test with assistance by CentralSquare. CentralSquare will provide a standard scenario that test the Records Management System.

The SIT scenario will be provided to the Client prior to the commencement of the SIT. A TCR will be submitted to the Client documenting the delivery of the SIT Test plans and must be signed prior to testing. At the completion of SIT, the Client shall provide written approval that the System is ready for Go Live. If the project includes separate Go Lives for each System (CAD/Mobile, RMS, JMS), then separate SIT Scenarios and Go Live Authorizations will be prepared for each set of Subsystems and interfaces going live together.

1.3.3 Client System Integration Testing

CentralSquare's Standard System Integration Testing is designed to test the system under a standard set of parameters and typical scenarios.

It is recommended that the Client build out their own set of system integration tests based on their operational business processes. Industry best practices have found that testing the individual applications that will Go Live together reduces the amount of risk and unexpected ad-hoc configuration changes post Go Live.

The core client project team should assemble a small group of end users from each respective discipline (dispatchers, field users, and records clerks) to conduct the Client System Integration Testing. The Client should build their test scenarios around typical day to day call and incident processing workflows, as well as scenarios that may be more atypical, such as large scale, mass casualty, or active shooter type incidents. Using data from the legacy system provides an excellent opportunity to test the new system under similar circumstances.

The Client will be responsible for coordination and execution of the Client System Integration Testing. CentralSquare project staff will be available to support the testing remotely on an as-needed basis. Critical issues identified during the Client System Integration Testing should be immediately reported and escalated as outlined elsewhere in this SOW.

1.3.4 Reliability Acceptance Period – CAD Enterprise, Mobile, and RMS

As further defined in the Agreement, immediately upon production cutover (Go Live) of the CentralSquare Subsystems, a thirty (30) day Acceptance Test Period will begin to verify operational functionality in a live environment. If no Critical Priority or Urgent Priority Software Errors (as those terms are defined in Addendum E to the Agreement) are reported during such thirty (30) day period, the Subsystems shall be deemed to have achieved Final Acceptance. In the event that a Critical Priority or Urgent Priority Software Error occurs during the Acceptance Test Period, CentralSquare shall commence actions in accordance with the Software Support Agreement to correct the reported error. This process is further defined in section 7.16, Reliability Acceptance Period.

1.4 General Client Responsibilities

In addition to those Client responsibilities stated elsewhere in this SOW, the Client is responsible for:

- a)** Electrical facilities (e.g., outlets, generator and other electrical infrastructure facilities) required for this project, including necessary maintenance.
- b)** Cabling (e.g., power, network, interface and other electrical and data transmission lines) required for this project, including necessary maintenance.
- c)** Network/communications connections (e.g., LAN/WAN, commercial wireless, telephone, VPN, and other voice/data connections), or ongoing network/communications charges associated with installation, operation or support of the proposed system including the establishment and maintenance of security accounts.

- d)** Configuration and/or programming of network routers, switches and bridges – this includes providing information to CentralSquare staff on any firewalls within the overall network that the system will operate and necessary port access for the system to operate in accordance with CentralSquare documentation.
- e)** The installation, configuration, maintenance (including patch management and upgrades of Microsoft software required by the System).
- f)** The installation of servers into racks and the connection of such servers to network switches.
- g)** The assignment of machine names and IP addresses for servers to be utilized by the System. This includes joining the servers to the network and the assignment of security accounts as specified by CentralSquare documentation.
- h)** Any hardware and third-party software or services necessary for implementing the System that is not listed in the Purchase Agreement as a CentralSquare Deliverable (not listed as a line item in the Price and Payment section of the Purchase Agreement). This includes workstations, server hardware not included with managed server solutions, network equipment, telephone or TDD equipment, performance test software, Microsoft licenses, Disaster Recovery Software, and services required to extract legacy data and convert into acceptable data formats.
- i)** Configuration, maintenance, testing, and supporting the Third-Party Systems that the Client operates and which will be interfaced with as a part of this project. This project includes the contracted Interfaces listed in Appendix C - Standard CentralSquare Interfaces and Appendix D - Custom CentralSquare Interfaces. The Client is responsible for maintaining and supporting these systems in good working order. The Client is responsible for providing Application Programming Interface (API) documentation to these systems that document the integration process for the level of interface integration defined by CentralSquare's response to the RFP, as described by CentralSquare responses to the RFP as well as Interface IRD and approved OSDs. The Client is also responsible for any cost associated with the development, or configuration of the Third-Party System Vendor side of the Interfaces.
- j)** Consoles, furniture or fixtures as well as any modifications to install equipment used for Systems or Subsystems specified by the Purchase Agreement into existing consoles, furniture, vehicles or existing facilities. Installation of Workstations into consoles, furniture, vehicles or like items, is the responsibility of the Client.
- k)** Active participation of the appropriate personnel with the necessary background knowledge and availability in the Project implementation meetings and working sessions during the course of the Project. Examples of such implementation sessions are System Orientation, DOLF, Acceptance Testing, Training, regular Project meetings, discussion regarding Interfaces, system installation planning, and the like.
- l)** The provision of Code Files and GIS data as requested by CentralSquare staff. This information must be provided on a timely basis in order to meet the project timelines. This information will be provided in a format requested by CentralSquare staff in accordance with CentralSquare Documentation.
- m)** Assistance with any non-CentralSquare systems and/or databases the IQ CrimeView application or import process will interface with in order to obtain data or provide functionality.

Common examples include provision of data dictionaries, ODBC connectivity, and information pertaining to the type, location, and structure of data in the source CAD, RMS, or other source database(s) or data file(s).

- n) The timely review and approval of Functional Acceptance Testing (FAT) documents, OSDs, IRDs, Task Completion Reports (TCR) and/or other project documentation as further defined in this SOW.
- o) Provide a facility with the required computer and audio-visual equipment for training.
- p) Timely completion of acceptance testing for each of the CentralSquare Subsystems.
- q) Timely completion of Data Categorization Worksheets, Application Reviews and, where appropriate, Content Building for the IQ CrimeView application.
- r) CentralSquare pricing for this Project assumes that all Client supplied products and services required to support the project will be delivered according to this agreed to Statement of Work, based upon a mutually agreed upon project schedule. This timeline will require a commitment by Client staff to attend project meetings, attend training, and execute action items in a timely fashion. Should the Client find that it is unable to support the agreed to schedule, CentralSquare reserves the right to execute a mutually agreed to Project Change Order. The Change Order will make the necessary modifications to schedule and/or scope of the project and, if applicable, allow CentralSquare to recoup any additional costs which may be incurred by CentralSquare as a result of Client delays.
- s) The Client is responsible for providing remote connectivity to CentralSquare for the purpose of installation, configuration, testing, and troubleshooting of CentralSquare's applications at the Client site. CentralSquare's approved remote connectivity methods are described in the System Planning Document.
- t) Connect and configure any Third-Party hardware (such as Bar Code Scanners, Bar Code Printers, Biometric Fingerprint Scanners, and Signature Pads) to Client workstations, if these services are not explicitly sold in the System Purchase Agreement.
- u) The Client is responsible for the creation and ongoing maintenance of SSL certificates required for the operation of the software of on-Premise hardware that is not included with managed server solutions. This includes the tracking of expiry dates and the timely renewal of certificates.

1.5 Project Exclusions

- a) CentralSquare provides software applications that it develops. These applications are sold as is and are considered to be "Commercial Off the Shelf" (COTS) software packages. The functionality of these products will be based on CentralSquare's current design and functionality of these COTS products, unless otherwise indicated in the Purchase Agreement, or if applicable, CentralSquare's responses to the RFP.
- b) Work, software, services, hardware, Systems, Subsystems, product/software modifications, or any other deliverables not explicitly stated in the Purchase Agreement will not be included in the Project.

- c) Any modification to CentralSquare standard products or customizations to such products that are not explicitly stated in the Purchase Agreement are excluded from the scope of this Project.
- d) Changes in scope will only be executed through a mutually agreed upon Change Management Process, as described in the Project Management Plan.
- e) CentralSquare is not responsible for the deficiencies in the Client's internal or contracted network to support remote CAD Enterprise, Records Enterprise, or other subsystem workstations.
- f) CentralSquare is not responsible for the deficiencies in a Client's internal or contracted network to support some of the extended features of Mobile Enterprise and Records Enterprise products due to bandwidth or limitations in wireless coverage.
- g) CentralSquare is not responsible for the removal of the old (legacy) equipment, hardware, furniture, consoles, cabling, as part of the Project implementation unless specifically stated in the Purchase Agreement and this SOW.
- h) Unless otherwise stated, this project does not include reconfiguring the data import process for IQ CrimeView for a separate or replacement CAD, RMS, or other source database/system after the initial configuration is initiated.
- i) This project does not include creation or modification of GIS data by CentralSquare staff.

2 PROJECT DELIVERABLES

2.1 Overview of Project Deliverables

This project will provide a combination of software and services that comprise the System for use by the Client's Public Safety Organization(s). The individual Subsystems to be provided comprise the overall System. The Purchase Agreement specifies the software licenses included in this Project by the quantity and environment in which licensed. This includes all Server and User Licenses, Standard and Custom Interfaces, as well as other CentralSquare tools and utilities.

The Purchase Agreement for this project incorporates the following major Subsystems:

- a)** CentralSquare CAD Enterprise (Powered by Inform) (Production, Test/ Training, Disaster Recovery)
 - CAD Enterprise Browser
 - CAD Enterprise GISLink
 - CAD Enterprise Archive and Reporting Server
 - CAD Enterprise Routing Server
- b)** CentralSquare Mobile Enterprise (Powered by Inform) (Production, Test/Training, Disaster Recovery)
 - Mobile Enterprise Magnetic Stripe Reader
- c)** CentralSquare Records Enterprise (Powered by Inform) (Production, Test/ Training, Disaster Recovery)
 - Records Enterprise Reporting Server
 - Records Enterprise Accident Module
 - Records Enterprise Evidence & Barcoding Module
 - Records Enterprise GIS (with CAD)
- d)** CentralSquare (formerly TriTech) Message Switch
- e)** ASAP Interface Annual subscription
- f)** System Interfaces as listed in the Appendices to this SOW

Implementation of different components of the System is performed in a series of interrelated processes. Some processes can be performed concurrently while others are sequential in nature. CentralSquare has implemented process gates to ensure successful completion of tasks in the optimal order before a subsequent activity begins.

The only reference for the number and type of software licenses is the Purchase Agreement. Any reference within this document to services associated with a specific software product does not imply or convey a software license for products that are not listed in the Purchase Agreement.

2.1.1.1 Standard CentralSquare Deliverables

The functionality provided by Standard CentralSquare Products, including Interfaces (the core CentralSquare and Interfaces without any Modifications) is defined by CentralSquare Standard documentation such as User and Administration Guides for CentralSquare's major Subsystems such as CAD Enterprise, Mobile Enterprise, CAD Enterprise Browser, Records Enterprise, CAD Enterprise GISLink and other Standard Software products. Standard Interface Requirement Documents (IRD) define the functionality of the Standard Interfaces. These documents are standard, published CentralSquare documents, and are not specific to a Client.

Standard CentralSquare Interface Software to be delivered through this Project is identified as software licenses in the Purchase Agreement. The functionality provided by specified Standard CentralSquare Interface Software is defined by CentralSquare IRDs or other documents.

Any Modification to the functionality of Standard CentralSquare within the System, or Subsystems, shall follow the Change Management Process as described in Section 5.2, Change Management Process. The scope of the Modification will be described in an OSD. Release of all Modifications to CentralSquare's Standard Interfaces will follow Subsystem release cycles (i.e., CAD Enterprise, Records Enterprise, and the like).

2.1.1.2 Contracted Modifications to Standard CentralSquare Products

Any Modifications to Standard CentralSquare Products including CAD Enterprise, Mobile Enterprise, Records Enterprise, CAD Enterprise GISLink, and Standard System Interfaces that are to be delivered through this Project are listed in the Purchase Agreement. The functional scope of any Modification procured through the Purchase Agreement will be summarized in this Statement of Work and defined by an OSD for all items listed under Appendix B - Contracted Modifications to Standard CentralSquare Products for CAD Enterprise, Mobile Enterprise, Records Enterprise, and other major CentralSquare Subsystems; and under Appendix C - Standard CentralSquare Interfaces, for modifications to Standard Interfaces. Any and all modifications or enhancements that are not explicitly listed in the Purchase Agreement or CentralSquare's responses to the RFP are not within the scope of this Project.

Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

Note: All enhancements and modifications to any of CentralSquare's Standard products (including the Interfaces) will only be released with a major version of the applicable subsystem (i.e., CAD Enterprise, Mobile Enterprise, Records Enterprise, and the like) based upon the relevance and dependency to these products.

Note: Software versioning is the process of assigning either unique version names or unique version numbers to unique states of computer software while a **service pack or patch** is a piece of **software** designed to fix problems with, or update a computer program or its supporting data. This includes fixing security vulnerabilities and other bugs.

2.1.1.3 Contracted Custom Interface Software

Custom Interfaces to be created by CentralSquare are identified as individual software licenses in the Purchase Agreement. A high-level description of the intended functionality and scope is attached as part of Appendix D - Custom CentralSquare Interfaces to this SOW. The detailed functional scope of any custom Interface procured through the Purchase Agreement will be defined by an OSD or other documents, which will be developed and delivered to the Client during the project.

Any changes in the requirements documented in the System OSDs or other documents, post approval of the OSDs or other documents are subject to formal Change Order.

2.1.1.4 Disaster Recovery Environments

The Disaster Recovery environment(s) for this Project is designed to address the failure of components of the server infrastructure; a failure of the primary database server at the primary server location; or a failure of the majority of the server infrastructure at the primary server location.

In the event where there is a significant failure of the primary server infrastructure, the Disaster Recovery environment allows staff to connect to a Disaster Backup System located at a remote location in order to continue operations. This scenario is particularly applicable in situations that involve power and/or network outages, facility failure, and lack of access to the primary server environment. CentralSquare will provide Disaster Recovery documentation (Failover Document and Switch-Over to the Disaster Recovery Server) that describes the technology that supports ongoing operation of System(s) in this situation. This is also managed through CentralSquare approved Disaster Recovery software.

Failover to the Disaster Recovery system in each of above scenarios involves a number of manual and automated steps to activate CentralSquare files and configurations applicable for the Disaster Recovery System. CentralSquare will provide the necessary pre-staged files and the procedure specific to such files. Similar steps will be followed for a failback process. The Client must ensure that trained personnel are available for failover/failback and that applicable documentation is carefully followed. Additional Information is available in the System Planning Document and the CentralSquare operational manuals for Disaster Recovery Systems.

Note: The Synchronization between Primary and the Disaster Recovery server requires a CentralSquare approved third-party Disaster Recovery Software. If the license for this synchronization software is not explicitly listed in the Purchase Agreement (purchased through CentralSquare) the Client is responsible for procurement of the required licenses for this software.

The Purchase Agreement for this project includes the following Disaster Recovery Systems:

- a) CAD Enterprise
- b) Mobile Enterprise
- c) RMS Enterprise
- d) Refer to Appendix C - Standard CentralSquare Interfaces and Appendix D - Custom CentralSquare Interfaces for the list of DR Interfaces that are included in this project

3 CENTRAL SQUARE PROJECT ROLES AND RESPONSIBILITY

3.1 Overview

CentralSquare will appoint a team of specialized personnel that will implement the Project under the direction of CentralSquare's Project Manager. The team will be multi-disciplinary and the team members may specialize in different products or Subsystems. Team members may be engaged in different phases of the Project as necessary and in some cases are involved in the Project for a limited timeframe. Any personnel changes by CentralSquare will be discussed with and agreed upon by the Client in advance. Such agreement will not be unreasonably withheld.

The descriptions of personnel roles noted below provide an overview of typical Project team members. Other personnel may be involved under the direction of the CentralSquare Project Manager in order to complete the requirements of the Project.

3.2 CentralSquare Project Manager

CentralSquare has appointed a CentralSquare Project Manager as the principal CentralSquare contact who will be responsible for managing CentralSquare's responsibilities related to the implementation of the Project, as described in this SOW and within the scope of the Purchase Agreement. The Project Manager is also responsible for managing the Deliverables for CentralSquare's subcontractors.

Each of CentralSquare's Subcontractors may appoint a Project Manager to manage their portion of the Project Deliverables and activities. However, the CentralSquare Project Manager will have the overall responsibility for coordinating all activities and supervising the progress of each sub-Project. The CentralSquare Project Manager will manage all communications between the Client and each of CentralSquare's Subcontractors. CentralSquare's Project Manager is responsible for Project scheduling and management of CentralSquare Project personnel and subcontractor/supplier resources.

The Project Manager uses a standardized methodology for project implementation, project management, and risk identification and management. CentralSquare's Project Manager is responsible for Project scheduling and management of CentralSquare Project personnel and applicable Subcontractor/supplier resources, budget management, identification and management of Project risks, and communication with the Client's Project team. The CentralSquare Project Manager will be responsible for the collaborative coordination of Client resources in an effort to ensure that avoidable Project delays will be minimized.

The Project Manager is involved in the Project beginning with the SOW development and continuing through post Go Live Project closure activities. The Project Manager will be an active participant in many of the milestone events through the course of the Project including System Orientation, DOLF, and Go Live. The Project Manager will organize a bi-weekly Project status call with the Client and necessary Project team members. Additionally, the Project Manager will

provide the Client with a written Project status report on a monthly basis, as further defined in this SOW.

3.3 Systems Engineer

The Systems Engineer is responsible for two primary functions, within the scope of the Project: 1) configuration of Standard CentralSquare Interfaces (including configuration documentation); and 2) development of software requirements documentation for Custom Interfaces. The Systems Engineer will additionally participate in testing of each of these Subsystems. In some cases, Development Engineers may perform the role of the Systems Engineer for specialized interfaces, particularly for Records Enterprise interfaces.

3.4 CAD Enterprise Business Analyst

The CAD Enterprise Business Analyst is responsible for the configuration of the CAD based on the Client's system requirements, business rules, configuration data, and reporting needs. The Business Analyst will provide consultation services to the Client with regard to the configuration and operation of CAD. The CAD Enterprise Business Analyst is also responsible for conducting the CAD System Orientation, Demonstration of Licensed Functionality (DOLF), assisting with Pre-Go Live Acceptance Testing and providing consulting support throughout the Project implementation life cycle.

After the completion of the DOLF session, ownership for continued Code File configuration and maintenance transfers to the Client. At this stage, the Business Analyst will serve as a consultant for the Client's further configuration of the Client's CAD system until the Client's System is in live operation. These activities are described in later sections of this SOW.

The Business Analyst will be an active participant in many of the milestone events through the course of the Project and will participate in bi-weekly Project status calls, as needed.

3.5 Mobile Enterprise Business Analyst

The Mobile Enterprise Business Analyst is responsible for the configuration of the Mobile Enterprise based on the Client's system requirements and the dispatch and field users' operations. The Business Analyst will provide consultation services to the Client with regard to the configuration and operation of Mobile Enterprise. The Mobile Enterprise Business Analyst is also responsible for conducting the Mobile Enterprise System Orientation, assisting with Pre-Go Live Acceptance Testing, delivery of Train the Trainer and Mobile Enterprise Administration Class, as well as providing consulting support throughout the Project implementation life cycle.

3.6 GIS Analyst

As part of the implementation team, CentralSquare utilizes a GIS Analyst that specializes in geographical Information technology. The GIS Analyst is responsible for 1) performing an analysis regarding the Client's GIS source data; 2) consultation services regarding converting the GIS source data for use in CAD Enterprise, Mobile Enterprise, and Records Enterprise; 3) providing training for applicable CentralSquare GIS tools as included in the Purchase Agreement; 4)

preparing the one-time GIS data configuration for the CentralSquare Public Safety Suite – Enterprise (Powered by Inform).

3.7 Records Enterprise Business Analyst

Records Enterprise Business Analyst(s) participate in various activities throughout the implementation of each of these Subsystem. They are primarily responsible for conducting the System Orientation with the Client to observe and evaluate the Client's current business practices and make recommendations for improving efficiency and areas that need to be reviewed. They also conduct the Demonstration of Licensed Functionality (DOLF) for RMS, Administration Training, assist the Client through Functional Acceptance Testing for RMS, and provide consulting support throughout the Project implementation life cycle.

After the completion of the RMS Administration & Review training session, ownership for continued system build and maintenance transfers to the Client. At this stage, the Business Analyst will serve as a consultant for the Client's further configuration of the Client's system until the Client's System is in live operation. These activities are described in later sections of this SOW.

The Business Analyst will be an active participant in many of the milestone events through the course of the Project and will participate in bi-weekly Project status calls, as needed.

3.8 Training Specialist

Training for CentralSquare applications is provided by CentralSquare Training Specialists. Training staff for other products and functions will vary by the type of product and training proposed.

This process is described in greater detail in the training sections of this document, related to each of these products.

3.9 Client Installation Services Team

CentralSquare's Client Installation Services (CIS) team is responsible for installation and integration of CentralSquare onto the system hardware that is identified for this Project. This team works closely with the Client's staff to coordinate IP and network addressing, security accounts, network connections, and remote access to the System.

This process is described in greater detail in Section 7.2, System Installation of the SOW.

3.10 Customer Services Group

Client service functions and technical support for the Client's System during the Project is coordinated by the CentralSquare Project Manager. After Go Live, CentralSquare's Customer Services Group is responsible for providing on-going support for the Client's System as defined in the Purchase Agreement and the Software Support Agreement.

3.11 Account Manager

The Account Manager is an important resource to the Client throughout the life of their System. The Account Manager will be the primary contact and liaison for non-technical support issues, system changes and billing questions. They provide support for general Client service requests,

manage requests for new software and services, and provide assistance with planning technology upgrades post System Go Live.

Having the Account Manager participate as a key Project member provides an enhanced level of continuity for the Client as they continue their relationship with CentralSquare.

4 RECOMMENDED CLIENT ROLES AND RESPONSIBILITIES

4.1 Overview

Implementation of the Subsystems in a manner that meets the Client's operational needs requires collaboration with the Client's team. In general, the Client's Project team should include staff experienced in the operation and administration of the Client's current public safety technology systems as applicable to the scope of this project. Such teams may include representatives from the CAD Enterprise, Mobile Enterprise, and Records Enterprise users and stakeholders. These "subject matter experts" need to be engaged through the course of the Project from initiation until live operations, and may be involved in the support and maintenance of the System and Subsystems after Go Live.

These recommendations do not speak to specific positions. Rather, this information defines specific responsibilities and estimated time commitment. The Client may elect to create individual positions, combine responsibilities, and/or assign responsibilities within their current organizational structure. The Client needs to periodically assess its staffing needs based on changes in the Client's operational use of this technology.

Often, there is overlap with these core responsibilities - therefore, the team can generally be kept to a small group, dependent upon the complexity of the system being implemented and the number of Subsystems.

In addition, it is recommended that the Client, early within the implementation process, identify those persons that will be responsible for the ongoing maintenance of the Client's System to include the technical and business processes. The application Administrators (CAD Enterprise, Mobile Enterprise, and Records Enterprise), as well as the System Administrator, are very key to the success of the Project. It is paramount that the Client develops this team during the implementation process so that the Client successfully achieves a degree of self-reliance with the understanding of each of the Systems in addition to the generalized technical responsibilities.

4.2 Project Manager

The Client's Project Manager is the principal Client contact who will manage a team of Client Project personnel. The Client's Project Manager manages and coordinates Client's resources responsible for completing assigned Project tasks and activities.

Activities include facilitating Project Schedules and meetings, timely approval and processing of invoices, review and approval of Task Completion Reports ("TCRs"), Project management plans, applicable configuration sheets, OSDs and IRDs, approval of the Project documentation and FAT, and management of the Client's staff. Additionally the Client's Project Manager is responsible for coordinating the efforts, activities, and communications between CentralSquare and third-party vendors that are not CentralSquare Subcontractors, as well as any deliverables from these vendors to the Project.

4.3 System Administrator

The Client's System Administrator is the individual/s primarily responsible for managing the technical back-end of the System components that are not part of the managed servers, including Windows, SQL Server, network, hardware, data back-ups and log management. This individual is the primary technical point of contact representing the Client.

As identified in the Purchase Agreement and the Software Support Agreement, following the initial system installation, administration, and support for hardware (including the software operating system) excluding the managed servers and network components are the responsibility of the Client. The Client needs to plan for support and maintenance through the development of Client resources, other departments within the Client's organization, or by contracting for such services. The Client should establish procedures for managing warranty service of hardware.

Activities for this position include 1) management of Microsoft Windows Operating System including patches and service packs; 2) management of Microsoft SQL Server including patches and service packs; 3) implementation of software prerequisites (in accordance with CentralSquare Documentation) on computers as needed for current operations and System upgrades; 4) monitoring, management and maintenance of the Client's network including LANs, WANs, wireless networks, security accounts and support connectivity (in accordance with CentralSquare Documentation); 5) hardware maintenance and troubleshooting excluding the managed servers; file and data back-ups and software and error log management; and 6) creation, maintenance and renewal of certificates of on-Premise systems excluding the managed servers.

Time commitment will vary with the number of computers on the system, the complexity of the network (including the use of a WAN) and the number of personnel to be managed in network access. If the System LAN is connected to the Client's administrative LAN/WAN¹, coordination will be important to avoid problems with the Client's network traffic. Personnel involved in System Administration should attend the applicable CentralSquare System Administrator Course(s). Where a large team is involved, a core team should attend a System Administrator Course and then the Client's System Administration team should conduct a smaller version of the training for local staff.

4.4 CAD Enterprise Administrator

The Client's CAD Enterprise Administrator is the individual primarily responsible for managing the CAD Enterprise application software settings to ensure efficient operation. This individual is the primary CAD configuration point of contact representing the Client.

Activities include CentralSquare setup, assignment, and management of CentralSquare modular security, maintenance of the Code Files, evaluation and implementation of version updates, reporting, prioritization, and management of support issues.

Within the Multi-Agency environment, separate CAD administration staff may be required to manage the components used by each operation - under the direction of an overall System-Wide CAD Administrator. Any personnel involved in CAD administration should participate in the DOLF session so they are prepared to maintain the CAD Code Files post DOLF. The CAD Administrator should additionally attend CAD Enterprise User Training.

4.5 Mobile Enterprise Administrator

The Client Mobile Enterprise Administrator must possess a set of skills necessary to support the Client's implementation of the Mobile System. The Mobile Enterprise Administrator will be

¹ CentralSquare recommends a dedicated LAN for CAD as documented in the System Planning Document.

responsible setting up and maintaining the users, and vehicles as well as minor configuration changes to the Mobile Enterprise product. The desired administrator should possess a working knowledge of:

- a) HTML/XML, CSS, and JavaScript.
- b) SQL, especially views, stored procedures, and database schema.
- c) Standard GPS protocol (TAIP and NMEA).
- d) The Mobile Enterprise Administrator should attend the Mobile Enterprise Train-the-Trainer course and the Mobile Enterprise Administration course.
- e) This individual should work closely with the System Administrator in order to manage file and data back-ups and System administration of the hardware and network.

4.6 Records Enterprise Administrator

The Records Enterprise Administrator will have the responsibilities for the implementation, configuration, and maintenance of CentralSquare's Records Enterprise. This person or persons will be engaged in the implementation of the CentralSquare's Records Enterprise, and will participate in making decisions as it relates to implementing the CentralSquare's Records Enterprise.

Records Enterprise Administrator will attend the Records Enterprise Workshops throughout the course of the Project. This person should have a comprehensive understanding of the internal structure and workflow of Records Enterprise, departmental policies and procedures as well as how the records department interacts with dispatch and field operations personnel.

The Records Enterprise Administrator will be responsible for building and maintaining the RMS templates, workflows and code tables. Additional activities include CentralSquare setup, assignment, and management of the agency specific Code Files, evaluation and implementation of version updates, reporting, prioritization, and management of support issues.

Within the Multi-Agency environment, separate local RMS administration staff may be required to manage the components used by each Agency - under the direction of an overall Central RMS Administrator. Any personnel involved in RMS administration should participate in the RMS workshops so they are prepared to maintain Records Enterprise.

4.7 Records Enterprise Output Designer Administrator

The Records Enterprise Output Designer Administrator will have the responsibilities for creating custom form outputs within RMS using Microsoft SQL Server Reporting Services (SSRS), which can be accessed from the Records Enterprise Web UI Data Entry Templates. Using the Records Enterprise Output Designer application utility, the administrator will learn to generate a dataset based on the Records Enterprise Module template, utilizing SSRS to customize the output based off a pre-defined default output report. This administrator will be responsible for configuring the templates to use the custom form output within the Records Enterprise Web Data Entry Designer tool in conjunction with the Records Enterprise Administrator.

This is an advanced role and the resource should have prior working experience using SSRS. CentralSquare will not provide training on SSRS. This resource will also need to be familiar with the Records Enterprise Templates as designed by the Records Enterprise Administrator.

4.8 GIS Analyst

The GIS Analyst is responsible for the mapping components required for CAD Enterprise, Mobile Enterprise, Records Enterprise, and Crime Analytics. Activities include providing the initial GIS files to CentralSquare for analysis. The GIS Analyst will be responsible for updating the CAD Enterprise and Mobile Enterprise Streets data using GIS Link, and working with CentralSquare's GIS Analyst to implement mapping components for Records Enterprise and Crime Analytics .

During scheduled activities, the Client should have a fully dedicated person or persons. Post implementation workload is based upon the number and type of GIS data edits that will be necessary for the local operations. This person (or group of people) should attend GISLink training and Crime Analytics Dashboard Training.

4.9 CAD Enterprise/Records Enterprise/Supervisors

Input from the Users/Supervisors is important to ensure that the configuration settings approved by the Client's team will be perceived as usable by users of the each of the Subsystems. These Users/Supervisors should participate in meetings defining and evaluating the requirements and configuration of their respective products, such as System Orientation and Administration Training.

During scheduled activities, the Client should have a fully dedicated person or persons. Post implementation should be maintenance only. These personnel should attend the applicable User trainings.

4.10 Subject Matter Experts

Input from subject matter experts in all applicable areas (CAD Enterprise, Mobile Enterprise, Records Enterprise, and each of the Interfaces and external Systems that integrate with CentralSquare Systems) is essential to successful implementation of the system. The subject matter expert(s) in each area are the individuals who are knowledgeable about the current operational and technical specifications of the system, the data flow between and among different applications, and any limitations associated with each application.

For Standard and Custom Interfaces, subject matter experts may be from the Client Agency, and third-party vendors. If the vendors are not CentralSquare Subcontractors, the Client will be responsible for engaging them in necessary discussions and documentation of the requirements.

The Client should involve a fully dedicated person or persons during the scheduled activities, such as requirements analysis, demonstration of the applications (if applicable), review of requirements documentation, the testing process, and other events that are described in later sections of this SOW. Post implementation, the involvement of the subject matter experts should be limited to maintenance only.

4.11 Application Trainers

A team of trainers is needed for training the Client staff on CentralSquare on an on-going basis. Trainers will be responsible for reading CentralSquare release notes and maintaining an understanding of new and existing features.

The Client should involve a fully dedicated person or persons during scheduled activities such as training sessions. Post implementation, the involvement of the subject matter experts should be limited to maintenance only. These personnel should attend the applicable product specific training courses.

5 PROJECT CONTROLLING PROCESSES

5.1 Overview

Project Controlling Processes are established early in the Project life cycle during the Planning Phase and described within the Project Management plans. Project Control is the process that includes completing regularly scheduled Project progress meetings and the use of regularly delivered Project progress reports, as well as implementing the processes needed for Communication Management, Risk Management, and Change Management. The process begins during the initiation process and concludes at the end of the Project.

The establishment of defined processes for Client communication (contact persons and reporting methods) provides a basis for effective and regular communication. This supports the previously noted processes necessary for successful Project outcome.

As part of the Controlling Processes, CentralSquare utilizes a series of measurements and management reviews to mitigate the effect of these variances. Checkpoints or milestones are planned into each phase of the Project to measure performance and determine if the Project is ready for the next phase.

Checkpoints are key tasks that act as gates to the next phase of a project. A delay in a milestone may cause a delay in starting or completing subsequent tasks; in effect creating a risk to the overall Project. Therefore, CentralSquare's Project staff closely monitors checkpoint tasks and milestones and promptly notifies the Project Manager of any delay or failure with a milestone task. Milestone delays on the part of either party will trigger an overall review of Project activities so that risks can be assessed and properly managed. In the event that either party becomes aware of a delay, notification shall be provided to the other party as soon as reasonably possible.

Evaluation of overall Project status at each checkpoint is essential to ensure that the Project is effectively progressing toward completion and that new risks are not being introduced. In many cases, Project activities leading to a checkpoint are interrelated to later scheduled tasks. Success at checkpoints diminishes the risk to the Project going forward.

Incomplete actions at a checkpoint may prompt delays and a rescheduling of the Project. For example, delays in completing or approving Custom Interface OSDs will delay the start and completion of the Interface development work, which may ultimately have an impact on the projected Go Live date. Depending upon the importance of the Deliverable, these kinds of delays can have a cascading effect upon the Project Schedule including training and Go Lives.

As part of the Project controlling process, upon completion of significant milestones and or tasks, CentralSquare will submit a Task Completion Report ("TCR") to the Client. The TCR serves as a formal tool for the purpose of verifying with the Client that the work has been performed, services rendered, and products delivered according to the requirements specified within the SOW and/or related documents.

TCRs are presented to the Client by CentralSquare's Project Manager for signature. Some TCRs may trigger a Project payment, in accordance with the payment terms within the Purchase Agreement. Upon execution of a TCR that is tied to a Project payment milestone, the Client will

receive an invoice from CentralSquare's Accounting Department which must be paid based on the terms and conditions of the Purchase Agreement.

As the Prime Contractor, CentralSquare is responsible for processing TCRs for all Subcontractor activities, under the Contract.

The TCR will include the following information:

- a) Description of Work performed and products delivered.
- b) Comments noting any special circumstances.
- c) Product/Service deliverables listing the contract line items that are being recognized as delivered and will be invoiced.
- d) Related Payment Terms in accordance with the Purchase Agreement, for contract line items that will be invoiced relative to the TCR.

5.1.1 CentralSquare Responsibilities

- a) CentralSquare will prepare and submit TCRs for Client's signature upon completion of the applicable task.
- b) The TCR will cite the appropriate SOW reference.
- c) TCRs that trigger a payment will include the payment amount in accordance with the Purchase Agreement payment schedule.

5.1.2 Client Responsibilities

- a) Client will review and approve TCRs within a five (5) business day period from the time of receipt less any challenges to the validity of the report.
- b) In the event that Client disagrees with a TCR, Client shall submit to CentralSquare a written explanation detailing why the Client believes that the subject of the TCR and/or tasks have not been completed in accordance with the Purchase Agreement or this SOW. Such notification from the Client shall be provided to the CentralSquare Project Manager within five (5) business days of receipt of the TCR.

5.2 Change Management Process

Either party can request changes to the scope of the project at any time. Since a change may affect the price, project deliverables, this SOW, the supporting project schedule, and/or the terms of the Purchase Agreement for this SOW, both parties must approve each change in writing and agree on the impact each change may have on the Purchase Agreement and related attachments.

The purpose of the Change Management Process is to manage any significant changes to the Project as described in this SOW or related documents as referenced within the SOW. These changes may include, but are not limited to a modification to Project scope, Standard or Custom products' functionality, CentralSquare and Client's identified roles and responsibilities, Project payment terms, and modifications to the scope or delivery location of services within the Project. All significant changes must be documented through the Change Management Process. The type of documentation needed will depend on the nature and significance of the change.

A Project Change Order will be the vehicle for communicating and approval of the changes. Whether initiated by the Client or CentralSquare, all Change Orders will be documented by the CentralSquare Project Manager. The Change Order shall describe the requested change, the party requesting the change, and the effect the change will have on the project, including the price, project deliverables, this SOW, the supporting project schedule, and/or the terms of the Purchase Agreement for this SOW.

All Change Orders must go through the CentralSquare's internal approval process before they can be presented to the Client for review and approval. Once the Change Order is generated, the Client Project Manager and CentralSquare Project Manager will review the proposed change and communicate as necessary to answer any questions, and/or work to resolve any issues preventing acceptance of the Change Order by both parties. Upon the approval by both parties the Change Order will be authorized for implementation.

The creation of some Change Orders may, depending upon the scope of the requested change, require fees in order for CentralSquare to properly investigate and scope of the requested change. If additional fees are required by CentralSquare to create a Change Order, those fees will be identified and communicated to the Client Project Manager prior to CentralSquare's investigation of the requested change. In such situations, CentralSquare will only proceed with the investigation required to create the Change Order if the Client has agreed to pay the additional fees associated with creation of the Change Order.

Additional deliverables or Project deletions in terms of Software and services will require a mutually agreed upon Change Order. It must be noted that the later in the Project that a change is requested, the greater the likely impact in terms of costs, risks, and timescale. It is recommended that the Client not delay any review activity as it is a best practice to discover potential changes as early as possible. In some cases, it may be more appropriate to plan modifications for post Go Live delivery.

5.2.1 CentralSquare Responsibilities

- a) Change Orders will be prepared for submission to the Client when required.
- b) Where Project changes require Engineering-level modifications, CentralSquare will perform requirements capture necessary to prepare required documentation including a high level description of the change for Client review and approval.
- c) Where Project changes require Engineering-level modifications, Client will be informed of the delivery mechanism (version and schedule).

5.2.2 Client Responsibilities

- a) When applicable, the Client will identify the services or deliverables that will be subject to a Change Order, per the Purchase Agreement between both parties.
- b) When applicable, the Client will identify changes to features or functionality related to CAD, Mobile, RMS, Interfaces, or any other Subsystems that will require a change order. This process may also include participation with the requirements process.
- c) Client will approve and process Change Orders in a timely manner.

5.3 Project Reporting

CentralSquare will provide Monthly Status Reports advising the Client Project Manager and key Client Project Stakeholders of the progress and status of project activities. This report will include the significant accomplishments, planned activities, issues, and potential risks associated with CentralSquare and CentralSquare's Subcontractors' Deliverables. The Project Status Reports will include the following:

- a)** Accomplishments during the Reporting Period.
- b)** Planned upcoming activities.
- c)** Issues.
- d)** Risks.
- e)** Key Action Items.

In addition, the CentralSquare Project Manager will hold bi-weekly status meetings/conference calls to update the Client on the status of the Project and key action items and deliverables.

During the course of the Project, one or more Project journals will be created to document Project issues and action items. These journals are generally product specific and are used by the Project Manager and other team members to facilitate successful Project completion. Project journals are reviewed with the Client during bi-weekly Project status calls and on an as needed basis through the course of the Project. The Project Manager is responsible for periodically providing copies of updated journals.

CentralSquare will provide an updated Project Schedule advising the Client Project Manager of the progress of project activities. The Project Schedule may be lacking the detailed tasks for the Client team, and the Client may add such tasks, owners, and durations to the Project in collaboration with CentralSquare Project Manager. The Project Schedule will consist of the following:

- a)** Major Tasks.
- b)** Task Responsibility.
- c)** Task Duration.
- d)** Major Milestones.
- e)** Tasks Completed.
- f)** Tasks in Progress.

5.3.1 CentralSquare Responsibilities

- a)** Provide a written report of Project status once a month.
- b)** Track issues and action items to closure through product specific journals. The Client will be periodically provided with updated copies of the journal.
- c)** Conduct status meetings/conference calls every two weeks.

- d) Maintain an up-to-date Project Schedule.

5.3.2 Client Responsibilities

- a) Review the written report of Project status and provide feedback within five (5) business days in order to ensure that the documentation is correct.
- b) Participate in Project status meetings.
- c) Ensure participation of personnel in tasks and meetings.

5.4 Document Review

In the course of the Project, CentralSquare will deliver several documents to the Client for review. These documents will include but are not limited to the Pre-Go Live Acceptance Test Procedure, Project Schedule, DOLF report, OSD, ISD, Training Material and Interface Requirement Documents for the Project. Approved documents are returned to the CentralSquare Project Manager. All documents will be provided in electronic (soft copy). If Client desires printed (hard copy) documentation, it is their responsibility to print and bind the desired copies. The CentralSquare Project Manager will retain a copy and provide Client with a copy.

Should the Client find any document unacceptable, the Client must provide specific reasons in writing to the CentralSquare Project Manager. CentralSquare can then assess any required corrective measures and make revisions or modifications to provide acceptable documents within a mutually satisfactory timeframe.

Status Reports are not subject to approval.

In order to ensure compliance with the Project Implementation Schedule, the Client is responsible for the review of such documents and providing any comments to CentralSquare within five (5) business days.

5.4.1.1 Documents Subject to Client Approval

- a) Change Orders
- b) Operational Scenario Documents (OSD)
- c) Application Configuration Sheet
- d) Pre-Go Live Functional Acceptance Test Procedure documents
- e) Task Completion Reports

5.4.1.2 Documents Subject to Client Review not Requiring Approval

- a) Project Schedule
- b) Note: The Project Schedule and any changes hereto are to be mutually agreed upon between the Client and CentralSquare.
- c) Project Status Reports
- d) DOLF Reports for CAD Enterprise and Records Enterprise
- e) Interface Requirements Documents (IRD)

- f) Interface Specification Documents (ISD)

5.4.2 CentralSquare Responsibilities

- a) Distribute the documents to the Client.
- b) Coordinate the process to consolidate comments and edit documents.
- c) Manage the signoff process for applicable documents and the distribution of originals to the Client and CentralSquare for filing.

5.4.3 Client Responsibilities

- a) Review the documents presented and provide the appropriate information back to CentralSquare within five (5) business days for configuration sheets, Change Orders and/or Sales Orders.
- b) Review the documents presented and provide the appropriate information back to CentralSquare within ten (10) business days for requirements documents defined above. Unless unanticipated changes to the Project Schedule would warrant a shortened turn around.

5.5 Third-Party Management

CentralSquare will be responsible for the management of third parties that have been identified as Subcontractors or executed Change Orders to the Purchase Agreement. The identified CentralSquare Subcontractors under the Contract are the following:

- a) None defined for this contract currently

As part of the Subcontractor agreement, all communications between those third parties and the Client will be managed by CentralSquare. Any communication directly between the Client and third parties that may require or imply the promise of a material change in scope or responsibilities will not be acknowledged by CentralSquare unless an appropriate Change Order has been prepared.

Conversely, the Client will be responsible for the management of third parties that CentralSquare is not responsible for. The Client will be responsible for the facilitation of discussions and the acquisition of materials from those third parties that are necessary for the configuration and development of the Client's System.

5.5.1 CentralSquare Responsibilities

- a) Assume responsibility for third parties that are the responsibility of CentralSquare within the terms of the Purchase Agreement between CentralSquare and the Client.
- b) Process any Change Orders that may arise from a material change in scope where third parties are concerned.
- c) Inform the Client when configuration and or programming will require interaction and/or documentation from a third-party which is not the responsibility of CentralSquare under the Purchase Agreement between CentralSquare and the Client.

5.5.2 Client Responsibilities

- a) Work directly through CentralSquare with regard to third parties that are the responsibility of CentralSquare.

- b)** Review, sign and process any Change Orders that may arise from a material change in scope where third parties are concerned.
- c)** Facilitate interaction between CentralSquare and third parties not the responsibility of CentralSquare to include conference calls, answers to questions and documentation as requested.

6 PROJECT INITIATION AND PLANNING

6.1 Overview

Project Initiation and Planning involves gathering the necessary Project specific information in order to produce a Project Management Plan and a Project Schedule. In short, Project Planning consists of those processes designated to establish when and how the Project will be implemented while further elaborating on Project Deliverables. Most of the information exchange between the Client and CentralSquare during this process is at a high level and consists of interaction between both Project Managers and a small group of Project stakeholders.

Major Deliverables for the Project Planning phase are the specific Project Management Plans, and a baseline Project Schedule.

The project must be managed in a manner that will allow for the adjusting the Project Management Plan and Project Schedule to address the circumstances that affect a project during Project Execution. As a result of these changes during the Project life cycle, Project Planning will overlap each subsequent process during the Project. Typically, Project Planning tasks will decrease in frequency as checkpoints are successfully completed and as the Project nears Go Live and Project completion.

Note: The Project Schedule is a living document, subject to change during the course of the Project due to several factors such as change in Project scope, scheduling conflicts, delay in approving project documents, resource availability, etc. All changes to the Project Schedule will be discussed between both parties and will be incorporated within a published schedule upon approval from the Client and CentralSquare.

6.1.1 CentralSquare Responsibilities

- a) Assign a Project Manager to the Project to participate in Initiation phase activities.
- b) Produce required documentation to support Initiation activities (such as Standard IRDs, System Planning Document, etc.)
- c) Review and finalize the SOW with the Client.
- d) Identify and engage the CentralSquare Project team responsible for carrying out Project Execution.
- e) In collaboration with the Client, develop the Project Management Plan (includes the Communication Management Plan, Risk Management Plan, and Change Management Plan).
- f) Baseline the Project Schedule.
- g) Prepare and submit the TCRs for Client acceptance of the Project Management Plan as defined above.
- h) Develop and submit invoice for payment due at execution of the Purchase Agreement.

6.1.1.1 Client Responsibilities

- a) Assign a Project Manager for the Project to participate in Initiation phase activities.
- b) Identify and engage the Client's Project team.
- c) Review and comment on the CentralSquare Project Management Plan and the Project Schedule.
- d) Review and comment on CentralSquare provided documentation to support Initiation activities.
- e) Finalize and approve the SOW with CentralSquare.
- f) Approve the TCRs for the Project Management Plan within 5 business days.

6.1.2 Project Kick Off

During the planning phase, the CentralSquare Project Manager will hold a Kick-Off meeting with the Client's Project team. During the Kick-Off meeting, the CentralSquare Project Manager will provide an overview of the following:

- a) The CentralSquare Execution Process.
- b) A high level description of Project Deliverables.
- c) Roles and responsibilities for the Project team members.
- d) A high level review of the preliminary Project Schedule including projected Project milestones and checkpoints.
- e) Describe the work that has been either completed, is in progress or is due to begin within the immediate future.
- f) Review any project related questions from the Client's team.

Note that separate kick-offs may be conducted before initiating the activities for each of the subcontractors. These follow up kick-off meetings may be conducted over the phone and involve a small group of individuals who will be involved in the implementation of that specific system.

6.1.2.1 CentralSquare Responsibilities

- a) Prepare the agenda and set a date for the Kick-Off that is convenient to the Client and CentralSquare Team.
- b) Distribute any documents that the Client should review in advance of the Kick-Off meeting.
- c) Conduct the Kick-Off meeting.

6.1.2.2 Client Responsibilities

- a) Work with the CentralSquare Project Manager to facilitate scheduling a date for the Kick-Off meeting.
- b) Schedule the appropriate personnel from the Client's team to attend. This should also include key stakeholders that may not participate routinely in Project operations, but who have authority or responsibility over the Project.

- c) Provide adequate accommodations to include adequate seating and audio-visual equipment including a projector(s), screen, and whiteboard.

7 PROJECT EXECUTION

7.1 Overview

Project Execution focuses on the development and delivery of Project Deliverables. Processes will be iterative and consist of: 1) a review of Deliverable documents; 2) Development, configuration, Installation and testing of software and hardware deliverables, and 3) Delivery of Project related services such as Project related training. These processes are iterative in nature with a number of checkpoints to evaluate Project progress and where applicable, to initiate Change Management processes. Each Deliverable has a closing process which consists of specific completion criteria. These Deliverable closing processes are independent from the closing process of the Project.

7.2 System Installation (CAD Enterprise, Mobile Enterprise, Records Enterprise, and Interfaces)

System installation is one of the early processes in the Project implementation phase, and has a significant impact on and critical dependency on a number of key activities. All tasks and activities related to System Installation are included in this section and will occur in the order presented. Note that other project activities can occur concurrently or between these steps.

7.2.1 Review Hardware Specifications

CentralSquare and Client will review the specifications to ensure that the correct hardware and third-party software components are procured and installed. CentralSquare will only be responsible for procurement of the hardware and third-party software that is explicitly listed under the Agreement as CentralSquare Deliverables or Deliverables of CentralSquare's Subcontractors.

7.2.1.1 CentralSquare Responsibilities

- a) Provide hardware and Third-party specifications to Client.

7.2.1.2 Client Responsibilities

- a) Review and validate hardware and Third-party specifications.

7.2.2 Hardware and Equipment Procurement Process

CentralSquare and Client will procure hardware, third-party software, and equipment per CentralSquare's recommended Specifications. CentralSquare is only responsible for procurement of the hardware and third-party software that is identified as CentralSquare Deliverables in the Purchase Agreement.

If the hardware and third-party software is procured by the Client, it is the Client's responsibility to procure the required equipment based on CentralSquare approved specifications, and to ensure the timely delivery of the hardware and third-party software to the site to allow timely implementation of the System and Subsystems.

Where the Client is responsible for procuring the server hardware, the Client will be responsible for completing the following steps:

- a) Fully configuring the servers with cores, memory, and disks.
- b) Loading VMware and Microsoft Windows.
- c) Partitioning disk drives partitioned and the implementing applicable Raid level based upon CentralSquare documentation.
- d) Assigning the computer name and IP address based upon CentralSquare documentation.
- e) Creating the SSL Certificates needed for each server which requires one based upon CentralSquare documentation
- f) Providing the media and licenses for SQL Server in a location accessible by the servers.

7.2.2.1 Servers provided by CentralSquare

If System servers are procured through CentralSquare, CentralSquare will ensure that the hardware and third-party software matches or exceeds the specifications listed in the Purchase Agreement. The following work will be completed before the server is delivered to the Client site:

- a) The servers fully configured with cores, memory, and disks.
- b) VMware and Microsoft Windows Operating System are loaded.
- c) Disk drives partitioned and the applicable Raid level implemented.
- d) The machine name and IP address assigned. (Note: The machine names will be assigned only if the servers are ordered from HP. If the hardware vendor is Dell, CentralSquare will not be able to assign the machine names, and this task must be completed by the Client once the servers arrive at the Client site).

7.2.3 Hardware Staging and Preparation for Installation

The Client will be performing basic server integration for all servers. Basic server integration includes placing the servers in the racks, joining them to the existing domain, with the Domain Controller in place, running the CentralSquare pre-requisite DVD on CAD Enterprise and Mobile Enterprise servers, and establishing remote connectivity capability (VPN and Remote Desktop, or Bomgar) for authorized CentralSquare personnel to perform configuration. These activities will be coordinated between CentralSquare and the Client IT staff. Guidance will be provided by CentralSquare's Client Installation Services (CIS) team as required. If the Client is not willing to complete the basic server integration, this task may be performed by CentralSquare or CentralSquare's Subcontractors at additional cost.

In order to start configuration, the Client must provide remote connectivity to CentralSquare. The Client must also provide the server names, IP addresses, Administrator Account Information (User Name, Password), Services Account Information, and the location of 3rd Party Software media (such as SQL). An Installation Service Request (ISR) will be provided to the Client that organizes this information in to the CentralSquare preferred format. The Client is responsible for providing the completed ISR to CentralSquare no later than two (2) weeks prior to the installation activities.

The Client is responsible for ensuring that the site is prepared and ready for the installation of hardware, third-party software, and CentralSquare as detailed in CentralSquare's documentation including the System Planning Document no later than two (2) weeks prior to the scheduled

Installation date. Delay in providing this information in its complete form will result in a delay in the Installation and the activities that follow installation of the System.

At least one (1) week prior to installation, a member of the CentralSquare CIS team will verify: (1) connectivity to the Client site via VPN, (2) connectivity to each of the servers, and (3) access to all required security accounts.

If the servers, accounts and connectivity are not ready the Project may be rescheduled, which may have an impact on the overall Project timelines.

7.2.4 CentralSquare Responsibilities

- a) Provide the System Planning Document.
- b) Facilitate a hardware review prior to hardware/OS procurement.
- c) Procure equipment and third-party software if included in the Purchase Agreement as a CentralSquare deliverable.
- d) Provide guidance and assistance as necessary if the system equipment is procured by the Client.
- e) Distribute the Installation Service Request (ISR) document to the Client.
- f) Assist the Client in completing the ISR.
- g) Review the completed ISR prior to the installation.
- h) Test the remote connectivity to the site prior to installation of the hardware and software.
- i) Install the Microsoft SQL software.
- j) Prepare and submit a TCR for Client review and approval upon completion of these activities.

7.2.4.1 Client Responsibilities

- a) Complete the Installation Service Request (ISR) document and provide to CentralSquare.
- b) Prepare a network diagram and provide to CentralSquare.
- c) Perform site preparation, as specified in the System Planning Document and ISR.
- d) Assign the computer name(s) and IP address(es) based upon CentralSquare documentation.
- e) Establish remote connectivity capability (VPN and Remote Desktop, or Bomgar) for authorized CentralSquare personnel to perform software installation and configuration.
- f) Run CentralSquare Pre-Requisite DVD on all applicable Inform servers prior to any installation work being performed.
- g) Provide all horizontal and vertical cable runs, pathways, coring, access points, floor cutting or drilling, and related tasks related to cable and equipment installation.
- h) Provide all Client-supplied telephone, external interface connection points, electrical power and other receptacles within manufacturer recommended distance of the equipment and all peripheral components.

- i) Provide and install all data communication lines, modems, hubs and routers, cabling, equipment and other components necessary for system operation and maintenance and for remote sites and connection to other systems. All lines will be clearly identified and tested.
- j) Provide TCP/IP communications and connection to the hub equipment provided in support for any existing networks, workstations and printers that are to have access to the CentralSquare applications.
- k) Obtain all necessary IP addresses and schemes.
- l) Allow remote access to CentralSquare to all development and system “root” accounts on all servers running CentralSquare licensed Software.
- m) Procure equipment and third-party software if it is the responsibility of the Client according to the Purchase Agreement.
- n) Install operating system software, perform Windows Genuine Advantage validation, and install all Windows Updates for Client procured hardware unless the service is specified as a CentralSquare responsibility in the Purchase Agreement.
- o) Perform basic server integration including, but not limited to:
 - Installation of servers in applicable racks.
 - Joining servers to the existing domain with the domain controller in place.
 - If applicable, install and setup of the VM environment.
- p) Provide CentralSquare with all necessary configuration documentation which includes machine naming, IP addresses, Administrator Account information, Service(s) Account information, naming convention, and connectivity as prescribed.
- q) Provide CentralSquare with a high-level network diagram. The diagram should be provided prior to CentralSquare installation.
- r) Install all peripheral equipment, including scanners, printers, barcode readers, etc.
- s) Create and maintain SSL certificates for the servers which require them, per CentralSquare documentation.
- t) Approve the applicable TCR.

7.2.5 Basic Server preparation and Network Services

Performing the services listed in this section is a responsibility of the Client. If these services are explicitly included in the Purchase Agreement, CentralSquare or a CentralSquare Subcontractor will implement 3rd party software and/or hardware solutions based upon the following task list. These solutions can include but is not limited to, SAN, Citrix, VMware, and Domain Controller configurations. These services can be performed on site or remotely via a VPN connection. These services will be performed at additional cost to the Client and are not included in CentralSquare’s standard installation services.

7.2.5.1 Client Responsibilities

- a) Provide the facility suitable to house Server hardware and network infrastructure.

- b) Have a member of the Client's IT staff available while software/network configuration is being performed.
- c) When deploying a SAN, configure the applicable RAID configuration, create the LUN(s) and present them to the physical or virtual servers.
- d) If the VM servers are not procured through CentralSquare, the Client is responsible for building individual servers.
- e) When deploying a VMware solution, install the VMware operating system, connect physical host servers to a SAN if applicable, configure vCenter, create a VM Template for Interfaces and business servers, and configure vMotion and High Availability (HA) if applicable. The Client is also responsible for building individual VM servers.
- f) If required, deploy the Domain Controller by adding the member server to an existing Domain or create a new Domain, promote the member server to Domain Controller, enable and configure DNS, enable and configure DHCP if required.
- g) Create domain account(s) for CentralSquare's remote support connectivity and access so that CentralSquare can assist Client with installation and ongoing maintenance
- h) Perform all necessary network configurations, to include but not limited to determining the network design routing protocols, subnet mask, redundancy, router and switch configuration.
- i) Create Networking/Server documentation to illustrate intended configuration.

Note: VMware, vMotion and HA require a SAN or a way to present shared storage to the physical host servers in a VMware virtual farm.

Note: Network and Server security are always a responsibility of the client.

7.2.6 System Installation

Once CentralSquare and the Client have prepared the site based on CentralSquare documentation, to include the System Planning Document and the applicable ISR form is completed, a CentralSquare Client Installation Services specialist will perform the CentralSquare installation services.

These services will be performed remotely, unless otherwise specified in the Purchase Agreement, and include installation of the contracted CentralSquare products on the quantity of servers and workstations as specified in the Purchase Agreement.

These installation activities will be coordinated between CentralSquare and the Client.

Note 1: All SQL server licenses will be installed by CentralSquare. The Client is responsible for making the media and license keys available to CentralSquare for the installation.

Note 2: The Installation services for different components of the System may be performed at different times, based on the implementation and deployment timelines for each Subsystem.

Note 3: The scope of installation services and the number of servers and workstations to be installed and configured by CentralSquare is limited to the servers and workstations that have been explicitly listed in the Purchase Agreement. If the Client has been granted Site Licensing for selected CentralSquare, CentralSquare is only responsible for the initial installation services, and installation of additional servers will be subject to additional charges.

Note 4: If Client does not follow the processes and procedures detailed in the CentralSquare System Planning Document and this results in a need for reinstallation of the hardware or software, the reinstallation effort will be performed at additional cost to the Client.

Note 5: At CentralSquare's discretion, CentralSquare may perform installation activities for certain components of the system onsite.

The following pre-requisites must be in place prior to the start of CentralSquare installation:

- a) Site preparation is complete as outlined in the sections above.
- b) Hardware has been installed at Client site.
- c) Client has provided CentralSquare with remote connectivity to all applicable servers.
- d) All SSL Certificates required for operation must be created per CentralSquare documentation.
- e) Client had provided CentralSquare all relevant documentation as outlined in the sections above to include licensing keys, IP addresses, username/passwords, and the completed ISR.

7.2.6.1 CentralSquare Responsibilities

- a) Install and configure Microsoft SQL to operate with each of the applicable CentralSquare product(s).
- b) Configure the System servers in the applicable environments (Production, Test, Training, and Disaster Backup environments, if provisioned by the Purchase Agreement).
- c) Install and configure the applicable CentralSquare system(s), such as CAD Enterprise, Records Enterprise, and Mobile Enterprise on the designated servers and applicable environments as specified in the Purchase Agreement.

- d) Provide verbal support to the Client with self-installation procedures for the workstations using the CentralSquare provided Prerequisite Installation DVD and applicable Launch configurations.
- e) If applicable, create data dumps for Microsoft SQL database backups (as a backup for Records Enterprise databases).
- f) After completion of the initial installation and configuration of each major System (such as CAD Enterprise and Records Enterprise servers), a member of Technical Services team provides a technical hand-off to designated staff from the Client's information Technology team via a conference call. The following major topics will be discussed during this technical hand-off:
 - o Proper procedures for performing System Backups:
 - File Structure – Inclusions and exclusions
 - Databases
 - Moving Backups to media
- g) Proper procedures for refreshing Test/Training system (and related documentation)
- h) Approved configuration and use of Virus Scan software
- i) Approved procedure for application of Windows updates
- j) System Upgrade process and procedures
- k) Support Website and CentralSquare list server access
- l) Managing/Reviewing system logs (CAD, SQL and Event Logs)
- m) Prepare and submit a TCR upon completion of the installation tasks and activities.

7.2.6.2 Client Responsibilities

- a) Allocate appropriate onsite Project personnel to support CentralSquare personnel during configuration tasks as necessary and designate a primary point of contact to be available to address and answer questions that arise during the installation of the baseline application software. Appropriate Client personnel include the necessary IT personnel and database administrator(s) as needed during installation.
- b) Complete the configuration of workstations (after the installation of the limited number of workstations by CentralSquare) using the Prerequisite Installation DVD and applicable Launch configurations.
- c) Put in place CentralSquare's recommended backup procedures as outlined in the System Planning Document and ensure backup procedures are consistently followed beginning at the completion of this task.
- d) Install and configure virus scanning software as outlined in the System Planning Document.
- e) Provide SSL Security Certificates for all CentralSquare web-enabled applications that require a certificate, configured per CentralSquare documentation.
- f) After completion of the initial installation and configuration of System servers, the Client will be responsible for maintaining the System based on CentralSquare System Document, and the technical hand-off from CentralSquare Technical Services department. Specifically, the Client's

IT staff is responsible completing the following activates related to Enterprise Subsystem servers:

- Updating Training/Test Systems with fresh data (from Production) as needed
- Continued updating and monitoring of virus scan software
- Application of Windows updates
- Following the procedures for System Upgrade
- Managing/Reviewing system logs (SQL and Event Logs)
- Management of Microsoft and other Third-party Software include patch applications and upgrades as needed for new Subsystem versions.
- Deployment and use of the Prerequisite Installation DVD for Subsystem upgrades as required.

g) Review and approve the applicable TCRs.

7.3 Implementation of CAD Enterprise

CAD Enterprise is implemented through a series of standard steps and process gates. These steps are designed to ensure that the operational needs of the Client are identified, the configurations are verified, and the system is tested to validate the proper functionality of the system prior to deployment. The following sections describe the implementation process for CAD Enterprise.

7.3.1 CAD Enterprise System Orientation

The CAD Enterprise System Orientation is conducted at the Client's site and led by a CentralSquare Business Analyst. The duration of the CAD Enterprise System Orientation is generally up to three (3) days and includes a Business Process Review of the Client's operations. This System Orientation can be conducted in conjunction with Records Enterprise if purchased together.

Some key discovery points for the CAD Enterprise System Orientation are as follows:

- a)** Work Flow – Understanding the setup for work flow from first receipt of an incident through incident completion. This may include time observing Dispatch Staff and Ride-Alongs with field units.
- b)** Agency Type Setup – The segmentation of operational processes including incidents, units, and call-taker/dispatcher roles and responsibilities.
- c)** Review reporting requirements (geographic reporting segmentation and the like).
- d)** Event numbering (Incidents) including master incident numbers, response numbers and case numbers.

It is recommended that the number of attendees in the System Orientation is limited to 10-15 to allow for more effective communication during the session. Based on the key discovery points during this session, it is necessary that the attendees include individuals who can properly address these key points and make configuration decisions.

During the System Orientation session, the Business Analyst will facilitate an operational review of CAD Enterprise by demonstrating various System functionality and start gathering the configuration information.

A System Module Setup worksheet (SMS) and other reference material will be provided to the Client to assist in gathering the required Code Files. Information that cannot be produced during the meeting must be sent to CentralSquare as specified by the mutually agreed upon schedule.

Note: The Client's provision of Code File information is an early Project checkpoint. Remote Web sessions will be scheduled as a follow up to System Orientation to guide the Client through the Code File data collection process. This information is needed to prepare the DOLF and incomplete, inaccurate or delayed Code File information can have a cascading effect on the Project Schedule.

7.3.1.1 CentralSquare Responsibilities

- a) Schedule the System Orientation meeting in accordance with the Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agendas and documents for Client review or completion two weeks prior to each meeting.
- c) Conduct the meetings based on the distributed agenda.
- d) Document the Client's requirements and configuration specifications resulting from the System Orientation discussions.
- e) Send the System Module Setup worksheet (SMS) and other reference material to the Client.
- f) Document and assign owners and due dates to any action items and track all action items to closure.
- g) Document any gaps between the standard functionality of the System and functionality required by the Purchase Agreement for further analysis and discussion and/or facilitate the change control process. Client requested changes for changes beyond the scope of the Purchase Agreement will be evaluated at this phase, but will have to be evaluated for the potential impact on the Project Schedule and for additional project charges to be paid by the Client.
- h) Schedule one or more Remote Web sessions as a follow up to System Orientation to guide the Client through the Code File data collection process.
- i) Produce a System Orientation Report with the key decisions and configuration points as a result of the System Orientation.
- j) Prepare and submit a TCR upon completion of relevant activities.

7.3.1.2 Client Responsibilities

- a) Provide adequate facilities to comfortably hold the System Orientation to include a computer projector, whiteboards, and adequate seating. Two projectors are preferred.

- b) Ensure participation of key stakeholders and decision-makers in the System Orientation process.
- c) Provide subject matter experts that can explain the communication center's current call flow and agency structure. These persons should have the ability to make decisions regarding any changes in work flow that may arise through the use of the new CAD Enterprise System.
- d) Provide subject matter experts with the ability to gather and provide the data elements used to build Code Files to CentralSquare.
- e) Provide subject matter experts that will be able to explain the agency's geopolitical/operational boundaries. This person (or persons) should be able to articulate the specific response requirements that will be built within CAD response plans.
- f) Provide subject matter experts that will be the CAD super users, as well as a person or persons that will be responsible for the ongoing maintenance of the CAD Code Files and configuration (CAD Administrator).
- g) Provide subject matter experts that will be responsible for translating the geopolitical/operational boundaries into data (ESRI shape files) suitable for use within the CAD.
- h) Provide subject matter experts that will be responsible for the maintenance of the agency's street centerline data.
- i) Provide subject matter experts that can provide information on technical Systems (Interfaces and Hardware/Network) or field-related functions (Mobile Enterprise or other mobile systems, station alerting and the like).
- j) Review and approve applicable TCRs.

7.3.2 CAD Enterprise Base System Code File Entry

After completion of the CAD Enterprise System Orientation and receiving requested data from the Client, the assigned CentralSquare Business Analyst will start and supervise the initial Code File building process. The Business Analyst also configures the system hierarchy based on Client's call flow and operational processes as defined in the System Orientation. The Client will be actively involved at each step of the Code File configuration process through periodic reviews including conference calls and remote web sessions.

A Code File review is completed prior to CentralSquare initiating the Code File entry process. The review is initiated via one or more web meetings as the Client submits the requested Code File information. The Code File review validates the accuracy and completeness of the information and ensures that there is a mutual understanding of how the information is to be used within CAD Enterprise.

CentralSquare will complete the Code File entry for CAD Enterprise System to a level that will allow for an evaluation of call flow and incident management. Code file build to the level described in Appendix A - Required CAD Enterprise DOLF Code File build of this SOW establishes a foundation that will validate basic functions such as call-taking layout, System hierarchy, incident numbering, and Incident/Unit displays. Validation through the DOLF process allows for the completion of Code File setup while limiting the risk of rework. This task is considered to have

been completed when the Business Analyst has demonstrated that Code Files are complete to the level documented in Appendix A - Required CAD Enterprise DOLF Code File build.

CentralSquare personnel will participate in the Code File building process. Some Code Files that require local knowledge of the geography and the physical location of business and high-risk areas of the community (such as response plans, premise, and caution note/hazard information) cannot be built by CentralSquare. The Client will be responsible for entering or geo-verifying some Code File elements such as premises. The Code Files prepared by CentralSquare and the Code Files prepared by the Client are described in Appendix A - Required CAD Enterprise DOLF Code File build. The responsibility for building and maintenance of the System Code Files will transfer to the Client after DOLF with assistance from CentralSquare's Business Analyst.

7.3.2.1 CentralSquare Responsibilities

- a) Monitor and evaluate Code File submitted by the Client and provide guidance as needed.
- b) Conduct one or more web meetings to validate the completeness and applicability of Client submitted Code File information, prior to initiating the Code file entry.
- c) Perform a preliminary Code File build of the Client's CAD Enterprise System at CentralSquare. This Code File build will be completed based upon the applicable requirements described in Appendix A - Required CAD Enterprise DOLF Code File build.
- d) Facilitate updates to the System Module Setup (SMS) building sheet.
- e) Prepare and submit a TCR to confirm the delivery of the SMS worksheet by the Client.

7.3.2.2 Client Responsibilities

- a) Provide timely input and updates to the SMS sheet to support the Code File building timelines.
- b) Participate in the Code File validation conference call.
- c) Continue building the System Code Files (those not built by CentralSquare) after DOLF (refer to Appendix A - Required CAD Enterprise DOLF Code File build).
- d) Review and approve applicable TCRs.

7.3.3 Geographical Information Services

7.3.3.1 Data Evaluation

The CentralSquare GIS Analyst will work with the Client to perform a one-time evaluation and initial conversion of the Client provided street center-line GIS data. GIS data must be from a single integrated source when delivered to CentralSquare for conversion. This analysis will include the following:

- a) Routing and Navigability - The data will be analyzed to ensure that there are no breaks in the road network and that an acceptable percentage of addresses² within the service area are routable with impedances or speed limits, applicable turn restrictions (one way data), elevations for overpasses and street types.
- b) Addressing – Evaluate data for the presence of block ranges, street types, and city designators.

² The phrase "acceptable percentage" refers to a decision that the Client must make regarding the acceptable level of navigability needed within the street centerline network. Since editing and maintaining the street data is a Client responsibility, the Client will have to evaluate and make a judgment regarding the impact of the level of accuracy and the cost associated with increasing the navigability of the data.

- c) Supplemental Coverage - An evaluation of GIS data that may be available for response areas, ESRI compatible overlays including satellite image, and applicable point data to ensure compatibility.

A report will be presented to the Client upon completion of the GIS analysis prior to the import of GIS data into one or more Systems or Subsystems. If there are significant problems with the data, additional GIS work and analysis may have to be added to the project via Change Order.

Additional project costs may apply.

NOTE: Data evaluation only applies to Custom Map conversions of Client supplied data. Standard mapping conversion (TeleAtlas data) is limited to converting source mapping data from one of the standard mapping data providers and must also be provided by the Client.

7.3.3.2 CentralSquare Responsibilities

- a) Evaluate Client-supplied GIS data to ensure it is formatted correctly for street-centerline display, address point usage and address functions. A report will be generated based on this analysis.
- b) Evaluate Client-supplied GIS data to ensure it is formatted correctly for routable functions. A report will be generated based on this analysis.
- c) Evaluate Client-supplied GIS data to ensure it is formatted correctly for CAD Enterprise Quickest Path Unit Recommendations functionality.
- d) Review the Client-supplied GIS layers for CAD Enterprise and Mobile Enterprise for viewing and execute the initial basic map configuration.
- e) Provide a report which summarizes the findings from applicable GIS analysis services for CAD only.
- f) Prepare and submit a TCR upon delivery of the GIS analysis report.

7.3.3.3 Client Responsibilities

- a) Provide data in the required format, and per Project Schedule.
- b) Provide data to include 1) Centerline data; 2) response areas; 3) viewable/cosmetic layers.
- c) Based on the analysis report provided by CentralSquare, make needed changes to mapping data to allow the resulting GIS data to meet CentralSquare's mapping data requirements.
- d) Review and approve the appropriate TCR.

7.3.3.4 Mapping Data Conversion and Import

CentralSquare will perform a Mapping Data Import that provides maps for the CAD Enterprise system. This process does not include making any corrections to the Client GIS data. If the GIS data consists of data from more than one source, CentralSquare will not be responsible for joining these areas, or "stitching" the areas to create a uniform geographic area.

7.3.3.5 Configuration of Mapping Layers

A CentralSquare GIS Analyst will configure up to 7 standard GIS layers each for viewing on CAD Enterprise and Mobile Enterprise. Such conversion activities will be part of the training process to

allow the Client to add their own layers to the map displays in CAD Enterprise and Mobile Enterprise. Additional conversion work by CentralSquare staff is an additional charge and must be authorized by the Purchase Agreement or a Change Order. The standard layers are limited to the following:

- a) Water line features (rivers, streams, creeks)
- b) Water polygon features (ocean, lakes, ponds)
- c) Airports
- d) Railroads
- e) Parks
- f) City Boundaries
- g) County Boundaries

7.3.3.6 Response Area Import Service

If the Client provides Response Area data to CentralSquare at the time of CAD map conversion, CentralSquare GIS Analyst will import the Response Areas into CAD Enterprise. GISLink training will provide the Client with the capability to add, delete, or modify Response Areas for ongoing GIS maintenance.

7.3.3.7 CentralSquare Responsibilities

- a) Provide the initial configuration services to enable use of CAD Enterprise Quickest Path Unit Recommendations functionality.
- b) Perform a mapping data conversion and import of the Client-supplied data into applicable licensed Systems and Subsystems.
- c) Provide the initial configuration services to enable use of CAD Enterprise Quickest Path Unit Recommendations functionality.
- d) Prepare and submit a TCR upon completion of the mapping conversion activities.

7.3.3.8 Client Responsibilities

- a) After initial GIS conversion, assume responsibility for updating the data using CentralSquare provided GIS tools to ensure that data is up to date for Go Live.
- b) Review and approve the applicable TCR.

7.3.4 CAD Enterprise Demonstration of Licensed Functionality (DOLF)

Once the initial Code File and configuration phase is complete, CAD is installed at the Client site, and the initial GIS map conversion is complete, a Demonstration of Licensed Functionality (DOLF) is conducted. This working meeting includes a review of the preliminary Code Files and configuration, a review of imported GIS data, and hands-on training on software utilities for completing the Code File build and on-going Code File management. The DOLF for CAD Enterprise will be 4 days and will be held at the Client's facilities on the Client's system hardware after it has been configured by CentralSquare.

Client will be responsible for supplying the requested data to CentralSquare no later than four (4) weeks prior to DOLF to allow sufficient configuration time. The data will be requested as a follow up to the System Orientation for the CAD Enterprise. The configuration of some CAD modules may be delayed based on the Client's decision, and consultation with CentralSquare Business Analyst.

It is also required that the Client's centerline conversion be completed at no later than four (4) weeks prior to DOLF. In order to meet this deadline, all GIS data must be delivered to CentralSquare in required format per the agreed upon schedule. Any delays will result in a cascading effect on the project timelines.

Participants include key members of CentralSquare's implementation team and should not generally exceed ten (10) core members of the Client's implementation team. The Client's team should include representatives of dispatch, field operations and administration (reporting). At the conclusion of the session, a DOLF report is produced which documents the core software configuration, Code Files, and activities to be completed by the Client. Any issues that require follow-up action, including any outstanding Go Live issues will be documented in the applicable Project journal. Any issue that is determined to be outside the scope of this Project, as defined herein, requiring a modification or enhancement to the CentralSquare will be addressed through the Change Control process.

In preparation for the execution of the DOLF, the Client system should be built to a level that will allow for the demonstration of modules and features that the Client has licensed. The Code Files completed pre-DOLF are defined in Appendix A - Required CAD Enterprise DOLF Code File build. Based upon this level of Code File build, system functionality and workflow will be examined during the DOLF.

Additional Code Files (as specified in Appendix A - Required CAD Enterprise DOLF Code File build) will be configured during the DOLF.

Following the DOLF process, ownership of Code Files transfers to the Client. Post DOLF, the Client will enter the balance of the Code Files (not built by CentralSquare). These are typically geo-centric items that require local knowledge of the community. The Client also becomes responsible for maintaining Code Files (personnel, unit, premise, caution notes and the like) that must be continuously updated to keep the Code Files in Go Live ready status. During this phase, the assigned CentralSquare Business Analyst will provide consultation services.

Note: CAD Enterprise DOLF is an event applicable to CAD Enterprise only. No other Systems or Subsystems will be demonstrated during this session.

7.3.4.1 CentralSquare Responsibilities

- a) Schedule the DOLF meeting in accordance with the Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agendas to all required attendees a week prior to each meeting.
- c) Conduct the meetings based on the distributed agenda.
- d) Provide initial hands on training on the applicable system and introduction to different modules and their configurations.

Note: This training is not meant to be comprehensive for end user understanding of the Subsystem. The purpose is to give the participant an understanding of basic features, call flow and how the configuration files influence them.

- a) Review the maps for CAD Enterprise.
- b) Introduce the Client to and begin documentation within the Subsystem Journal.
- c) Document and assign owners and due dates for any action items and track all action items to closure.
- d) Develop and deliver the DOLF report which serves as an “as built” document describing the build of the system following the DOLF.
- e) Handoff the management the Code Files to the Client.
- f) Provide the Client team with a copy of the CAD Enterprise User and Administration Guides.
- g) Prepare and submit a TCR upon completion of the DOLF, and upon delivery of the DOLF report to the Client.

7.3.4.2 Client Responsibilities

- a) Provide adequate facilities to comfortably hold the DOLF to include an overhead projector. Two projectors are preferred. DOLF also requires workstations for each participant.
- b) Provide subject matter experts that can examine the hierarchy build as articulated to the Business Analyst in terms of the agency structure.
- c) Provide subject matter experts that can examine the proposed call flow. These persons should have the ability to make decisions regarding any changes in call flow that may arise through the use of the new Subsystem.
- d) Provide participants that are versed with the ability to continue the configurations, or Code File build once ownership transfers.
- e) Provide participants that will be able to verify the agency’s geopolitical/operational boundaries.
- f) Provide participants that were responsible for translating the geopolitical/operational boundaries into data (ESRI shape files) suitable for use within the Subsystem, and are able to validate those boundaries.
- g) Provide participants that will be responsible for the maintenance of the agency’s street centerline data.
- h) Assume ownership for the continued build and maintenance of the system under the guidance of the CentralSquare project team.
- i) Ensure participation of key stakeholders and decision-makers in the DOLF process.
- j) Observe the change control process for any requested software changes.
- k) Review and approve the applicable TCRs.

7.3.5 CAD Enterprise Workshop(s)

After the CAD Enterprise DOLF has been completed, the CentralSquare project team will conduct one or more CAD Enterprise workshops either remotely or at the Client site. This session is

intended to be an extension to the CAD Enterprise DOLF for more complex implementations and multi-jurisdictional agencies as specified in the contract. Each CAD Enterprise workshop will be up to four (4) days onsite. If the Project includes multiple Workshops, they may or may not be scheduled to occur over consecutive weeks.

The Project includes:

- Two (2) CAD Enterprise Workshops

- One (1) CAD Response Plan Workshop

7.3.5.1 CentralSquare Responsibilities

- a) Schedule the CAD Enterprise Workshop in accordance with the Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agendas and documents for Client review or completion to all required attendees two weeks prior to each meeting.
- c) Conduct the meetings based on the distributed agenda.
- d) Prepare and submit a TCR upon completion of the workshop.

7.3.5.2 Client Responsibilities

- a) Provide adequate facilities to comfortably hold the training activities.
- b) Ensure participation of the appropriate personnel.
- c) Continue the code file building activities after completion of this training.
- d) Review and approve the applicable TCR.

7.3.6 CAD Enterprise Pre-Go Live Functional Acceptance Testing (FAT)

The Client will lead and CentralSquare will assist with Functional Acceptance Testing (FAT) of CAD Enterprise, after DOLF and prior to User Training. This process is completed prior to Go Live. The purpose of the FAT is to test specific functionality of the CAD System and to formally document that the CAD Enterprise meets the required functionality according to the Purchase Agreement between the Client and CentralSquare.

Note: Functional Acceptance Testing for CAD Enterprise will occur one time, at one location. For projects that will place Subsystems for agencies and/or PSAPs in multiple phases, FAT will only be conducted for the first phase going into Production, and will not be repeated for subsequent phases. The Client must ensure that appropriate representation from various agencies and/or PSAPs attend the FAT for each Subsystem.

Since the focus of the Functional Acceptance Testing is the functionality of the System and not a validation of the Code Files, it is not necessary that all Code Files are built prior to conducting this

test process. This Functional Test process consists of running a number of tests designed to verify the functionality of the CAD Enterprise.

Functional Acceptance Tests are performed based upon standard CentralSquare FAT documents that have a standard content and format. The standard CentralSquare FAT documents will be submitted to the Client prior to testing.

Before the FAT is administered the Client must sign-off on the receipt of the standard FAT documents and verify that these tests will be used of validation of the System functionality for Pre-Production and Post Go Live assessment of features for Software Acceptance.

After delivery of the CAD Enterprise system to the Client's site and completion of DOLF, a CentralSquare Business Analyst will assist the Client with FAT on the Client's CAD Enterprise system, at the Client site on the Client System hardware. The purpose of this process is to validate that CAD Enterprise features are working correctly per Standard System functionality as described in the FAT documents. The testing will be fully completed and problems with individual tests will be documented, if applicable.

This process tests CAD Enterprise features as installed and configured at the Client site, therefore it is important that this process is executed early within the implementation cycle so that any issues discovered may be addressed. Since installation of the hardware is a predecessor to conducting the FAT, any delays to the installation of the Client's system could impair CentralSquare's ability to resolve issues without affecting project timelines. Other significant tasks and processes are dependent upon the CAD Enterprise passing the FAT process. CentralSquare will not train the Client's end users until the CAD Enterprise has passed the FAT.

Once the FAT has been successfully completed the Client's CAD Enterprise system will have been considered to have completed Pre-Production Acceptance (see note below). A TCR will be submitted that affirms that the CAD Enterprise has passed this test. Upon completion of FAT, the Client and CentralSquare will review the list of FAT failures (if any), perform an assessment of the errors, and determine the timeline for remedying the issues (pre versus post Go Live).

The Client, with CentralSquare assistance as needed, will repeat any failed FAT test following the correction of any issues which has caused the test to fail. A full retest of the System will not be conducted to verify the FAT exceptions.

Note: CentralSquare may organize at its discretion, separate breakout FAT sessions for subsections of the FAT documents that are applicable only to one agency (for example, applicable only to Law or Fire agencies). Each test will be executed once, and all applicable users and agencies must attend the FAT session and observe the tests.

Note: Successful completion of the FAT as part of the Pre-Go Live testing process does not constitute Final System Acceptance if such a Post-Go Live Reliability Testing is defined in the Purchase Agreement.

7.3.6.1 CentralSquare Responsibilities

- a)** Deliver CentralSquare's standard FAT documents to Client for review no later than two weeks prior to conducting the FAT.
- b)** Provide a TCR to the Client to approve the receipt of the FAT documents.
- c)** Assist the Client in conducting FAT based upon the FAT documents.
- d)** Identify and document critical issues and exceptions discovered during the Acceptance Test Procedures.
- e)** Upon successful completion of the FAT, provide a TCR to the Client, to be signed and returned to CentralSquare. All FAT exceptions will be noted in the TCR.
- f)** Schedule follow up testing for validation of critical exceptions to the FAT after such exceptions have been resolved, and document the results.

7.3.6.2 Client Responsibilities

- a)** Work toward the timely completion of all predecessor tasks to include the base system installation.
- b)** Provide adequate facilities to execute the FAT.
- c)** Review and signoff on the FAT documents that have been delivered by CentralSquare no later than one week prior to commencement of the FAT. (through approval of a TCR)
- d)** Lead the FAT by providing operational subject matter experts that have the authority to provide validation that the tests have passed.
- e)** Assist CentralSquare in documenting FAT findings and results.
- f)** Review and approve the applicable TCRs.

Note: CAD Enterprise User Training may only be conducted after successful completion of the FAT, and if the identified exceptions are not critical in nature. The details of CAD Enterprise related training is included in later sections of this SOW.

Note: If included in the Purchase Agreement, the Post-Go Live Reliability Acceptance Period is described later in this Section.

7.3.7 CAD Enterprise Training

Note: Training classes are conducted based on the quantities that are specified in the Purchase Agreement. The appearance of a course description in this Statement of Work does not mean a course will be conducted – it must be listed in the Purchase Agreement.

CAD Enterprise Training classes are conducted on consecutive weekdays during business hours (Tuesday-Friday, during business hours). Alternate training schedules (e.g., Monday class starts, multiple classes per day, evening and weekend classes) will be subject to an additional charge.

The training classes related to CAD Enterprise and its subsystems are classified into three general groups:

- a) Classes that are dependent upon specific Client configurations and requirements; therefore, they are only conducted on the Client System after completion of the Functional Acceptance Test (FAT) and in preparation of Go Live. CAD Enterprise Call Taker/Dispatcher User Training Course is an example of these classes.
- b) Classes such as GISLink that are delivered to a specialized group within the Client's team during the course of the Project to assist them with implementation and maintenance of the System on a routine basis.
- c) Classes such as System Administration Training and CAD API Training that are not dependent upon individual Client configurations and are generic in nature. These classes are held at CentralSquare facilities based on a regular schedule, and are offered to attendees from different agencies.

The CAD Enterprise Demonstration of Licensed Functionality (DOLF) session is not listed as a training class, but includes certain training elements on the CAD setup utilities.

A detailed description of these classes is provided below.

7.3.7.1 CentralSquare Responsibilities (for all CAD Enterprise training activities)

- a) Conduct a training orientation via conference call between the assigned CentralSquare Training personnel and the designated Client representative. The objective of this session is to define the curriculum for the Training, based on the configurations of the Subsystem.
- b) Conduct the training in increments of one (1), eight (8) hour days.
- c) Provide feedback to Client Supervision as to the progress of the students.
- d) For the Training classes that are held at CentralSquare, provide adequate training facilities and equipment.
- e) Prepare and submit a TCR upon completion of each class or group of consecutive classes.

7.3.7.2 Client Responsibilities (for all CAD Enterprise training activities)

- a) Participate with the training orientation by providing a decision maker that can articulate the specific business practices that have been used in guiding the build of the Client's System.
- b) Provide adequate facilities for the execution of the training to include adequate seating for each workstation and an overhead projector.
- c) Provide a supervisor for each class that can answer agency specific questions as related to the build of the Client's system.
- d) Review and approve the applicable TCRs.

7.3.7.3 CAD Enterprise Call Taker/Dispatcher User Training Course (Client site)

The CAD Enterprise User Training course is a four (4) day class, and training days are a maximum of eight (8) hours in length. Prior to training, CentralSquare will hold a training orientation to

develop an CAD Enterprise training plan for the Client. This plan will take into consideration the multi-agency and multi-site setup of the System. The training orientation should be held between CentralSquare Training personnel and designated Client personnel. Client personnel should include person(s) who can articulate the specific Client business processes related to configuration of the Client's System. CentralSquare Training personnel will tailor the training curriculum to include those business practices where applicable. Given that questions may arise for specific agency procedures during the course of the training, CentralSquare recommends that the Client have a supervisor present at each training class. Ideally, this supervisor would have participated in part with the implementation process.

Training classes will start on a Tuesday, and end on Friday. The number of students attending the User Training course will be limited to ten (10) students per class.

This class will be held at the Client's site. The Client is responsible for providing adequate training facilities, including a conference room with adequate space and seating/conference table space, white board, projector, and computer projector (capable of 1024x768 resolution).

7.3.7.4 CAD Enterprise Dispatch Supervisor Training (Client site)

The CAD Enterprise Dispatch Supervisor Training class has been designed as a five (5) day class that includes a four (4) day CAD Enterprise Call Taker/Dispatcher User Training followed by a one (1) day CAD Enterprise Supervisor training. This class is designed for the Dispatch Supervisors with the goal of preparing them to support the users after Go Live by answering their questions and addressing post-Go Live common problems. This class will include topics such as PowerLine configuration, Premise building and maintenance, Personnel maintenance, Vehicle Manager, and other areas that may require assistance from the supervisors. This class is recommended only for the supervisors.

This class will start on a Monday, and end on a Friday, and the class size will be limited to ten (10) students.

7.3.7.5 CAD Enterprise Administration (CAD Code File Management) Training (Client Site)

The focus of this three (3) day course is to prepare selected Client personnel to manage CAD Enterprise Code Files using CAD Enterprise utilities.

Students will learn how the Code Files interact within the System and how to make necessary changes. This includes evaluating their current set up and options to optimize their System. CentralSquare strongly recommends that a test or training system be used for this course.

Training classes will start on a Tuesday, and end on Thursday. The number of students attending the User Training course will be limited to ten (10) students per class.

This class will be held at the Client's site. The Client is responsible for providing adequate training facilities, including a conference room with adequate space and seating/conference table space, white board, projector, and computer projector (capable of 1024x768 resolution).

Prerequisites: Completion of CAD Enterprise Dispatcher/Call Taker User Training.

7.3.7.6 GISLink Utility Training Course (Client site)

The focus of this course, conducted at Client's site, is to prepare selected Client personnel to import and use existing GIS data in CAD Enterprise and manage the GIS data used by CAD

Enterprise and Mobile Enterprise. GISLink is an CAD Enterprise Utility that provides a way for Clients to intelligently import Client GIS data into the CAD Enterprise databases. It consolidates GIS data related tools for maintaining and using GIS data in CentralSquare products. It consists of a Windows Forms application, a command line console application, and a programming API that consists of a set of reusable publicly exported classes and methods.

Training classes will be conducted between Tuesday and Thursday, based on mutual availability of the CentralSquare and Client staff. Training course will be limited to three (3) students per class.

This class will be held at the Client's site. The Client is responsible for providing adequate training facilities, including at least one CAD Enterprise console with GISLink utility installed on it.

Prerequisites: GIS knowledge and background; familiarity with ESRI tools.

No other activities (including but not limited to CentralSquare performing follow up changes to the Client's maps, development of special material for the Client, or a follow-up one-on-one session with the Client's GIS staff) are within the scope of this class.

7.3.7.7 CAD Enterprise System Administration Training (CentralSquare Site)

The System Administration Training course provides an overall administrative perspective of the system including operating system and database management software and equipment components. This comprehensive 4 to 5-day course is held at CentralSquare headquarters, and trains System Administrators and staff members on how to set up and administer infrastructure configurations for the Client-configured CAD Enterprise System. The class will also provide attendees with sufficient skills to perform system maintenance manage and monitor interfaces, manage system operation and database settings for application support, maintenance and backup, and general troubleshooting skills.

Attendance of the Client-designated individuals should be coordinated and scheduled through CentralSquare's Project Manager and should be coordinated in such a way that does not interfere with progress of the Project. System Administration classes are held regularly in CentralSquare's training facility in San Diego and may have attendees registered from agencies other than the Client.

Training classes start on a Monday and end on Friday. The number of attendees will be based on the number of seats that have been purchased by the Client. If more than one seat is purchased by the Client, the Client has the option to send their attendees to one class or different classes.

The Client is responsible for the travel fees and out of pocket expenses for their staff attending this class in CentralSquare's facility.

Prerequisites: Basic Windows and SQL Server knowledge

No other deliverables or follow up activities, including creating special material or applications for the Client, are included within the scope of this class.

7.4 Implementation of Mobile Enterprise

7.4.1 Mobile Enterprise System Orientation

The Mobile Enterprise System Orientation is conducted by a CentralSquare Mobile Enterprise Business Analyst. Mobile Enterprise is an CAD Enterprise-Integrated System, meaning that a significant amount of mobile functionality is dependent upon CAD functions as well as the configuration of the Client's CAD Enterprise system. Given this interdependency, the Mobile Enterprise System Orientation generally will follow CAD Enterprise System Orientation, and occasionally is deferred until after verification of the hierarchy at DOLF.

During the Mobile Enterprise System Orientation, the Business Analyst will give a demonstration of the Mobile product. It is suggested that Client personnel who will be responsible for facilitating Mobile end user training should also take part in the configuration of Mobile.

The CentralSquare Business Analyst will document the Client's configuration options in a Configuration worksheet which will be presented to the Client team for review and approval prior to configuring the application. Timely review and approval of this document by each agency is key to timely completion of the configuration work. Functional Acceptance Testing of the Mobile system is based on a standard set of FAT test documents, as they are applicable to specific configurations of the system.

7.4.1.1 CentralSquare Responsibilities

- a) Schedule the Mobile Enterprise System Orientation meeting in accordance with the Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agendas and documents for Client review or completion to all required attendees two weeks prior to each meeting.
- c) Conduct the meetings based on the distributed agenda.
- d) Document the Client's requirements and configuration specifications resulting from the System Orientation discussions for Mobile.
- e) Document and assign owners and due dates to any action items and track all action items to closure.
- f) Document any gaps between the standard functionality of the System and functionality required by the Purchase Agreement for further analysis and discussion and/or facilitate the change control process. Client requests for functionality beyond the scope of the Purchase Agreement will be reviewed at this phase, but will have to be evaluated for the potential impact on the Project Schedule and for additional project charges to be paid by the Client.
- g) Complete the configuration worksheets and deliver to the Client for review and approval.
- h) Prepare and submit a TCR upon completion of the System Orientation activities, and upon delivery of the configuration worksheets to the Client.

7.4.1.2 Client Responsibilities

- a) Provide adequate facilities to comfortably hold the System Orientation to include a computer projector, whiteboards, and adequate seating. Two projectors are preferred.

- b) Provide communications center representatives authorized to make decisions with regard to the interrelationship between Mobile use and dispatcher control functions such as status updates; traffic stops and the like.
- c) Provide subject matter experts that can describe operational requirements of field users.
- d) Provide a subject matter expert for Mobile WAN connectivity, firewall and network configuration and in-vehicle computer hardware.
- e) Ensure that requested information such as data elements necessary to begin the Subsystem build are provided within a timely manner.
- f) Upon receiving the Mobile configuration worksheet, review and provide approval, or any necessary changes to CentralSquare in a timely manner.
- g) Participate in the Change Management Process for any requested software changes.
- h) Review and approve the applicable TCRs.

7.4.2 Mobile Enterprise Map Data Import

The process of Mobile Enterprise Map Data Map Import converts the CAD Enterprise streets data into a format that can be used by Mobile. This process also includes adding necessary map layers for the Client.

7.4.3 Mobile Enterprise Configuration

Mobile Enterprise Business Analyst will configure the Mobile based upon the options that have been documented in the Mobile configuration sheet, once the servers have been installed at the Client site. The Business Analyst will also use these configurations for preparing the FAT document. These activities will be performed remotely.

7.4.4 Mobile Enterprise Training

Mobile Enterprise Training classes are conducted based on the quantities that are specified in the Purchase Agreement. These classes are conducted on consecutive days, on the weekdays during business hours (Tuesday-Friday, during business hours). Alternate training schedules (multiple classes per day, evening, and weekend classes) will be subject to additional charge. Training classes will only be delivered after the FAT have been completed and the results are documented in a TCR.

Typically CentralSquare trains a small group of the trainers from the Client field users, and that group completes training the balance of the field users.

A detailed description of these classes is provided below.

7.4.4.1 CentralSquare Responsibilities

- a) Schedule training classes with the Client.
- b) Conduct training classes as scheduled.
- c) Prepare and submit a TCR to the Client upon completion of each class or group of consecutive classes.

7.4.4.2 Client Responsibilities

- a) Schedule appropriate Client staff to attend scheduled training.
- b) Provide adequate facilities for the execution of the training to include adequate seating for each workstation and an overhead projector.
- c) Review and approve the applicable TCRs.

7.4.4.3 Mobile Enterprise Administration Course

Mobile Administration training is a hands-on course provided by experienced trainers who have both training and public safety experience. This half (½) day course prepares the Mobile Administrator to configure and maintain the Mobile Server and Mobile Interface(s). The course is set for one (1) or two (2) students. Access to the Mobile Server and Interface(s) is required. During this process CentralSquare Business Analyst/System Engineer will instruct the client on installation of Mobile Clients and provides assistance for installation of up to five (5) Mobile devices. The Client will be responsible for installation of the balance of Mobile devices.

The course includes the operation of the Mobile system including customization of specific screen layouts, Active & Waiting Incident Queue, Unit Queue, and agency-specific screens.

Training classes will be conducted between Tuesday and Friday. The number of students attending the User Training course will be limited to three (3) students per class.

Prerequisites: Knowledge of: 1) HTML/XML, CSS, and JavaScript 2) SQL, especially views, stored procedures, and database schema; and 3) Standard GPS protocol (TAIP and NMEA)

7.4.4.4 Mobile Enterprise Train-the-Trainer Course

Mobile Train-the-Trainer training is a hands-on course provided by experienced trainers who have both training and public safety experience. The course prepares personnel to use Mobile Enterprise and teach others how to use Mobile Enterprise. The course can accommodate up to eight (8) students with working and configured Mobile devices. It is desirable that each participant have their own configured Mobile device.

The course includes user operation including starting and stopping the application, updates, screen layouts, messaging, status changes, mobile maps, incident assignments and incident updates. Hands-on training and agency scenarios may vary by Agency. The duration of this class may be between four and six (4-6) hours. Training classes will be held between Tuesday, and Friday. The number of students attending the User Training course will be limited to eight (8) students per class.

This class will be held at the Client's site. The Client is responsible for providing adequate training facilities, including a conference room with adequate space and seating/conference table space, white board, projector, and computer projector (capable of 1024x768 resolution).

Prerequisites: Completion of a Microsoft Windows Tutorial (this may be waived upon demonstrated ability to work with Windows), typing skills of a minimum of 25 words/minute and Mobile field user experience.

7.5 System Integration Testing (SIT) of CAD Enterprise, Mobile Enterprise, and Interfaces

Once the Pre-Go Live FAT is concluded for all subsystems (CAD Enterprise, Mobile Enterprise, and each of the interfaces) and in preparation for Go Live, CentralSquare and the Client will conduct a one day SIT. The SIT will be conducted based on a number of scenarios that test the call flow from the call creation to disposition in CAD. These scenarios include the CAD Enterprise, Mobile Enterprise and Interfaces that can be tested in the pre-production environment and are scheduled to Go Live at the same time. A small group of the Client staff (1-2 dispatchers and 1-2 Mobile field users) should participate in this test with CentralSquare. CentralSquare will work with the Client on defining a set of test scenarios that test the system based on the Client's practices. It is recommended that the Client utilize sample calls from their legacy System. These scenarios must be signed off prior to commencement of the SIT. At the successful completion of SIT without critical issues that prevent the System to be taken Live the Client shall provide written approval that the System is ready for Go Live.

7.6 Implementation of Records Enterprise

Records Enterprise is implemented through a series of standard steps and process gates. These steps are designed to ensure that the operational needs of the Client are identified, the configurations are verified, and the system is tested to validate the proper functionality of the system prior to deployment. The following sections describe the implementation process for Records Enterprise.

7.6.1 Records Enterprise System Orientation

The Records Enterprise System Orientation is conducted at the Client's site and led by a CentralSquare Business Analyst. The duration of the Records Enterprise System Orientation is generally up to three (3) days and includes a Business Process Review of the Client's operations. This System Orientation can be conducted in conjunction with CAD Enterprise if purchased together.

Some key discovery points for the Records Enterprise System Orientation are as follows:

- a) Work Flow – Understanding the setup for work flow processes from the field report to the State Submission. This may include time observing Departmental Divisions (such as Patrol, Records, Investigations, Property and Evidence, and the like).
- b) Review reporting requirements.
- c) Event numbering (Incidents) including master incident numbers and case numbers.

It is recommended that the number of attendees in the System Orientation is limited to 10 to allow for more effective communication during the session. Based on the key discovery points during this session, it is necessary that the attendees include individuals who can properly address these key points and make configuration decisions.

During the System Orientation session the Business Analyst will facilitate an operational overview of Records Enterprise by demonstrating the report flow from creation to approval and case assignment.

7.6.1.1 CentralSquare Responsibilities

- a) Schedule the System Orientation meeting in accordance with the Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agendas and documents for Client review or completion two weeks prior to each meeting.
- c) Conduct the meetings based on the distributed agenda.
- d) Document the Client's requirements and configuration specifications resulting from the System Orientation discussions.
- e) Document and assign owners and due dates to any action items and track all action items to closure.
- f) Document any gaps between the standard functionality of the System and functionality required by the Purchase Agreement for further analysis and discussion and/or facilitate the change control process. Client requested changes for changes beyond the scope of the Purchase Agreement will be evaluated at this phase, but will have to be evaluated for the potential impact on the Project Schedule and for additional project charges to be paid by the Client.
- g) Produce a System Orientation Report with the key decisions and configuration points as a result of the System Orientation.
- h) Prepare and submit a TCR upon completion of relevant activities.

7.6.1.2 Client Responsibilities

- a) Provide adequate facilities to comfortably hold the System Orientation to include a computer projector, whiteboards, and adequate seating. Two projectors are preferred.
- b) Ensure participation of key stakeholders and decision-makers in the System Orientation process.
- c) Provide subject matter experts that can explain the agency's current work flow and application processes. These persons should have the ability to make decisions regarding any changes in work flow that may arise through the use of the new Records Enterprise System.
- d) Provide subject matter experts that will be the RMS super users, as well as a person or persons that will be responsible for the ongoing maintenance of the RMS Code Files and configuration (RMS Administrator).
- e) Provide subject matter experts that will be responsible for translating the geopolitical/operational boundaries into data (ESRI shape files) suitable for use within the RMS.
- f) Provide subject matter experts that will be responsible for the maintenance of the agency's street centerline data.
- g) Review and approve applicable TCRs.

7.6.2 Records Enterprise Administration and Review Training

The Records Enterprise Administration and Review Training is a hands-on course for Records Enterprise System Administrators conducted once RMS is installed at the Client site. During the course, students will learn how to create users, assign roles, create RMS templates and assign workflows. Students also learn overall administration responsibilities for implementation, configuration, and maintenance of Records Enterprise.

Participants include key members of CentralSquare's implementation team and should not exceed ten (10) core members of the Client's implementation team. The Client's team should include RMS Central and Local Administrators.

Following the training, ownership of the RMS System Build transfers to the Client. The Client will enter the balance of the Code Files, build templates, create workflows, and complete the build of personnel. The Client also becomes responsible for maintaining Code Files (personnel, Violation Codes, Property Locations, and the like) that must be continuously updated to keep the Code Files in Go Live ready status. During this phase, the assigned CentralSquare Business Analyst will provide consultation services.

The Records Enterprise Administration and Review Training will be up to three (3) days onsite.

7.6.2.1 CentralSquare Responsibilities

- a)** Schedule the Records Enterprise Administration and Review Training in accordance with the Client's availability and the Project Schedule.
- b)** Prepare and distribute the meeting agenda and documents for Client review or completion to all required attendees two weeks prior to the training.
- c)** Conduct the meetings based on the distributed agenda.
- d)** Create the project checklist itemizing the tasks for completion throughout the RMS implementation.
- e)** Provide the Client team with a copy of the Records Enterprise User and Administration Guides.
- f)** Prepare and submit a TCR upon completion of the training.

7.6.2.2 Client Responsibilities

- a)** Provide adequate facilities to comfortably hold the training activities.
- b)** Ensure participation of the appropriate personnel.
- c)** Continue the code file building activities after completion of this training.
- d)** Review and approve the applicable TCR.

7.6.3 Records Enterprise Base System Build

After completion of the Records Enterprise Administration and Review Training, it is the responsibility of the Client to assume ownership of building and maintaining the RMS templates, personnel, and roles.

This will be an iterative process throughout the implementation of RMS building upon knowledge learned through each training class and workshop. The assigned CentralSquare Business Analyst will work with the Client to start and supervise the initial Code File building process during the workshops. The Client will be actively involved and responsible for the Code File configuration process throughout the project.

CentralSquare will deliver the Records Enterprise System with the base NCIC Codes. The Client is responsible for building and maintaining the System Codes, Personnel, Property Locations, and Violation Codes (including local ordinances). The CentralSquare Business Analyst will begin the System Build with a base of 50 personnel entered in to the system. The Client is responsible for the remaining Personnel data being entered and maintained.

Note: It is the responsibility of the client to complete the UCR/NIBRS code mapping to the violation codes.

Validation through the implementation until DOLF allows for the continual review and updating of the Code File setup while limiting the risk of rework. This task is considered to have been completed when the Business Analyst has demonstrated the RMS functionality at DOLF.

7.6.3.1 CentralSquare Responsibilities

- a) Monitor and evaluate the System build throughout the implementation and provide guidance as needed.

7.6.3.2 Client Responsibilities

- a) Provide timely input and updates to the Templates, Workflows, Users, Roles, and System codes.
- b) Continue building the Templates, Workflows, Users, Roles, and System Code Files (those not built by CentralSquare) through completion.

7.6.4 Geographical Information Services

7.6.4.1 Data Evaluation

The CentralSquare GIS Analyst will work with the Client to create the address locator packages and configure the RMS GIS services. GIS data must be from a single integrated source when delivered to CentralSquare for conversion.

7.6.4.2 CentralSquare Responsibilities

- a) Evaluate Client-supplied GIS data to ensure it is formatted correctly for creation of the address locator packages.
- b) Create the address locator packages, and configure the RMS GIS services
- c) Prepare and submit a TCR upon completion of this work.

7.6.4.3 Client Responsibilities

- a) Provide data in the required format, and per Project Schedule.

- b) Based on the analysis provided by CentralSquare, make needed changes to mapping data to allow the resulting GIS data to meet CentralSquare's mapping data requirements.
- c) Review and approve the appropriate TCR.

7.6.5 Records Enterprise Workshops

After the Records Enterprise Administration and Review Training has been completed, the CentralSquare project team will conduct one or more Records Enterprise workshops either remotely or at the Client site. This session is intended to be an extension to the Records Enterprise Administration Training for more complex implementations and multi-jurisdictional agencies as specified in the contract. Each Records Enterprise workshop will be up to three (3) days onsite. An example of workshops would be (Incident/Arrest/Case Management), (Crash, Citation, Other Event), or (Records Administration). If the Project includes multiple Workshops, they may or may not be scheduled to occur over consecutive weeks.

Participants include key members of CentralSquare's implementation team and should not exceed ten (10) core members of the Client's implementation team. The Client's team should include RMS Central and Local Administrators.

The Project includes:

- Four (4) Records Enterprise Workshops
- One (1) Property and Evidence Workshop
- One (1) Post Go Live System Optimization Workshop

7.6.5.1 CentralSquare Responsibilities

- a) Schedule the Records Enterprise Workshop in accordance with the Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agendas and documents for Client review or completion to all required attendees two weeks prior to each meeting.
- c) Conduct the meetings based on the distributed agenda.
- d) Prepare and submit a TCR upon completion of the workshop.

7.6.5.2 Client Responsibilities

- a) Provide adequate facilities to comfortably hold the training activities.
- b) Ensure participation of the appropriate personnel.
- c) Continue the code file building activities after completion of this training.
- d) Review and approve the applicable TCR.

7.6.6 Records Enterprise Output Designer Workshop

The CentralSquare project team will conduct the three (3) day Records Enterprise Output Designer Workshop at least 6-8 weeks upon completion of the (Incident, Arrest, Case Management Workshop). CentralSquare recommends the RMS templates should be 90-95% complete prior to this workshop to prevent rework on the form outputs.

This session is intended for creating custom form outputs using Microsoft SQL Server Reporting Services (SSRS), which can be accessed from the Records Enterprise Web UI Data Entry Templates. Using the Records Enterprise Output Designer application utility, attendees will learn to generate a dataset based on the Records Enterprise Module template, utilizing SSRS to customize the output based off a pre-defined default output report. Attendees will also learn how to configure the templates to use the custom form output within the Records Enterprise Web Data Entry Designer tool.

This is an advanced Workshop and attendees must have prior experience using SSRS. CentralSquare will not provide training on SSRS. This Workshop will be up to three (3) consecutive days with a class size limitation of five (5) students.

7.6.6.1 CentralSquare Responsibilities

- a)** Schedule the Workshop in accordance with the Client's availability and the Project Schedule.
- b)** Prepare and distribute the Workshop agenda and documents for Client review or completion to all required attendees two weeks prior to the training.
- c)** Conduct the meetings based on the distributed agenda.
- d)** Prepare and submit a TCR upon completion of the Workshop.

7.6.6.2 Client Responsibilities

- a)** Provide workstations with Records Enterprise and SQL Server Reporting Service access.
- b)** Provide adequate facilities to comfortably conduct the Workshop to include an overhead projector and whiteboard.
- c)** Ensure participation of the appropriate personnel.
- d)** Continue the Output Designer activities after completion of this training.
- e)** Review and approve the applicable TCR.

7.6.7 Records Enterprise Demonstration of Licensed Functionality (DOLF)

Once the System build is complete, a Demonstration of Licensed Functionality (DOLF) is conducted. This working workshop includes a review of the Templates, Workflow, Users, Roles, Code Files and configuration. The Records Enterprise DOLF workshop will review the completeness of the codefiles in the Client's system, review system functionality, review templates, personnel, workflow, system codes, and configurations to conduct an overall system readiness assessment. This session will also provide a forum for the Client to discuss any final workflow questions or issues prior to Functional Acceptance Testing and End User Training.

The DOLF for Records Enterprise is up to three (3) days and will be held at the Client's facilities on the Client's system hardware, after it has been configured by CentralSquare.

Participants include key members of CentralSquare's implementation team and should not generally exceed ten (10) core members of the Client's implementation team. The Client's team should include RMS Administrators and Subject Matter Experts. At the conclusion of the session, a DOLF report is produced which documents the core software configuration and activities to be completed by the Client. Any issues that require follow-up action, including any outstanding Go Live issues will be documented in the applicable Project journal. Any issue that is determined to be outside the scope of this Project, as defined herein, requiring a modification or enhancement to the CentralSquare will be addressed through the Change Control process.

7.6.7.1 CentralSquare Responsibilities

- a) Schedule the DOLF workshop in accordance with the Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agendas to all required attendees a week prior to each meeting.
- c) Conduct the meetings based on the distributed agenda.
- d) Provide initial hands on training on the applicable system and introduction to different modules and their configurations.

Note: This training is not meant to be comprehensive for end user understanding of the Subsystem. The purpose is to give the participant an opportunity to perform validation and readiness of the Records Enterprise (and Field Based Reporting if purchased).

- e) Document and assign owners and due dates for any action items and track all action items to closure.
- f) Develop and deliver the DOLF Trip report.
- g) Handoff the management the Code Files to the Client.
- h) Prepare and submit a TCR upon completion of the DOLF, and upon delivery of the DOLF Trip report to the Client.

7.6.7.2 Client Responsibilities

- a) Provide adequate facilities to comfortably hold the DOLF to include an overhead projector. Two projectors are preferred. DOLF also requires workstations for each participant.
- b) Ensure complete participation of Central and Local Records Enterprise Administrators for the purposes of reviewing the RMS configuration as-built.
- c) Provide participants that are versed with the ability to continue the configurations.
- d) Assume ownership for the continued build and maintenance of the system under the guidance of the CentralSquare project team.
- e) Ensure participation of key stakeholders and decision-makers in the DOLF process.

- f) Observe the change control process for any requested software changes.
- g) Review and approve the applicable TCRs.

7.6.8 Records Enterprise Pre-Go Live Functional Acceptance Testing (FAT)

Records Enterprise Pre-Go Live Functional Acceptance Testing follows a standard content, approach and format. An Records Enterprise Business Analyst assists the Client with acceptance testing prior to the start of End User Training. This process will be based on the standard CentralSquare FAT documents. The FAT documents have a standard content and format. The standard CentralSquare FAT documents will be sent to the Client for review prior to conducting the tests. The FAT results are documented in a TCR for verification and approval by the Client. Upon completion of FAT, the Client and CentralSquare will review the list of FAT failures (if any), and perform an assessment of the critical errors and determine the timeline for remedying the critical issues (pre versus post Go Live).

Participants include key members of CentralSquare's implementation team and should not generally exceed five (5) core members of the Client's implementation team.

The Client, with CentralSquare assistance as needed, will repeat any specific critical failed FAT tests following the correction of critical issues which has caused the test to fail. This process will not include a repeat of the entire tests.

Note: CentralSquare may organize at its discretion, separate breakout FAT sessions for subsections of the FAT documents that are applicable only to one agency (for example, applicable only to a Sheriff's Department or single agency). Each test will be executed once, and all applicable users and agencies must attend the FAT session and observe the tests.

Note: Successful completion of the FAT as part of the Pre-Go Live testing process does not constitute Final System Acceptance if such a Post-Go Live Reliability Testing is defined in the Purchase Agreement.

7.6.8.1 CentralSquare Responsibilities

- a) Deliver CentralSquare's standard FAT documents to the Client no later than two weeks prior to conducting the FAT.
- b) Provide a TCR to the Client to approve the receipt of the FAT documents.
- c) Assist the Client in conducting the FAT in accordance with FAT documents.
- d) Identify and document any issues discovered during the FAT.
- e) Upon completion of FAT prepare and submit a TCR to the Client, including a list of any exceptions to FAT.

7.6.8.2 Client Responsibilities

- a) Work toward the timely completion of all predecessor tasks to include the base code table entry and configuration.
- b) Provide adequate facilities to execute the FAT.
- c) Lead the FAT by providing operational subject matter experts.
- d) Assist CentralSquare in documenting FAT findings and results.
- e) Review and approve the appropriate TCRs.

7.6.9 Records Enterprise Data Conversion

This Project includes a one-time conversion of the data from a single legacy database into Records Enterprise. Refer to the Functional Design Document (FDD) for the above noted conversion. It contains details on the planned approach, data fields that will be converted into Records Enterprise, assumptions, and responsibilities.

7.6.10 Records Enterprise Training

Note: Training classes are conducted based on the quantities that are specified in the Purchase Agreement. The appearance of a course description in this Statement of Work does not mean a course will be conducted – it must be listed in the Purchase Agreement.

Records Enterprise Training classes are conducted on consecutive weekdays (Tuesday-Friday) during business hours. Alternate training schedules (multiple classes per day, evening, and weekend classes) will be subject to additional charge. Training classes will only be delivered after the Records Enterprise FAT has been completed and the results are documented.

Descriptions of classes are provided below.

7.6.10.1 CentralSquare Responsibilities (for all Records Enterprise Classes)

- a) Conduct a training orientation via conference call between the assigned CentralSquare Training personnel and the designated Client representative. The objective of this session is to define the Training Schedule, based on the configurations of the Subsystem.
- b) Schedule the Records Enterprise Training class(es) in accordance with the Client's availability and the Project Schedule.
- c) Prepare and distribute the meeting agendas and documents for Client review or completion to all required attendees two weeks prior to each meeting.
- d) Develop and provide the Records Enterprise Training Plan for all licensed product options to the Client.
- e) Conduct the training session(s) for the licensed product options on a mutually agreed to schedule.
- f) Prepare and submit a TCR upon completion of each class, or a group of consecutive classes.

7.6.10.2 Client Responsibilities (for all Records Enterprise Classes)

- a)** Participate in the training orientation by providing a decision maker that can articulate the specific business practices that have been used in guiding the build of the Client's System.
- b)** Provide adequate facilities for the execution of the training to include adequate seating for each workstation and an overhead projector.
- c)** Provide a Local RMS Administrator for each class that can answer agency specific questions as related to the build of the Client's system.
- d)** Review and approve the applicable TCRs.

7.6.10.3 Records Enterprise End User Training – Records

The Records Enterprise End User Training for Records is a hands-on course that prepares the students to add, edit, and modify Incident, Arrest, Custody, Crash, Citation, Field Interviews, State Reporting, Redaction and Expungements. This class also instructs users on how to search crime report records easily and efficiently. Students learn how to maintain State-reportable UCR/NIBRS reports. This class is recommended for all personnel responsible for the day-to-day records data entry and maintenance of all departmental reports. This three-day course prepares a core set of end users to use Records Enterprise.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the internal structure of the Records Department and departmental policies and procedures. 3) An understanding of how the Records Department interacts with Dispatch and Patrol.

7.6.10.4 Records Enterprise End User Training – Field Officers

The Records Enterprise End User Training for Field Officers session is a hands-on three-day course. This course trains students to use Records Enterprise and includes instructions on how to create and submit Incident, Arrest, Field Interview, Citation, and Crash (or applicable modules) through the workflow process. For the train-the-trainer portion of the class, CentralSquare prepares selected Client personnel to train other end users on Records Enterprise. The goal is to prepare these personnel to apply CentralSquare's training concepts to train field users on Records Enterprise.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the departmental policies and reporting procedures. 3) An understanding of how Patrol interacts with the Records Department and Dispatch.

7.6.10.5 Records Enterprise Property and Evidence Training

The Records Enterprise Property and Evidence training is a hands-on three-day workshop for personnel responsible for entering, updating, and maintaining evidence records, and providing written notification for property or impounds. Students learn how to configure the module, search

evidence records, manage evidence items, create item barcodes, and use barcoding for inventory evidence. Training should be conducted directly with the Evidence Technicians at the agency's Evidence room.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the departmental policies and procedures associated to maintaining Evidence. 3) A thorough understanding of how each of the Agency's Evidence locations are laid out and used.

7.6.10.6 Records Enterprise End User Training – Investigations Training

The Records Enterprise Investigations training is a hands-on three-day course for Case Managers, Investigative Supervisors, and Investigators (Detectives). Students learn how to assign cases for investigation and track their progress, add case supplements/case materials, create incident supplements, arrests, and update cases as needed. Training should be conducted directly with detectives that can train other detectives at their agency; this helps ensure proper workflows are discussed and configured.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the departmental policies and procedures associated to Case Management, Investigations, and the management of Intelligence data (if applicable).

7.6.10.7 Records Enterprise End User Training – Civil and Warrants

The Records Enterprise End User Training for Civil and Warrants class is a hands-on three-day course for personnel responsible for entering, updating, and maintaining civil process records and warrants. Students learn how to maintain names, property, fees, dispositions, and payments associated with these civil process records. Training for this module should be specific to the staff involved in the Civil Process.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the departmental policies, procedures, and requirements for managing the civil process, associated records and reports. 3) A comprehensive understanding of the departmental policies, procedures, and requirements for managing the warrants process, associated records and reports..

7.7 Records Enterprise System Integration Testing (SIT)

Once the FAT is concluded for Records Enterprise and in preparation for Go Live, CentralSquare and the Client will conduct a one day remote SIT. The SIT will be conducted based on a provided scenario that test the records management process. A small group of the Client staff (1-2 Records staff and field users) should participate in this test with CentralSquare. CentralSquare will work with the Client on refining the test scenario that test the system based on the Client's practices. This scenario must be signed off prior to commencement of the SIT. At the successful completion of SIT without any issues that prevent the System to be taken Live the Client shall provide written approval that the System is ready for Go Live.

7.7.1 CentralSquare Responsibilities

- a) Schedule A SIT with the Client.
- b) Assist the Client in preparing test scenarios that can be used during this test and closely simulates the normal Client's call flow.
- c) Prepare and submit a TCR to the Client documenting the tests that will be used for the SIT.
- d) Participate in the SIT with the Client.
- e) Prepare and submit TCRs upon successful completion of the SIT.

7.7.2 Client Responsibilities

- a) Provide test scenarios that closely simulate the Client's normal call flow.
- b) Participate in conducting the SIT.
- c) Review and approve the applicable TCRs.
- d) Provide test systems (or pre-Production systems) for all integrations and interfaces. If the client can not provide a test system CentralSquare must test using the production system. This testing includes, but it not limited to, test data entry in a production system.

7.8 Implementation of System Interfaces

7.8.1 Enterprise Standard Interfaces' Requirement Gathering and Configuration

The functionality and applicable configuration options for each of the CentralSquare Standard Interfaces are described in the Interface Requirements Documents (IRD).

A CentralSquare Systems Engineer will review the IRDs for each of the applicable Standard Interfaces with the Client's subject matter experts and prepare a configuration worksheet (Interface Configuration Document – ICD) detailing the parameters that will be set to meet the desired functionality for the Interface. This process may be performed for different interfaces at different times. This process will be performed remotely via phone conference. The Client is responsible for engaging the third-party vendors whose systems are being interfaced with, so that an end to end flow of the data is discussed.

CentralSquare Systems Engineer will configure and install the Standard interfaces on Client's system hardware. IRDs are not Client specific documents, and not subject to edits, changes, or approval. Client specific configurations for Standard Interfaces are documented in configuration worksheets (ICD) and must be approved prior to configuration of the interface.

Installation and configuration of Standard Interfaces can only be performed by qualified members of CentralSquare System Engineering or Engineering teams, using proprietary tools. Any changes to the requirements of the Records Check Interface from the approved Configuration worksheet will be subject to additional cost and configuration time. Once each of the Standard Interfaces are installed and configured, they can be staged for FAT.

CentralSquare is not responsible for coordination, management, or covering the cost of any software, work, customization, coding or testing that is required to be performed by the third-party vendors engaged in the implementation of the standard or custom interfaces, unless the work is defined under a subcontract with CentralSquare within the scope of this Purchase Agreement.

Note 1: Standard Interfaces are developed and enhanced within the CentralSquare product version process for CentralSquare products (such as CAD Enterprise). Changes to standard Interfaces will require adherence to the development life cycle therein. Changes to standard Interfaces that are delivered within this life cycle will require the Client's system to be on a compatible version.

Note 2: The Client's provision of Interface Requirements for Standard Interfaces is an early Project checkpoint. This information is needed to prepare the configuration sheets for Standard Interfaces. Incomplete, inaccurate or delayed information can have a cascading effect on the Project Schedule, and may result in a significant delay in completion of the project, since modification to Standard Interfaces are only released with a major version of CAD Enterprise.

Note 3: Any changes to the configuration of Standard Interfaces made by the Client makes the Interface non-supportable, and all troubleshooting efforts resulted by such changes will be subject to additional cost.

Note 4: The Client is responsible for any services or software needed from such Third-Party Systems to allow for interaction with the Third-Party System or for connecting to CentralSquare Interfaces Software in the absence of a Third-party API. CentralSquare is not responsible for any cost associated for the API, any required third-party lab or certification testing, cost associated with required programming or custom work by the third-party vendors, or any license fees that may be required by the third-party vendors.

7.8.2 Custom Interfaces' Requirement Gathering and Configuration

A CentralSquare Systems Engineer will review requirements specified by the Purchase Agreement applicable to Custom Interfaces, and lead gathering detailed operational requirements within the scope of the Purchase Agreement. This process may be performed for different interfaces at different times. This process will be performed remotely via phone conference.

Once sufficient information has been gathered to describe the operational functionality of the Interface, the Systems Engineer will create Operational Scenario Documents (OSD) detailing the operation of the Interface. Client's input in detailing all relevant information regarding the operations of these interfaces and interactions with the external systems are essential to timely and accurate development of the OSDs. The completed OSDs will be provided for Client's review. This document must be approved by both the Client and CentralSquare prior to development. The Client will be given a TCR that the document was provided, meets the requirements and has been reviewed with the Client. The Client must review the OSD within 10 days from delivery by CentralSquare, and provide comments and questions back to CentralSquare or provide approval if no changes or edits is necessary.

The Client is responsible for obtaining the API for each of the third-party vendors that CentralSquare applications are interfacing with. The API must be for the version of the third-party software that CentralSquare will be interfacing with. The timelines for providing these documents to CentralSquare is concurrent with development of the OSD, so that any limitations associated with the level of integration with the third-party application can be taken into consideration.

Delays in review and approval of the OSDs can impact timely development of the interfaces, and ultimately delay the Go Live of the system. All requirement changes for Custom Interfaces after approval of the OSD shall follow the Change Management process, and may be subject to additional cost and development time.

Upon approval of the OSD the custom interfaces are developed by CentralSquare engineering team. Once developed, these interfaces will be installed on Client equipment and go through testing with the Client and applicable third-party vendors who own and administer the vendor side of the interface.

The Client is also responsible for coordinating execution of a mutual Non-Disclosure Agreement (NDA) between the third-party vendors and CentralSquare before any technical information or documentation can be exchanged or testing can commence.

CentralSquare is not responsible for coordination, management, or covering the cost of any software, work, customization, coding or testing that is required to be performed by the third-party vendors engaged in the implementation of the standard or custom interfaces, unless the work is defined under a subcontract with CentralSquare within the scope of this Purchase Agreement.

Note 1: The Client's provision of Interface requirements for each of the Custom Interfaces is an early Project checkpoint. This information is needed to develop the OSDs for Custom Interfaces. Incomplete, inaccurate, or delayed information can have a cascading effect on the Project Schedule, and may result in a significant delay in completion of the project.

Note 2: The Client is responsible for providing Application Programming Interface (API) documentation for the Third-Party Systems. The API must document the integration process for the level of interface integration defined by CentralSquare's response to the RFP. The Client is responsible for any services or software needed from such Third-Party Systems to allow for integration with the third-party system.

Note 3: The scope of functionality for the custom interfaces is limited to 1) the capability of the CentralSquare System being interfaced and 2) the Application Programming Interface (API) capabilities of the external system being interfaced.

Note 4: High level descriptions of each of the custom interfaces in Appendix D - Custom CentralSquare Interfaces, will become the basis for the scope of detailed requirements, described in the OSD. Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

Note 5: The Client is responsible for coordinating the development of the vendor side of all interfaces to the third-party applications for the interfaces that the vendor is not a CentralSquare Subcontractor, based on the Purchase Agreement.

Note 6: CentralSquare is not responsible for any cost associated for the API, any required third-party lab or certification testing, cost associated with required programming or custom work by the third-party vendors, or any license fees that may be required by the third-party vendors.

7.8.3 Interface Functional Acceptance Testing (FAT)

All Standard and Custom Interfaces are subject to Functional Acceptance Testing (FAT). FAT for Standard Interfaces is based on a standard set of CentralSquare FAT documents for each interface, as they are applicable to Client's configurations.

FAT for Custom Interfaces are based on the functionality described in the approved OSD for the interface. This process will be based on an FAT document developed by the Systems Engineer. The test source will be the provided IRDs; therefore, all Standard Interfaces will be tested against standard, predefined CentralSquare FAT documents. These tests have a standard format and will be sent to the Client for review prior to conducting the FAT.

CentralSquare will repeat any failed FAT test following the correction of any issues which has caused the test to fail.

7.8.3.1 CentralSquare Responsibilities

a) Provide the IRD to the Client for review for each of the Standard Interfaces.

- b)** Prepare and submit a TCR to the Client, documenting the delivery of the IRDs to the Client for Standard Interfaces.
- c)** Review the IRD with the Client for each of the Standard Interfaces and gather and document the configuration options for the Interface.
- d)** Install and Configure the Standard Interfaces based on the agreed upon configurations.
- e)** Gather the operational requirements for each of the Custom Interfaces and develop and OSD.
- f)** Provide the OSD to the Client for review and approval. (for custom interfaces only)
- g)** Prepare and submit a TCR to the Client, documenting Client's approval of the OSD for each of the Custom Interfaces.
- h)** Develop the Custom Interfaces based on the approved OSD.
- i)** Install and configure the Custom Interfaces.
- j)** Prepare and submit TCRs upon installation of the Interfaces.
- k)** Develop FAT documents reflecting feature descriptions found within the provided and applicable OSDs.
- l)** Provide the FAT documents to the Client for review prior to conducting the FAT for each interface.
- m)** Provide a TCR to the Client to approve the receipt of the FAT documents.
- n)** Assist the Client in conducting Acceptance Testing in accordance with FAT documents.
- o)** Prepare and Submit a TCR, documenting completion of FAT including any exceptions to FAT.
- p)** Resolve FAT issues and re-run tests as required.

7.8.3.2 Client Responsibilities

- a)** Participate in the review of the IRDs and provide the configuration information to CentralSquare in a timely manner.
- b)** Provide the information that are necessary for development of the OSD for each Custom Interface.
- c)** Obtain the API for each of the third-party applications that CentralSquare interfaces with and provide the document to CentralSquare.
- d)** Review and approve the OSDs based on the required timelines.
- e)** Engage the third-party vendors in the requirement gathering, development, testing and other interface development activities.
- f)** Review and approve the FAT documents.
- g)** Participate in the FAT.
- h)** Assist CentralSquare in documenting FAT findings and results.
- i)** Review and approve the applicable TCRs.

7.9 System and Subsystem Go Live

The “cut over” of each of the CAD Enterprise, Mobile Enterprise, Records Enterprise, Subsystems, and related Interfaces into the production environment is a highly orchestrated activity that will require a number of resources from both the Client and CentralSquare teams. It is recommended that CAD Enterprise, Mobile, and the CAD Enterprise Subsystems (such as the Go Live interfaces) are taken into production at one time; then other systems, such as Records Enterprise are taken into production in phases following the CAD Enterprise cutover.

7.9.1 CAD Enterprise, Mobile, and CAD Enterprise Subsystem Go Live

The “cut over” of the CAD Enterprise, Mobile Enterprise, CAD Enterprise Browser and Interfaces into the production environment is a team approach. It is the intent of the Project to take all these Subsystems Live at the same time.

CentralSquare utilizes a pre-Go Live checklist for CAD Enterprise with various activities to ensure readiness of the System prior to Go Live. There are some tasks that must be performed by the Client, which are detailed in the pre-Go Live checklist. This activity begins several weeks in advance of Go Live.

CentralSquare will provide the Client with a standard Go Live authorization letter that must be approved by the Client no later than 3 weeks prior to Go Live. This letter will list all the Subsystems that are scheduled for the Go Live, and any exceptions to Go Live applications. It also memorializes the date and time of Go Live, as well as the Client’s confirmation that the System and staff are ready for Go Live.

CentralSquare will provide the Client with a Go Live authorization letter, detailing the date and time of Go Live and those components that will be taken into Live operations. It is necessary that the Client approves this letter no later than 2 weeks prior to the scheduled Go Live to secure the Go Live support resources.

Prior to Go Live the pre-production test data will be purged from the Client’s system. The equipment is staged to move into the communications center and/or units. Units and personnel are logged into the System and Interfaces are activated.

At Go Live, the CentralSquare and Client implementation teams will support the users in the transition to the new System. Any issues are logged and resolved through CentralSquare Customer Services. A more detailed Go Live plan will be provided with adequate lead time.

The duration of the Go Live support for CAD Enterprise and its subsystems for this project will be 2 days (to include pre and post cutover) by 1 person. The Project Manager will be an active participant in the Go Live process. Go Lives are conducted on consecutive weekdays (Monday-Friday). Go Lives that require CentralSquare support that begins before or extends beyond weekdays will be subject to additional charge. The breakdown of onsite Go Live Services is as follows:

Go Live Coverage for CAD Enterprise, Mobile, and CAD Enterprise Interfaces:

4 persons for 3 days covering 24 hour shifts

7.9.1.1 CentralSquare Responsibilities

- a)** Provide to the Client a Go Live check list with adequate time for review.
- b)** Prepare and submit a Go Live authorization letter to the Client.
- c)** Identify the participants for the Go Live in accordance with the terms of the Purchase Agreement.
- d)** Have specified personnel onsite in advance of the Go Live date to begin the final inspection of the Client's system as part of the Go Live check list.
- e)** Prepare and submit a TCR upon first Go Live operation of the CAD Enterprise.

7.9.1.2 Client Responsibilities

- a)** Timely review of the Go Live checklist.
- b)** Complete Mobile roll out process in sufficient time to allow for testing prior to Go Live.
- c)** Review and approve the Go Live authorization letter no later than 3 weeks prior to the scheduled Go Live.
- d)** Provide adequate persons for the supervision and monitoring of the Client's CAD Enterprise end users 24/7 beyond the participation of the CentralSquare staff.
- e)** Provide dedicated workstations (preferably 2 workstations) for CentralSquare support staff during Go Live support period.
- f)** Provide 24/7 support by the Client's IT department.
- g)** Develop a process for the reporting and resolution of field mobile issues.
- h)** Review and approve the applicable TCR.

7.9.2 Records Enterprise Go Live

Once end-user training has been completed and Records Enterprise is ready to be placed into production, CentralSquare will assist the Client in placing the system into operation. In preparation for Go Live, CentralSquare will assist the Client in cleaning the training data from the Records Enterprise System.

CentralSquare will provide the Client with a standard Go Live authorization letter that must be approved by the Client no later than 3 weeks prior to Go Live. This letter will list all the Subsystems that are scheduled for the Go Live, and any exceptions to Go Live applications. It also memorializes the date and time of Go Live, as well as the Client's confirmation that the System and staff are ready for Go Live.

At Go Live, the CentralSquare and Client implementation teams will support the users in the transition to the new System. Any issues are logged and resolved through CentralSquare Customer Services. A more detailed Go Live plan will be provided with adequate lead time.

The duration of the Go Live support for Records Enterprise and its subsystems for this project will be 2 days (to include pre and post cutover) by 2 people. Go Lives are conducted on consecutive weekdays (Monday-Friday). Go Lives that require CentralSquare support that begins before or extends beyond weekdays will be subject to additional charge. The breakdown of onsite Go Live Services is as follows:

Go Live Coverage for Records Enterprise:

6 people for 2 days covering single a shift during normal business hours

7.9.2.1 CentralSquare Responsibilities

- a) Prepare and submit a Go Live authorization letter to the Client.
- b) Identify the participants for the Go Live in accordance with the terms of the Purchase Agreement.
- c) Have specified personnel onsite in advance of the Go Live date to begin the final inspection of the Client's system as part of the Go Live preparations.
- d) Be onsite to assist the Client in placing the system into production status.
- e) Assist Client staff in using the system and assist the computer operations staff in supporting the system.
- f) Provide System monitoring following the actual System cut over as specified within the Purchase Agreement.
- g) Prepare and submit a TCR upon first Live operation of Records Enterprise.

7.9.2.2 Client Responsibilities

- a) Complete Records Enterprise roll out to support the Go Live date.
- b) Review and approve the Go Live authorization letter no later than 3 weeks prior to each scheduled Go Live.
- c) Complete all relevant end user training to support the Go Live of the Subsystems.
- d) Place the software into production and begin operational use in consultation with CentralSquare and in accordance with the project schedule.
- e) Provide adequate persons for the supervision and assisting the end users beyond the participation of the CentralSquare staff.
- f) Provide dedicated workstations for CentralSquare support staff during Go Live support period.
- g) Provide Client IT support to cover all Client end user and CentralSquare staff hours of operation.
- h) Develop a process for the reporting and resolution of issues.
- i) Review and approve the applicable TCR.

7.10 Reliability Acceptance Period for CAD Enterprise & Records Enterprise

Upon Go Live for the Subsystem(s), the Client shall use the Subsystem for a thirty (30) consecutive day period to verify operational functionality in a live environment. If no Critical Priority or Urgent Priority Software Errors (as those terms are defined in Addendum E to the Agreement) are reported during such thirty (30) day period, the Subsystems shall be deemed to have achieved Final Acceptance. In the event that a Critical Priority or Urgent Priority Software Error occurs

during the Acceptance Test Period, CentralSquare shall commence actions in accordance with the Software Support Agreement to correct the reported error.

Note: If Subsystems do not Go Live on the same day, or if agencies and/or PSAPs Go Live in multiple phases, the Reliability Acceptance Period for each Subsystem will start the first day that Subsystem Goes Live and is used in a Production environment by any agency and/or PSAP. There will not be separate Reliability Acceptance Periods as subsequent agencies and/or PSAPs Go Live.

In the event that a Critical Priority Software Error occurs between day one (1) and day thirty (30) of the Acceptance Test Period, the Acceptance Test Period will be stopped and restarted at day one (1) once the Software Error has been resolved in accordance with the Software Support Agreement.

In the event that an Urgent Priority Software Error occurs between day one (1) and day fifteen (15), the Acceptance Test Period will be stopped and restarted from day one (1) once the Software Error has been resolved in accordance with the Software Support Agreement. If the Software Error occurs between day fifteen (15) and day thirty (30), the Acceptance Test Period will be stopped and restarted from the day the resolution has been provided in accordance with the Software Support Agreement.

Critical or Urgent Priority software errors caused by factors that are outside of CentralSquare's control, and/or from variables which are outside the scope of CentralSquare's responsibilities, will not be counted Critical or Urgent Priority software errors. Examples of such issues could be, but are not limited to:

- a)** Power failures
- b)** Operator error
- c)** External network failure
- d)** Availability of components that are not provided by CentralSquare but interface to/from the CentralSquare solution
- e)** Hardware or Operating System software
- f)** Non CentralSquare supplied software components introduced to the working environment

During the Acceptance Test Period, the Subsystem will be frozen, (i.e., no changes, fixes, and/or updates will be applied, except those that are required to address Downtime Failures associated with the Acceptance Test Period.)

At the conclusion of the Acceptance Test Period, as further defined in the Agreement, the Subsystem will be deemed accepted by the Client.

7.10.1.1 CentralSquare Responsibilities

- a)** Document the start of the Reliability Acceptance Period upon Go Live of the Subsystem in a TCR.
- b)** Address any Reliability Acceptance Period issues that are reported during this test period.
- c)** Document other issues that are not considered “Reliability Acceptance” issues to be addressed as part of the support and maintenance of the Subsystem.
- d)** Provide the appropriate TCR to document the Final Acceptance of the System.

7.10.1.2 Client Responsibilities

- a)** Report issues when they develop.
- b)** Review and approve the applicable TCRs.

8 PROJECT CLOSURE

When all pre and post go live project deliverables have been completed, Project Closure activities will take place. Support of the System and Subsystems are transitioned to CentralSquare’s Customer Services Group. Any remaining Project related administrative tasks are completed by CentralSquare and Client. Project documentation is archived and primary Client interaction is officially handed over from the CentralSquare Project Manager to the CentralSquare Account Manager.

8.1 System Transition

Following Go Live, there is a transition period where the Client moves from the implementation team to the support team. This transition will change the Client’s primary point of contact from the Project Manager back to the Account Manager. Software support will be handled through the Customer Services Group. The Client’s issues will be entered, tracked, and managed via a computerized and web-enabled issues tracking system. This tracking system will become available to the Client at system installation.

8.1.1.1 CentralSquare Responsibilities

- a)** Provide payment reconciliation, final TCRs and final invoices.
- b)** Transition the CentralSquare point of contact from the Project Manager to the Account Manager and Client Support Services Department.
- c)** Provide continued support based on terms of Purchase Agreement.

8.1.1.2 Client Responsibilities

- a)** Provide approval of Project TCRs within five (5) business days.
- b)** Provide payment reconciliation and payment of final invoices.

9 APPENDIX A - REQUIRED CAD ENTERPRISE DOLF CODE FILE BUILD

The purpose of this table is to identify specific portions of the System Code files and modules that must be built and configured prior to CAD Enterprise System DOLF.

Note: Items identified with asterisk (*) are optional, and will be built as specified, only if the Client chooses to use them.

Provided during Implementation.

10 APPENDIX B - CONTRACTED MODIFICATIONS TO STANDARD CENTRALSQUARE PRODUCTS

Note: Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

There are no product modifications proposed for this project.

11 APPENDIX C - STANDARD CENTRALSQUARE INTERFACES

Note: The scope of functionality for these Standard interfaces is limited to 1) the capability of the CentralSquare System being interfaced and 2) the capabilities of the external system being interfaced.

Note: High level descriptions of each of the custom interfaces below will become the basis for the scope of detailed requirements, described in the OSD. Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

Note: The Client is responsible for coordinating the development of the vendor side of all interfaces to the third-party applications for the interfaces that the vendor is not a CentralSquare Subcontractor, based on the Purchase Agreement.

11.1 Standard Interfaces for Each Environment

The following sections list the Standard Interfaces that are included in this Purchase Agreement. If not explicitly listed, the interface will not be installed and supported in the specific environment.

11.1.1 Production Environment:

- a) One (1) Standard Alphanumeric Paging Interface
- b) One (1) Standard ANI/ALI Interface
- c) Three (3) Standard CAD Enterprise to External System Incident Data Transfer Interfaces
- d) One (1) RMS Station Alert Interface
- e) One (1) NCIC/State Message Switch
- f) Four (4) Message Switch Additional Providers
- g) Four (4) Message Switch Additional Transactions

11.1.2 Disaster Recovery Environment:

- a) None

11.1.3 Test Environment:

- b) None

11.2 NCIC State Message Switch

The Standard NCIC/State Message Switch Solution includes the following Connections, Transactions, and Query Builder Feature (Optional Purchased Feature):

11.2.1 Connections

11.2.1.1 CAD Enterprise

11.2.1.1.1 Standard Connections for CAD Enterprise

The following standard connections will be included in the project, subject to applicable access

- a) State Justice Switch for State/NLETS/NCIC transactions
- b) CAD Enterprise Be on the Look Out (BOLO) and Supplemental Information. Access is available through CAD Enterprise and Mobile for BOLO and Supplemental Information (previous incident-related Person, Vehicle, Firearm and Property queries run from CAD Enterprise or Mobile Enterprise) queries.
- c) Records Enterprise System from CAD Enterprise (Only if Client has Records Enterprise)

11.2.1.1.2 Custom Connections for CAD Enterprise

Custom connections allow the ability to access additional records management systems, warrant/court systems, or other accessible external databases. Access to custom connections from CAD Enterprise and/or Mobile Enterprise will be identified.

Custom connections included in this Purchase Agreement:

- a) Four Custom Connections are included as part of this Purchase Agreement

11.2.1.2 Records Enterprise

11.2.1.2.1 Standard Connections for Records Enterprise

The following standard connections will be included in the project, subject to applicable access

- a) State Justice Switch for State/NLETS/NCIC transactions

11.2.1.2.2 Custom Connections for Records Enterprise

Custom connections allow the ability to access additional records management systems, warrant/court systems, or other accessible external databases.

Custom connections included in this Purchase Agreement:

- a) No Custom Connections are included as part of this Purchase Agreement

11.2.2 Transactions

11.2.2.1 Standard State/NLETS/NCIC Connection Transactions

The following standard transactions will be included in the project, subject to applicable access. These standard queries can be performed via CAD Enterprise PowerLine, CAD Enterprise Query entry page, Mobile Enterprise Query entry page, Records Enterprise query entry page.

- a) The Standard State transactions for the KS are supported
 - o List for State of KS will be determined after receipt of State Documentations provided by the agency
- b) For new State implementations that CentralSquare has not yet developed Standard Transactions, the Client is responsible for providing State documentation for review by CentralSquare Product Management to identify standard state transactions.
 - o State DMV/NLETS Driver Record Inquiry by Name/Date of Birth (DOB) or Drivers License Number (OLN). (Also includes “super queries” provided by some states to query multiple state/NLETS/NCIC databases from a single inquiry transaction)
 - o State NCIC Wanted Person Query by Name/Date of Birth or Drivers License
 - o State DMV/NLETS Vehicle Registration Record Inquiry by License Plate or VIN
 - o State and NCIC Stolen Vehicle Inquiry
 - o NCIC Firearms Inquiry by Serial Number
 - o NCIC Article Inquiry by Serial Number
- a) The following responses are supported for parsing local Person and Vehicle state transactions. Parsing of returns is applicable if Client is using Records Enterprise and transactions are already defined.
 - o List for State of KS will be determined after receipt of State Documentations provided by the agency

Note: None of above queries include record entry, modification or update (Cancel, Clear, Locate) transactions. This functionality is available only if **Query Builder** is purchased and the Client builds the queries or CentralSquare develops the query. Reference Custom Transactions section.

Note: Above queries are included as long as they can run against Standard Connections, or Custom connections specified by the Purchase Agreement.

- a) The following queries can be run from any system that is integrated with the CentralSquare Message Switch (TTMS).
 - o Standard CAD Enterprise Connection Transactions

- CAD Enterprise Be On the Lookout (BOLO) records:
 - Person by Name or Driver's License Number
 - Vehicle by License Plate or VIN
- CAD Enterprise Supplemental Information records:
 - Person by Name or Driver's License Number
 - Vehicle by License Plate or VIN
 - Firearm by Serial Number
 - Property by Serial Number
- Standard Records Enterprise Connection Queries
 - Person by Name or Driver's License Number
 - Vehicle by License Plate or VIN
 - Article
 - Location

11.2.2.2 Custom Transactions

Custom transactions can be developed or performed via CAD Enterprise Records Check Client, Records Enterprise Inline transactions, and Mobile Enterprise Query screens only. For an additional cost, custom PowerLine commands can be developed for these transactions in CAD Enterprise.

Examples of custom transactions include, but are not limited to the following:

- a)** Boat, aircraft, or ATV/snowmobile queries
- b)** Restraining Order or Criminal History queries
- c)** Administrative messages
- d)** Entry Transactions
- e)** Modify Transactions (modify existing records)
- f)** Update Transactions (Clear, Cancel, Locate)
- g)** Queries against records accessed through custom connections.

Custom connections included in this Purchase Agreement:

- a)** No Custom Connections are included as part of this Purchase Agreement

12 APPENDIX D - CUSTOM CENTRALSQUARE INTERFACES

Note: The Client is responsible for providing Application Programming Interface (API) documentation to these Third-Party Systems that document the integration process for the level of interface integration defined by CentralSquare's response to the RFP. The Client is responsible for any services or software needed from such Third-Party Systems to allow for interaction with the Third-party System API or for connecting to CentralSquare Interfaces Software in the absence of a Third-party API.

Note: The scope of functionality for these custom interfaces is limited to 1) the capability of the CentralSquare System being interfaced and 2) the Application Programming Interface (API) capabilities of the external system being interfaced.

Note: High level descriptions of each of the custom interfaces below will become the basis for the scope of detailed requirements, described in the OSD. Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

Note: The Client is responsible for coordinating the development of the vendor side of all interfaces to the third-party applications for the interfaces that the vendor is not a CentralSquare Subcontractor, based on the Purchase Agreement.

12.1 Custom Interfaces for Each Environment

The following sections list the Custom Interfaces that are included in this Purchase Agreement. If not explicitly listed, the interface will not be installed and supported in the specific environment.

12.1.1 Production Environment:

a) TBD

12.1.2 Disaster Recovery Environment:

a) None

12.1.3 Test Environment:

a) None

13 APPENDIX E - SUBCONTRACTOR(S) STATEMENT(S) OF WORK

Note if there are no sub-contractors for this Purchase Agreement or add the SOW

SECTION 7 – ACCEPTANCE TESTING

This section should include information describing the vendor’s proposed methodologies for administering an Acceptance Testing Process that allows the City of Twin Falls to verify that all application software and interface deliverables comply with the resulting contract between the vendor and City of Twin Falls.

CentralSquare Response:

Functional Acceptance Testing Process

CentralSquare will execute Functional Acceptance Tests (FATs) for each of the system components such as CAD Enterprise, Mobile Enterprise, Records Enterprise, and each of the interfaces. The purpose of the Functional Acceptance Testing is to test specific functionality and to formally document that the products provide the required functionality according to the Agreement between the City and CentralSquare, based on CentralSquare’s responses to the RFP requirements.

The FATs follow a standard format that CentralSquare will submit to the City for review and approval prior to testing. The FATs for COTS products will be based on CentralSquare’s standard system functionality and cross-referenced with the RFP requirements and CentralSquare’s responses to those requirements. The FATs for custom software (such as interfaces) will be based on requirements outlined in the approved OSD and the tests will cross-reference the OSD.

CentralSquare staff will conduct the FAT on the City’s system with the City’s staff. The FATs for CAD Enterprise, Mobile Enterprise, and Records Enterprise will be conducted at the City’s site and on the City’s system hardware.

CentralSquare will also complete FATs for all proposed standard and custom interfaces. CentralSquare, the City, and any applicable third-party vendors will remotely conduct the FATs for interfaces. CentralSquare conducts a set of standard FATs for standard interfaces, based on the applicable IRD for each interface, as applicable to the City’s configurations. the CentralSquare Systems Engineer will develop FAT documents for custom interfaces based on the functionality described in the approved OSD for the interface.

Functional Acceptance Testing occurs after CentralSquare delivers and installs all contracted functionality required for Go Live as identified in the negotiated Statement of Work, and before training begins. Each subsystem will be tested individually, as further defined in the Statement of Work.

Functional Acceptance Testing will be completed for each subsystem (e.g., CAD Enterprise, Records Enterprise, etc.). All tests for each subsystem will be completed and testing will not stop to research a specific issue unless the issue prevents additional testing. Basic troubleshooting and configuration changes may be initiated during the test process; however, detailed research and categorization of issues (as noted below) will be done once all tests for the applicable subsystem are complete. CentralSquare and the City’s project personnel will work to identify errors that occur during FAT where the subsystem does not conform to the RFP

requirements, as modified by CentralSquare's responses. CentralSquare will document any such errors and classify them as follows:

- **Go Live Issues:** Issues identified during Pre-Go Live testing with contractually required functionality that must be corrected prior to Go Live. CentralSquare will research such identified issues and propose a plan for resolution. Go Live Issues will be corrected prior to Go Live.
- **Post-Go Live Issues:** Issues with contractually required functionality that can be corrected after Go Live. CentralSquare and the City will mutually agree these issues may be addressed after Go Live. CentralSquare will provide an estimated date for resolution of the issue post Go Live.
- **Support Issues:** Issues identified that are not contractually required functionality and do not prevent the City from performing normal daily or monthly processes, and therefore can be corrected after the subsystem is Live. These issues will not affect Acceptance of the system. Support issues will be managed based upon the procedures outlined in the Software Support Agreement.

CentralSquare and the City will work together to test, track, and confirm the proper functionality of the subsystems. If a test fails, the issue will be resolved according to the severity described above. Once a failed requirement is corrected, CentralSquare and the City will conduct additional testing of that requirement to verify it passes the test.

Once the FAT for CAD Enterprise, Mobile Enterprise, and interfaces related to these systems is complete, and in preparation for Go Live, CentralSquare will conduct a one-day Integration Test with the City. Integration testing will be conducted for the products that go live together. In this process, the system is tested to validate the end-to-end processing of incidents and the operation of the system interfaces. CentralSquare will provide the City with a set of scripts for the Integration Testing. Typically, these scripts are scenario-based. This test will not include a repeat of the full set of the FATs.

In preparation for Records Enterprise Go Live, CentralSquare will conduct a one-day end-to-end testing of Records Enterprise, including the integration with CAD Enterprise. This test will not include a full test of CAD Enterprise, Mobile Enterprise, or other components of the system.

In this section vendors are expected to:

1. **Describe the vendor's proposed methodologies for verifying the function of each delivered application software product and interface.**

CentralSquare Response:

CentralSquare's standard implementation process includes steps to validate the systems from an operational perspective prior to the Functional Acceptance Testing (FAT). The validation step for CAD Enterprise and Records Enterprise is the Demonstration of Licensed Functionality (DOLF). CentralSquare will perform DOLF after the System Orientation and once each of these applications is installed on the City's equipment at the City's site and the initial configuration of each of these applications is complete.

We recommend a small team of representatives from the City's dispatch, field operations, and administration (reporting) teams participate in the DOLF sessions. It is also important that the

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City's application administrator (e.g., CAD Enterprise Administrator or Records Enterprise Administrator) participate in the DOLF process, as these sessions include training on utilities used for ongoing code file and configuration administration.

To prepare for DOLF, CentralSquare completes the installation of the relevant application at the client site, completes the map conversion, and builds the code files to a level that will permit an evaluation of call flow and incident management. After DOLF, the City will assume responsibility for completing the balance of the code files. Exhibit 6.3 – Sample Statement of Work details this task, as well as the code files that will be completed by CentralSquare versus those that the City will complete.

The CAD Enterprise DOLF session will be based upon the initial configuration of code files and includes the following elements:

- Validation of the configuration to-date
- Review of workflow to validate that it is consistent with planned operational use
- Entry of additional code files and configurations
- Training on applicable utilities

At the conclusion of the CAD Enterprise DOLF session, CentralSquare will produce a DOLF report that documents the core software configuration, code files, and activities to be completed by the City. CentralSquare will document any issues that require follow-up, including any outstanding Go Live issues.

After the System Orientation and once the system is installed, the CentralSquare project team will conduct a Records Enterprise DOLF session at the City's site. During this session, CentralSquare will train a subset of the City staff on the entry of agency-specific information, such as code files, unit identification, and reporting area definitions. The training will include an introduction to the administration responsibilities for implementation, configuration, and maintenance of Records Enterprise. The CentralSquare project team will then advise the City in the definition and building of production data files. CentralSquare will produce a DOLF report after this meeting.

2. Describe the vendor's proposed methodologies for verifying the integration between each delivered application software product and interface.

CentralSquare Response:

Once the FAT for CAD Enterprise, Mobile Enterprise, and interfaces related to these systems is complete, and in preparation for Go Live, CentralSquare will conduct a one-day Integration Test with the City. Integration testing will be conducted for the products that go live together. In this process, the system is tested to validate the end-to-end processing of incidents and the operation of the system interfaces. CentralSquare will provide the City with a set of scripts for the Integration Testing. Typically, these scripts are scenario-based. This test will not include a repeat of the full set of the FATs.

In preparation for Records Enterprise Go Live, CentralSquare will conduct a one-day end-to-end testing of Records Enterprise, including the integration with CAD Enterprise. This test will not include a full test of CAD Enterprise, Mobile Enterprise, or other components of the system.

3. Describe the vendor's proposed methodologies for verifying the reliability (availability) of each delivered application software product.

CentralSquare Response:

System Acceptance

CentralSquare proposes a thirty-day Reliability Test period, following the Go Live for each of the major system components, as they go live in phases. Acceptance of each system will occur independent of other systems that may go live in the future or systems that have been accepted in the past.

Upon Go Live, the City will use the system for a thirty-day Reliability Test period to verify operational system and system functionality in a live environment. If no Critical or Urgent Priority Software Errors are reported during the thirty consecutive day period, the system shall be deemed to have achieved Final Acceptance.

If a Critical Priority Software Error occurs during the thirty-day test period, CentralSquare will stop the test and restart the thirty-day period once a resolution is provided in accordance with CentralSquare's Software Support Agreement. If an Urgent Priority software error occurs between day one and day fifteen, CentralSquare will stop the test and restart the thirty-day period after a resolution is provided in accordance with the Software Support Agreement. Should an Urgent Priority software error occur after the fifteenth day, the test will be suspended and resume from the point when the error occurred.

Critical or Urgent Priority software errors caused by factors outside of CentralSquare's control, and/or from variables which are outside the scope of CentralSquare's responsibilities, are not considered as Critical or Urgent Priority software errors for purposes of this test. Examples of such failures could be:

- Power failures
- Operator error
- Network problems or failure
- Availability of components not provided by CentralSquare but interface to/from the CentralSquare solution
- Hardware or Operating System software
- Non-CentralSquare-supplied software components introduced to the working environment

During the Reliability Acceptance Testing period, the subsystem is frozen (i.e., no changes, fixes, and/or updates are applied, except those required to address the Critical or Urgent Priority software errors associated with the Reliability Acceptance Testing.)

At the conclusion of the Reliability Acceptance Test, the subsystem is deemed accepted by the City.

SECTION 8 – TRAINING

The City of Twin Falls would need the following users trained on each identified application. The City of Twin Falls reserves the right to modify the number of users in each group; however, would not place undue demand on the vendor. The users would include:

- **System Administrators – 4 users**
- **CAD system – 15 users**
- **Police RMS - 161**
- **Fire RMS – 35 users**
- **Code Enforcement – 5 users**

CentralSquare Response: **Training**

CentralSquare offers a combination of standard training classes for the City's staff that correspond to their level of involvement with the system, their role during implementation, and their anticipated use of the system after cut-over. CentralSquare uses a comprehensive training approach for all our system components, as highlighted below:

- Our approach maximizes the use of hands-on training. Students will receive detailed training on a field-by-field, screen-by-screen basis.
- The CentralSquare team will devote time prior to the training sessions to learning the City's daily business procedures. As much as possible, these procedures are discussed throughout the training session.
- Class exercises will be designed to mirror users' daily activities and duties providing users with step-by-step training.
- The CentralSquare team will work closely with the City to identify "real life" exercises that will be meaningful to the students.
- As much as feasible, our Training team will emulate the City's workflow process in our training classes.

We ensure that this standard approach is used throughout all our training course offerings.

CentralSquare's standard User and Train-the-Trainer classes focus on each specific subsystem and the users of that system, such as CAD Enterprise, Mobile Enterprise, or Records Enterprise. CentralSquare provides working knowledge of each system, which can be used during other activities such as system testing.

CentralSquare encourages clients to designate "power users" who will act as supplemental trainers or coaches during the training phase and Go Live. These power users should attend the initial training classes and key implementation activities. This helps equip the power users with the skills to guide users through common problems encountered during the post-Go Live transition.

The application administration aspects of CAD Enterprise and Records Enterprise will be taught during the implementation process, as part of the Workshops.

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The CentralSquare Project Manager will work with the City and its Training Department to ensure the training meets the City's expectations. While CentralSquare will work with the City to provide the desired training schedule, in order to schedule our resources efficiently, the City will need to approve the recommended training according to a mutually agreed to schedule. CentralSquare will schedule the training as close to the cutover to the new system as possible so the training will be fresh in the user's minds when starting to work on the new system. The extent of any adjustments requested by the City to the training schedule may result in a delay of the implementation. CentralSquare will monitor the progress of implementation activities and will work with the City to adjust the schedule to compensate for delays caused by unforeseen circumstances.

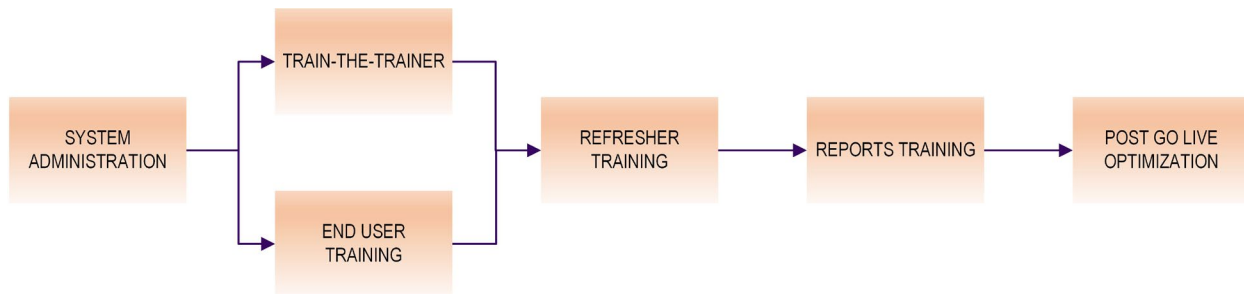


Figure 16. Training Workflow

CentralSquare's proposed training classes are designed to be scheduled in certain blocks and administered in a certain sequence to ensure that prerequisite training steps are properly addressed.

CentralSquare will work with the City to tailor training course sessions and schedule the sessions to meet the needs of the functional groups within the limitations of the quantities and types of courses proposed. If the City requires additional training sessions, there may be additional fees associated with such training. There is also an additional cost associated with weekend and night classes.

CentralSquare will provide a training plan based on the information provided in the City's RFP and addenda. The proposed training program will include a combination of end user training, train-the-trainer, and remote training courses as follows. Please refer to Exhibit 8.1 – Sample Training Plans for a detailed description of each training course.

Training Class	Number of Classes	Hours Per Class	Maximum Number of Students
CAD Enterprise			
CAD Enterprise Supervisor Training	1	40	10
CAD Enterprise End User Training	3	32	10
CAD Enterprise/Mobile Enterprise System Administration Training*	1	32-40	1

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Training Class	Number of Classes	Hours Per Class	Maximum Number of Students
CAD Enterprise Administration (Code File Management) Training	1	24	10
GISLink Utility Training	1	24	2
Mobile Enterprise			
Mobile Enterprise System Administration Training	1	8	3
Mobile Enterprise Train-the-Trainer	1	4-6	8
Records Enterprise			
Records Enterprise Administration Review and Training	1	32	10
Records Enterprise User Training – Records	1	24	10
Records Enterprise Property and Evidence Training	1	16	10
Records Enterprise User Training – Field Officers	1	16	10
Records Enterprise Investigations Training	1	16	10
Records Enterprise User Training – Civil and Warrants	1	16	10
Records Enterprise Report Writing	1	16	10
Analytics Search (OPTIONAL)			
Analytics Search Administration Training**	1	4	5
Analytics Search End User Training**	1	4	10
Analytics Law (OPTIONAL)			
Analytics Law Administrator Training**	1	2	9
Analytics Law Designer Training**	1	2	9
Analytics Law End-User Training	1	3-4	12
Analytics Law Advanced Reporting End-User Training**	1	3-4	12

*CentralSquare will conduct this training class on site at our Greensboro, NC office.

**CentralSquare will conduct this class remotely.

The vendor's training program shall be designed and conducted to provide complete familiarization with the proposed system(s), including functional training for user personnel and system administration training for select City of Twin Falls' management, administrative, and/or technical personnel. The City of Twin Falls will provide a suitable environment for training. This section shall include training information, training plans, and sample course descriptions and recommendations from the vendor regarding the most cost effective approach (i.e., Train-the-Trainer, User Training, etc.) to achieve full and productive utilization and self-sufficient administration of the planned systems.

CentralSquare Response:

CentralSquare's training approach maximizes the use of hands-on training. Students will receive detailed training on operations of CAD Enterprise, Mobile Enterprise and Records Enterprise. The CentralSquare team will devote time prior to the training sessions to learning the City's daily business procedures. As much as possible, these procedures are discussed throughout the training session. Class exercises will be designed to closely reflect users' daily activities and duties providing users with step-by-step training.

Application administration classes are hands-on training and workshops at the City provided facilities. Training is provided to this group on how to build the system as well as how to operate the application. Each course builds the groups skillset as they learn the various configurations and table building options available. Moreover, the end user training is hands-on and also conducted at the City provided facilities. CentralSquare prefers to train new clients' dispatch, call taker and communications supervisors as close to go live as possible. A train the trainer course can be purchased as an additional hands-on training course that also includes guidance on preparing the City's internal trainers to train staff during or post project. For the City CentralSquare is proposing CentralSquare instructor led training for CAD Enterprise administration and end user training at the City provided facilities on the installed pre-production system.

Certain segments of the application administration training will be web-based. These sessions tend to be information gathering and follow-up in nature. All costs associated with proposed training plan courses can be found in Exhibit 8.1. Additional courses, onsite or web-based, can be purchased for the City's served agencies.

Mobile Enterprise and Records Enterprise follow the hands-on methodology for system administrators training; however, the end user portion for Records Enterprise and Mobile Enterprise is a Train-the-Trainer course. With Records Enterprise, the end user Train-the-Trainer courses are based on roles such as Field Officer, Investigators, Records, etc.

CentralSquare has provided training plans in response to item 3 below.

Proposal for Twin Falls, Idaho

At a minimum, the descriptions for each proposed training course should include:

- Description of the Class
- Quantity of this class proposed
- Recommended number of participants
- Prerequisites
- Location/Methodology of training
- Personnel expected to attend
- Class duration (hours)

CentralSquare Response:

Please refer to the Training Plans provided in Exhibit 8.1.

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Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	CAD Enterprise - System Administration Training
Course Duration	40 hours
Number of Courses	1
Location	Client site
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The System Administration Training course provides an overall administrative perspective of the System, including operating system and database management software and equipment components. This comprehensive course trains System Administrators and staff members to set up and administer infrastructure configurations for the Client-configured CentralSquare applications. The class also provides students with sufficient skills to perform system maintenance, manage and monitor interfaces, manage system operation and database settings for application support, maintenance and backup, and general troubleshooting skills.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Maintain operating system, database and equipment components
- Obtain skills to maintain and monitor interfaces and backups
- Perform routine maintenance and troubleshooting

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- Project Manager
- GIS
- CAD Administrator(s)
- Patrol
- Communications
- Information Technology
- Mobile Administrator(s)
- Client-selected Subject Matter Experts

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with CAD Enterprise Client
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Breaks:

Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Complete CAD Enterprise – Administration Training Course (Code File Management)
- Complete CAD Enterprise - DOLF Workshop
- Basic Windows skills
- SQL Server knowledge and skills

TRAINING TOPICS

- Operating system management
- Database Management
- Equipment Components
- System Maintenance
- Interfaces
- Application Support
- Maintenance and Backups
- Troubleshooting

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	CAD Enterprise - Supervisor Training (Pilot)
Course Duration	40 hours
Number of Courses	1
Location	CentralSquare
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The Supervisor course is a combination of end user training and supervisory training. The end user course takes place the first four days. It provides hands-on training for students in navigation, features, and functions utilizing step by step instruction, scenarios and lecture. Students will learn how to utilize CAD Enterprise features and functions to complete daily dispatch and call taking actions. The last eight hours students will be instructed on supervisory features and functions such as permissions, reports, caution notes and other topics listed below.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Perform supervisory functions within CAD Enterprise
- Utilize CAD Enterprise to perform dispatch and call taking duties

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- CAD Administrator
- Communications Supervisory Staff
- Client-selected Subject Matter Experts

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with CAD Enterprise Client.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Understands agency Standard Operating Procedure regarding dispatch and call taking
- Received agency dispatch training

TRAINING TOPICS

- Log on / Log off / Exit
- Dashboard
- Queues Overview
- Powerline
- Emergency Call taking form (ECT)
- Incident Editor
- Dispatching
- Geo
- Messaging
- Rotation Provider
- Recall Forms
- BOLO (Be on the Lookout)
- Offline Incident Entry
- Offline Incident Entry
- Interfaces as applicable (i.e. Push to Talk)
- Reports
- Personnel Manager
- Passwords / Security
- Road Impedance
- Caution Notes
- Advisor Alerts
- Snapshot
- Rostering
- Recall vs. Incident Detail Reports
- Vehicle Manager – Adding Units
- CAD Supervisor Issues

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	CAD Enterprise Code File Management
Course Duration	24 hours
Number of Courses	1
Location	Client site
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The focus of this three-day course is to prepare selected Client personnel to manage CAD Enterprise Code Files using CAD Enterprise utilities and is intended for existing CentralSquare Clients. Students learn how the Code Files interact within the System and how to make necessary changes. This includes evaluating their current set up and options to optimize their System.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Use application and utilities to enter code files and complete configurations

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- Project Manager
- GIS
- CAD Administrator(s)
- Patrol
- Communications
- Information Technology
- Mobile Administrator(s)
- Client-selected Subject Matter Experts

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with CAD Enterprise is required.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES AND SKILLS

- Attended System Orientation (preferred by not required)
- Understanding of Communication Standard Operating Procedure
- Authority to make decisions regarding system configuration and workflow
- Basic Windows computer skills

TRAINING TOPICS

- Numbering
 - Incident
 - Case
 - Response
 - Confirmation
 - Patient
- Pop – Up List Utility
- Station Post Manager
- Resource Icon Assignment Utility/Incident Type Discussion
- Out of Service Reason Manager
- Vehicle Manager
- Caution Notes – Permit Utility
- Personnel Manager
- Modify System Information
- Problem Incident Subtype Utility
- SOP Module (Protocol)
- Rotation Provider
- Adviser (Timers & Warnings)
- Permissions
- Power Lines
- Rosters vs. OTFS
- Multi-Agency Functionality
- Emergency Call Taking Form Review
- Response Plans
- Functional Testing

CentralSquare Training Acknowledgement	
By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.	
Client Signature	Date
CentralSquare Business Analyst Signature	

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	CAD Enterprise - User Training
Course Duration	32 hours
Number of Courses	2
Location	CentralSquare
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The end user course provides hand-on training for students in navigation, features, and functions utilizing step by step instruction, scenarios and lecture. Students will learn how to utilize CAD Enterprise features and functions to complete daily dispatch and call taking actions.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Utilize CAD Enterprise to perform dispatch and call taking duties

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- Communications Dispatch Staff (non-supervisory)
- Client-selected Subject Matter Experts

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with CAD Enterprise Client.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Understands agency Standard Operating Procedure regarding dispatch and call taking
- Received agency dispatch training

TRAINING TOPICS

- Log on / Log off / Exit
- Dashboard
- Queues Overview
- Powerline
- Emergency Call taking form (ECT)
- Incident Editor
- Dispatching
- Geo
- Messaging
- Rotation Provider
- Recall Forms
- BOLO (Be on the Lookout)
- Offline Incident Entry
- Offline Incident Entry
- Interfaces as applicable (i.e. Push to Talk)

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	CAD Enterprise - API Training
Course Duration	32 hours
Number of Courses	1
Location	CentralSquare
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The CAD Enterprise API Training course is designed to provide guidance around CAD Enterprise extensibility. This class is designed for participants with significant programming experience. Topics covered include how to build custom PowerLine actions or Recall windows and writing Client-specific external applications that interface with the CAD Enterprise product. The class participants complete the training with an understanding of how to interface with the CAD Enterprise product and how to assess the risks associated with such development. The CAD Enterprise API Training class is strictly held at CentralSquare site and is taught by CentralSquare engineering staff.

No other deliverables or follow up activities, including creating special material or applications for the Client, are included within the scope of this class.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Build Custom Powerline actions and Recall windows
- Write external applications
- Assess risks of creating custom API components

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- Information Technology

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with CAD Enterprise Client
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Mid-level software coding skills
- Experience in the programming language Microsoft Visual Basic or Microsoft Visual C#
- Experience with Microsoft .NET platform
- Experience using CAD Enterprise or comfortable performing the practice work in the classroom environment

TRAINING TOPICS

- CAD Enterprise Engine Wrapper
- User Defined Applications
- Integrating with CAD Enterprise Dynamics ECT Properties
- CAD Enterprise Custom PowerLine
- Integrating with CAD Enterprise Buttons
- Integrating with CAD Enterprise Startup Interfaces
- Integrating with CAD Enterprise Control Hooks
- Integrating with CAD Enterprise Call Close Prevention
- CentralSquare Launch/Deployment

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	GIS – GISLink Training
Course Duration	24 hours
Number of Courses	1
Location	Client site
Recommended Class Size	4 users

DESCRIPTION AND GOAL

The focus of this course is to prepare selected Client personnel to import and use existing GIS data in CAD Enterprise to manage the GIS data used by CAD Enterprise and Mobile Enterprise. GISLink is an CAD Enterprise Utility that provides a way for Clients to import Client GIS data into the CAD Enterprise databases. It consolidates GIS data related tools for maintaining and using GIS data in CentralSquare products. It consists of a Windows Forms application, a command line console application, and a programming API that consists of a set of reusable publicly exported classes and methods.

No other activities (including but not limited to CentralSquare performing follow up changes to the Client's maps, development of special material for the Client, or a follow-up one-on-one session with the Client's GIS staff) are within the scope of this class.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Import GIS data into CAD Enterprise databases
- Maintain GIS data for the Client's CentralSquare system

TARGET AUDIENCE

- CentralSquare recommends the following Client staff attend:
- Project Manager
- Information Technology
- Communications
- GIS

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with CAD Enterprise Client
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- At least one CAD Enterprise console with GISLink utility installed on it
- GIS knowledge and background
- Familiarity with Esri tools
- Authority to make decisions regarding GIS data for the CentralSquare Public Safety Suite Enterprise

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	Mobile - Administrator Training
Course Duration	8 hours
Number of Courses	1
Location	Client site
Recommended Class Size	10 users

DESCRIPTION AND GOAL

Mobile Enterprise Administration Training is a hands-on course provided by experienced trainers who have both training and public safety experience. This one-day course prepares the Mobile Administrator to configure and maintain the Mobile Server and Mobile Interface(s). Access to the Mobile Server and Interface(s) is required. During this process, the CentralSquare Business Analyst and/or System Engineer instructs the Client on installation of Mobile Clients and aids with installation of up to five Mobile devices. The Client is responsible for installation of the balance of Mobile devices.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Understand the mobile system requirements
- Prepared to manage the Mobile Server, Software Update Server, Mobile Interface
- Comprehend the configuration and deployment of the Mobile Enterprise Client
- Install the remaining mobile devices

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- Project Manager
- Information Technology
- Patrol Representative
- Mobile Administrator(s)
- Client-selected Subject Matter Experts

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	Each student is required to have a fully functioning mobile device
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production Mobile and Mobile Interface Server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Understands agency Standard Operating Procedure regarding mobile
- Authority to make decisions regarding mobile workflow and business practices
- Knowledge of HTML/XML, CSS, and JavaScript
- SQL (especially views, stored procedures, and database schema)
- Standard GPS protocol (TAIP and NMEA)

TRAINING TOPICS

- Mobile System Overview
- Server Components
- Mobile Configuration
- Sub-agency Management
- List Builder
- Mobile Client Management
- Mobile Client Configuration Tool
- Mobile Client Updates
- Hands on Configuration

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	Mobile Enterprise – Train the Trainer
Course Duration	8 hours
Number of Courses	2
Location	Client site
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The Mobile Enterprise Train-the-Trainer course prepares personnel to use Mobile Enterprise and teach others how to use Mobile Enterprise. The course can accommodate up to ten students with working and configured Mobile devices. It is desirable that each participant have their own configured Mobile device. The course includes user operation including starting and stopping the application, updates, screen layouts, messaging, status changes, mobile maps, incident assignments and incident updates. This will be a hands-on training with scenarios that will vary by agency.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Navigate through the Mobile Enterprise system
- Execute mobile call management processes as needed
- Execute messaging and query operations
- Utilize mobile mapping functionality

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- Project Manager
- Information Technology
- Mobile Administrator(s)
- Client-selected Field Training Officers

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Records Enterprise Client and Web UI is required.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production Mobile and Mobile Interface Server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- User can demonstrate basic Windows skills
- Typing skills of a minimum of 25 words per minute
- Mobile field user experience

TRAINING TOPICS

- Mobile Client Launch
- Update Process
- Logging on and off
- System Overview
- Queues
- Messaging System
- Mapping
- Teach Backs

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	Records Enterprise User Training - Records
Course Duration	24 hours
Number of Courses	7
Location	Client site
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The Records Enterprise Records training allows participants to receive hands on training of the clients Records Enterprise.

Users will be trained how to enter, update, approve, and create RMS reports. Users will further be trained in validations and state reporting of the RMS reports.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Understanding of Records Enterprise Web
- Understanding of Landing Pages/Queues/Recent Info
- Understanding of Data Entry Templates and Creating New Reports
- Understanding Officer Submittal/Approval Process

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- Records Clerks
- Records Supervisors
- Records administrators
- Anyone who validates or approves reports.

CentralSquare recommends participants bring sample reports for the practical exercises:

- Sample Incident reports, Supplemental Reports, Arrests (Adult/Juvenile Custody)

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Records Enterprise Client and Web UI is required.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Solid understanding of HPD Records Standard Operating Procedure
- User can demonstrate Windows skills
- User can type 25 words per minute
- Training experience

TRAINING TOPICS

Web RMS Overview

- Logging Into RMS
- Landing Page Overview

Queues

- Queue Management
- Queue Definitions
- Queue Examples
- Queue Actions
- Queue Columns

Creating and Approving Incident Report

- Data Entry
- Required Fields
- Validation

Creating and Approving Incident Report cont.

- Workflow/Approvals
 - Approval/Rejection
 - Workflow Audit Trail
- Printing Report
- Create a Supplemental Report
 - Via Copy
- Create an Arrest Report
- Create an Other Events Report

Introduction to Records Enterprise Client UI

- Overview
- Case
- Incident
- Arrests/Custody
- Expungements
- Field Interviews
- Searching Techniques
- View Manager
- Validating Records
- Creating State Submissions

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	Records Enterprise - Custom Administration Training
Course Duration	40 hours
Number of Courses	2
Location	Client site
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The focus of this five-day course is to prepare twenty (20) additional Client-selected personnel with training for RMS Administration training, workstation troubleshooting, and workstation configuration. The goal is to insure the selected personnel will be able to utilize the application(s), review configurations and set them appropriately and perform troubleshooting.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Perform troubleshooting for workstations
- Review and apply configuration settings as applicable
- Perform needed administration tasks

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- Staff
- Records Supervisors
- Project Management staff
- Technicians
- Analysts

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Records Enterprise UI Client.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Attended System Orientation (preferred by not required)
- Understanding of Communication Standard Operating Procedure
- Basic windows computer skills

TRAINING TOPICS

- Records Enterprise Administration Training
- Workstation Troubleshooting
- Workstation Configuration

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	Records Enterprise User Training - Property/Evidence
Course Duration	24 hours
Number of Courses	1
Location	Client site
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The Records Enterprise Property and Evidence training process allows for the discovery of key points that will be used in the configuration of the clients Records Enterprise.

Users will be trained how to make entries, searches, reports and how to utilize the RMS Evidence System.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Understand Records Enterprise System Defaults specific to the Evidence module
- Understand User Rights (special rights) required for Evidence module access
- Review and create Permanent and Temporary Evidence Location Setup
- Understand and receive hands on training on data entry and tracking of evidence received by the department
- Receive hands on training on sample data entry and processing of evidence items
- Understand the Chain of Custody Report for evidence/property items
- Understand and create Evidence Inventory Reports
- Understand and create available Form letters
- Understanding use of Barcoding with Evidence
- Understanding the Evidence Label Generator

TARGET AUDIENCE

The Evidence session should be attended by personnel responsible for managing property and evidence items received by your department.

CentralSquare recommends the following Client staff attend:

- RMS Administrators
- Property/Evidence Room Data Entry Personnel
- Project Manager

CentralSquare recommends based on the key discovery points during this session, that the attendees include individuals who can properly address these key points and make configuration decisions.

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Records Enterprise Client and Web UI is required.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Property and Evidence staff
- User can demonstrate basic Windows skills
- Solid knowledge of HPD Standard Operating Procedures on Records and Property and Evidence.

TRAINING TOPICS

Role Management for Property & Evidence

- Agency Permissions
- Evidence Management Permissions
- Inventory Permissions
- Form Letter Designer
- Change Tracking: Signing Officer and Transaction Date
- Chain of Custody – Errant

Property & Evidence Configuration

- Evidence Configuration/Release Statement
- Seal Status Configuration
- Number Control
- Evidence Packages

Barcode Label Configuration

- Layout and design
- Adding, editing, removing Label Fields
- Using Preprinted Evidence Labels

Location Configuration

- Add Storage Locations
 - Initial Locations
 - Permanent Locations
 - Received From Location
- Editing and Deleting Locations

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

- Moving Locations
- Printing Location Barcodes

Status Configuration

- Adding Statuses
- Deleting Statuses
- Setting Status Requirements
- Setting Default Location
- Printing Status Barcodes

Property and Evidence Entry

- Template Fields for All Property Type Sections
 - RelationshipToEvidence
 - HoldReason
 - EvidenceItemNumber (pre-printed barcodes)
- Incident Report
 - (field on template)
 - Vehicle
 - Property
 - Guns
 - Drugs
- Property Intake
 - Initial Location Assignment
 - Bulk Assignment
 - Print Evidence Labels

Evidence Queue

- Columns and Filters
- Filter by Flags
- Queue Actions
 - Apply Flags
 - Associate Case
 - Chain of Custody Report
 - View Evidence Item Details
 - Generate Form Letter
 - Export

Evidence Tracker

- Relocating Items from Intake to Property Room
 - Bulk Assignments
 - Signature Options
 - Status Update
- Sorting and Searching Items
- Printing Items
- Re-print Barcode Label
- Expanded Mode
- Add Evidence Item from Tracker
- Removing Items from Tracker

Evidence Item Details

- Edit of Items
- Add a Flag
- View/Print Chain of Custody
- Associating Cases to Evidence Item
- Add/Update Related Contacts
- Notes
- Attachments
- Splitting Evidence Items

Evidence Packages

- Viewing/Modifying Packages
- Printing Package Labels
- Form Letters
- Notes
- Attachments
- Associated Cases

Manual Entry of Evidence Items

- Create Evidence Item manually
- Printing Barcode Labels from manual entry

Property and Evidence Inventory

- Filter Location Search
- Inventory Report
 - Search Options
 - Inventory Statuses

Offline Property and Evidence Mode

- Actions
 - Scanning Items
 - Inventory
 - Saving Offline Transactions
 - Importing Offline Files into Evidence Tracker

Property and Evidence Configuration with Client

- Location and Status Buildout
- Barcode Label Configuration
- Form Letter Buildout

Finalizing Configuration

- What's left to do?
- Task Owners & Responsibilities
- Question and Answer Session

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	Records Enterprise User Training - Investigations
Course Duration	24 hours
Number of Courses	1
Location	Client site
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The Intelligence User training allows participants to receive hands on training of the clients Records Enterprise.

Users will be trained how to enter, update, search and create intelligence reports.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Understand the functionality of Intelligence
- Understand and receive hands on training on Data Entry and Creating New Reports

TARGET AUDIENCE

This session should be attended by a group of your key personnel who will be training investigative personnel on the use of Intelligence.

This team should include:

- Individuals who plan to use the application

CentralSquare recommends participants bring sample reports for the practical:

- Sample Incident reports, Supplemental Reports, Arrests (Adult/Juvenile Custody)

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Records Enterprise Client and Web UI is required.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Attended System Orientation (preferred by not required)
- Understanding of Communication Standard Operating Procedure
- Authority to make decisions regarding system configuration and workflow
- Basic Windows computer skills

TRAINING TOPICS

Web RMS Overview

- Logging Into RMS
- Landing Page Overview
- Optional Night Mode (using Google Chrome)

Queues

- Queue Management
- Queue Definitions
- Queue Examples
- Queue Actions
- Queue Columns

Creating an Incident Report

- Data Entry
- Required Fields
- Validation
- Workflow/Approvals
- Printing Report

Report Creation

- Create a Supplemental Report
 - Via Copy
- Create an Arrest Report
- Create a Field Interview Report
- Create an Other Events Report

Supervisor Approval

- Approval/Rejection/Audit Trail
- Workflow Audit Trail

Case Management

- Task Assignment
- Viewing Tasks
- Bulk Assignment
- Queue Filtering

NCIC Transactions

- In-Line NCIC Transactions

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Practical – Hands On Report Creation

- Login as an Officer
 - Create a new report/save
 - Complete Report
 - Incident
 - Arrest
 - Field Interview
 - Supplement
 - Other Event
 - Adding Attachments
 - Submit to Supervisor
- Login as Supervisor
 - Retrieve Submitted Reports
 - Add Comments/Reject
 - Approve

Practical – Teach Backs / Train the Trainer

- Assignment and Review of Modules and/or Functionality

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	Records Enterprise User Training – Warrants
Course Duration	24 hours
Number of Courses	1
Location	Client site
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The Records Enterprise Warrant Module training allows for the discovery of key points that will be used in the configuration of the clients Records Enterprise.

Users will be trained how to enter, update and create warrant records.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Access to Records Enterprise and change their password
- Access the agency's folder system
- Understand the parent/child record relationship to include navigating the system
- Enter a base warrant record to include associated case numbers and service information
- Add names to the base warrant record
- Understand the guidelines for properly utilizing the master name resolution screen
- Add charges to the base warrant record
- Add Vehicles (if applicable) to the base warrant record
- Track service attempts
- Modify a warrant record to include how to show a warrant has been served
- Know the guidelines for working with narratives
- Search for warrant records to include associated names
- View a synopsis on various records
- Build and edit a view

TARGET AUDIENCE

Records Enterprise Warrant Module should be attended by same group that attended System Orientation and DOLF.

CentralSquare recommends the following Client staff attend:

- RMS Administrators
- Clients-selected Subject Matter Experts (Personnel responsible for entering, updating and maintaining warrant records)
- Project Manager

CentralSquare recommends based on the key discovery points during this session, that the attendees include individuals who can properly address these key points and make template and configuration decisions.

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Records Enterprise Client and Web UI is required.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Solid understanding of Client's Warrants Standard Operating Procedure
- Attended System Orientation and DOLF
- User can demonstrate Windows skills
- User can type 25 words per minute
- Training experience

TRAINING TOPICS

Warrant Module Overview

- Records Enterprise Login
- Change password
- Main toolbar
- RMS Folder System
- View Manager
 - Shared Views
 - Defaults
 - Build and Edit Views

Steps to Enter a Warrant Record

- Main Warrant Record (base record)
- Working with Name Records
 - RMS Master Name Resolution
 - Subject – Adding names o the base warrant record
 - Other Names associated with record
- Adding Charge Records
- Adding Vehicle Records (if applicable)
- Service Attempts/Tracking
 - Date Served
 - How Served
 - Actions of Service Attempts

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

- Modifying warrant record to mark as served
- Working with Narratives

Practical Exercise: Enter (3) Warrant Records containing Names, Charges, Vehicle, and Service Attempt(s) for the following types:

- Arrest Warrant
- Bench Warrant
- Search Warrant

Search Tools

- Inspector
- Toolbar Find option
- Synopsis view

System Reports

- Warrant – Active
- Warrants by type

CentralSquare Training Acknowledgement

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Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	Records Enterprise User Training – Warrants
Course Duration	24 hours
Number of Courses	1
Location	Client site
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The Records Enterprise Warrant Module training allows for the discovery of key points that will be used in the configuration of the clients Records Enterprise.

Users will be trained how to enter, update and create warrant records.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Access to Records Enterprise and change their password
- Access the agency's folder system
- Understand the parent/child record relationship to include navigating the system
- Enter a base warrant record to include associated case numbers and service information
- Add names to the base warrant record
- Understand the guidelines for properly utilizing the master name resolution screen
- Add charges to the base warrant record
- Add Vehicles (if applicable) to the base warrant record
- Track service attempts
- Modify a warrant record to include how to show a warrant has been served
- Know the guidelines for working with narratives
- Search for warrant records to include associated names
- View a synopsis on various records
- Build and edit a view

TARGET AUDIENCE

Records Enterprise Warrant Module should be attended by same group that attended System Orientation and DOLF.

CentralSquare recommends the following Client staff attend:

- RMS Administrators
- Clients-selected Subject Matter Experts (Personnel responsible for entering, updating and maintaining warrant records)
- Project Manager

CentralSquare recommends based on the key discovery points during this session, that the attendees include individuals who can properly address these key points and make template and configuration decisions.

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Records Enterprise Client and Web UI is required.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Solid understanding of Client's Warrants Standard Operating Procedure
- Attended System Orientation and DOLF
- User can demonstrate Windows skills
- User can type 25 words per minute
- Training experience

TRAINING TOPICS

Warrant Module Overview

- Records Enterprise Login
- Change password
- Main toolbar
- RMS Folder System
- View Manager
 - Shared Views
 - Defaults
 - Build and Edit Views

Steps to Enter a Warrant Record

- Main Warrant Record (base record)
- Working with Name Records
 - RMS Master Name Resolution
 - Subject – Adding names o the base warrant record
 - Other Names associated with record
- Adding Charge Records
- Adding Vehicle Records (if applicable)
- Service Attempts/Tracking
 - Date Served
 - How Served
 - Actions of Service Attempts

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

- Modifying warrant record to mark as served
- Working with Narratives

Practical Exercise: Enter (3) Warrant Records containing Names, Charges, Vehicle, and Service Attempt(s) for the following types:

- Arrest Warrant
- Bench Warrant
- Search Warrant

Search Tools

- Inspector
- Toolbar Find option
- Synopsis view

System Reports

- Warrant – Active
- Warrants by type

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Course	Records Enterprise – Report Writing #1 and #2
Course Duration	24 hours
Number of Courses	2
Location	Client site
Recommended Class Size	10-12 users

DESCRIPTION AND GOAL

The Records Enterprise Report Writing process allows for the discovery of key points that will be used in the configuration of the clients Records Enterprise.

Users will be trained how to create and utilize predefined and custom reports for statistics, data mining and crime analysis purposes.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Understand Records Enterprise Web
- Understand Landing Pages/Queues/Recent Info
- Understand Data Entry Templates and Creating New Reports
- Understand Officer Submittal/Approval Process

TARGET AUDIENCE

CentralSquare recommends based on the key discovery points during this session, that the attendees include individuals who can properly address these key points and make template and configuration decisions.

CentralSquare recommends the following Client staff attend:

- Project Manager
- GIS
- CAD Administrator(s)
- Patrol
- Communications
- Information Technology
- Mobile Administrator(s)
- Client-selected Subject Matter Experts

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Records Enterprise Client and Web UI is required.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Experience with statistical reporting
- Attended CentralSquare trainings
- Authority to properly address these key points and make template and configuration decisions
- SQL and database experience
- Experience with data mining applications

TRAINING TOPICS

Discuss current processes

- Why a custom report?
 - vs. a simple search
 - vs building a view
- Customize searches
- Advance searches
- Generate forms

Open, filter, and display predefined reports:

- Incident
- Arrest
- Reports from other modules

Discuss and display location of databases:

- Records Enterprise databases
 - VSI_DATE
 - VSI_SYSTEM
 - VSI_INT
 - VSI_ADHOC

Data Mining:

- Where is the data?
 - Tables = screens

- Shortcuts to table names
- Database Expert
- Review, Q/A

Discuss Planning a Report:

- Considerations
 - Who is the report for?
 - Tables?
 - Fields needed?
 - Group data?
 - Sort data?
 - Count or Summary?
 - Page layout?
 - Filters and/or parameters?
 - Headers? Logos?
 - Description, Officers?
- Sketch the report design

Building and Saving Simple Reports:

- Building an Incident report
 - Location
 - Officer ID
 - Officer name
 - Date of Report
 - Summary
- Parameters for the user to filter data returning to your creation
- Discuss naming conventions for Adhoc reports
- Reports directory and user defined reports folder system
- Building an Arrest report
 - Location of Arrest
 - Officer ID
 - Officer name
 - Date of Arrest
 - Summary
- Discuss naming conventions
- Adhoc reports directory (including pre-defined reports)

Understanding Tables:

- Parent/Child records
 - Display & discuss while viewing the Records Enterprise screens
 - Display & discuss while in Report Writing screen
- Linking tables
 - Inner Join
 - Left Outer Join
 - Right Outer Join
 - Full Outer Join
- Place parent to left
 - Link from parent to child
 - Look for matching parent link
 - Primary key

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

- Foreign key
- Some tables like “narratives” require special linking
 - Source_Table_Link
 - Source_Table_ID
- Practice Linking tables with Inner and Outer joins

Building a Complex Report:

- Report Header
- Page Header
- Details
- Report Footer
- Database Fields (review)
 - Database Expert (Links)
 - Tables (Fields and Browse Data)
- Designer
 - Default Settings
- Data field placement
- Special fields
- Text Objects
 - Imbedded data fields
 - Formatting
- Lines
- Boxes
- Pictures
- Charts
- Sorting
 - Records Sort Expert
- Summaries and Calculations
 - Count
 - Distinct Count
 - Summary Location
 - Running Totals
- Report filters
 - Select Expert “Permanent” filters
 - Parameters “Run-time” filters
- Grouping
 - Group Sort Expert
 - Section Expert

Build a Report:

- Build an Incident Report with data from the following parent and child screens
 - Incident
 - Incident Name
 - Incident Offense
 - Incident Vehicle
 - Incident Property
 - Incident Narrative

Building Reports using Formulas:

- Formulas

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

- Case
- If Then
- Working with dates
- Date_Diff
- Other commonly used formulas

Imbedding Sub-reports

- Create a Report with Incident data with the following counts from sub-reports
 - Vehicle
 - Property
 - Names

Review of Running and Editing Agency Reports

- Running
 - Parameters
- Editing

Building Production Quality Reports:

- Arrest Counts
- Incident Types
- Citation Counts
- Officer Stats

CentralSquare Training Acknowledgement

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Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	Search – Administration Training
Course Duration	4 hours
Number of Courses	1
Location	Remote
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The Search Training uses Instructor-Led Training via web services. CentralSquare recommends a maximum of ten students for Search Administration training. These individuals should include all personnel responsible for the implementation of the Search software, and any personnel responsible for Search implementation and maintenance policy decisions.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Access Search
- Log into Search
- Use navigation functions
- Configure Search
- Maintain Search

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- Information Technology
- Search and/or Analytics System Administrator
- Subject Matter Experts/Agency Trainers
- Optional attendees include any personnel who may participate in implementation or maintenance outside of the agency

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student with access to Search
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Agency training experience
- Basic understanding of computers and internet searching
- Familiarity with Microsoft Windows Explorer, Firefox, and Google Search

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	Search — Train the Trainer
Course Duration	4 hours
Number of Courses	1
Location	Remote
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The End User training package trains end users and/or the end user trainer (train-the-trainer). The purpose of Search End User training is to introduce the student to navigation and search features.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Access Search
- Log into Search
- Use navigation functions
- Use hot links
- Use online help
- Use search filters
- Save searches
- View search history and details
- Set up search alerts
- Export alerts
- Manage saved searches
- Manage alerts

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- Information Technology
- Search and/or Analytics System Administrator
- Subject Matter Experts/Agency Trainers

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with access to Search.
Whiteboard:	Whiteboard access for note taking and visual aids.
Internet Access:	Internet access is required.
Server:	Access to the Pre-Production server is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short Morning and Afternoon breaks as needed.

PREREQUISITES and SKILLS

- Completed SearchAdministrator (preferred)
- Agency training experience
- Basic understanding of computers and internet searching
- Familiarity with Microsoft Windows Explorer, Firefox, and Google Search

CentralSquare Training Acknowledgement

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Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	CrimeView — Administration Training (CAD)
Course Duration	4 hours
Number of Courses	1
Location	Remote, web-based
Recommended Class Size	3-8 users

DESCRIPTION AND GOAL

CentralSquare offers courses that focus on both organizational changes and technical issues. All strategic, operational, tactical, and technical concerns need to be addressed for the Client's CrimeView implementation to succeed. Each course offers a significant amount of hands-on practice, discussion, and assessment to ensure participants are proficient in the skills necessary to successfully use CrimeView Dashboard. The Administrator training introduces the CrimeView Dashboard and instructs users on how to manage the Dashboard's users, roles, and content. The Designer training introduces the CrimeView Dashboard and instructs users on how to customize and manage the Dashboard's content.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Understand the CAD, RMS, and GIS data included in the CrimeView Dashboard
- Navigate and use the application, including using widgets and performing ad hoc querying
- Add and delete users
- Set up and configure security and permission settings
- Create CrimeView Dashboard briefing books, pages, widgets, queries on demand, and alerts

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- CrimeView Administrators
- CrimeView Designers
- Optional: Subject Matter Experts / Agency Trainers

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Microsoft Internet Explorer and Microsoft Silverlight.
Internet Access:	Internet access is required.
Room Layout:	Recommended setup would be classroom style.
Sessions:	This course is typically provided in 2 sessions, with the second session occurring within 3 days of the first.
Breaks:	Short breaks provided as needed.

PREREQUISITES and SKILLS

- General familiarity with agency data and operations
- Advanced computer and internet searching skills
- Familiarity with the Microsoft operating system (Windows XP, Windows 7)
- Familiarity with Microsoft Windows Explorer, Firefox, and Google Search

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	CrimeView — Administration Refresher for RMS
Course Duration	2 hours
Number of Courses	1
Location	Remote, web-based
Recommended Class Size	3 to 8 users

DESCRIPTION AND GOAL

This will be a refresher of the CrimeView Administration Training and will provide an overview of the original course description below:

CentralSquare offers courses that focus on both organizational changes and technical issues. All strategic, operational, tactical, and technical concerns need to be addressed for your agency's CrimeView implementation to succeed. Each course offers a significant amount of hands-on practice, discussion, and assessment to ensure participants are proficient in the skills necessary to successfully use CrimeView Dashboard. The Administrator training introduces the CrimeView Dashboard and instructs users on how to manage the Dashboard's users, roles, and content. The Designer training introduces the CrimeView Dashboard and instructs users on how to customize and manage the Dashboard's content.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Understand the CAD, RMS, and GIS data included in the CrimeView Dashboard
- Navigate and use the application, including using widgets and performing ad hoc querying
- Add and delete users
- Set up and configure security and permission settings
- Create CrimeView Dashboard briefing books, pages, widgets, queries on demand, and alerts

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- CrimeView Administrators
- CrimeView Designers
- Optional: Subject Matter Experts / Agency Trainers

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Microsoft Internet Explorer and Microsoft Silverlight.
Internet Access:	Internet access is required.
Room Layout:	Recommended setup would be classroom style.
Lunch:	1 hour will be allocated each day for lunch. Attendees will be responsible for providing their own lunch.
Breaks:	Short breaks provided as needed.

PREREQUISITES and SKILLS

- General familiarity with agency data and operations
- Advanced computer and internet searching skills
- Familiarity with the Microsoft operating system (Windows XP, Windows 7)
- Familiarity with Microsoft Windows Explorer, Firefox, and Google Search

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	CrimeView Dashboard Train the Trainer for CAD
Course Duration	2 hours
Number of Courses	4
Location	Remote
Recommended Class Size	15 users

DESCRIPTION AND GOAL

The End User training package trains end users and/or the end user trainer (train-the-trainer) on the CrimeView Dashboard web-based user interface. The topics covered range from simple user interaction to more advanced ad hoc reporting and interactive data analysis, etc.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Navigate and view the content within the application
- Interact with the data filtering and analytics functions
- Run ad hoc queries and analysis routines
- View and post spatial notes and missions
- Save their own individual queries

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- End users and/or the end user trainer(s)
- CrimeView Administrators/Designers
- Subject Matter Experts / Agency Trainers
- Information Technology

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Microsoft Internet Explorer and Microsoft Silverlight.
Internet Access:	Internet access is required.
Room Layout:	Recommended setup would be classroom style.
Sessions:	Two identical sessions are offered on the same day to enable training of two groups of users/trainers.
Breaks:	Short breaks provided as needed.

PREREQUISITES and SKILLS

- Advanced computer and internet searching skills
- Familiarity with the Microsoft operating system (Windows XP, Windows 7)
- Familiarity with Microsoft Windows Explorer, Firefox, and Google Search

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	CrimeView Dashboard Train the Trainer for RMS
Course Duration	2 hours
Number of Courses	3
Location	Remote
Recommended Class Size	15 users

DESCRIPTION AND GOAL

The End User training package trains end users and/or the end user trainer (train-the-trainer) on the CrimeView Dashboard web-based user interface. The topics covered range from simple user interaction to more advanced ad hoc reporting and interactive data analysis, etc.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Navigate and view the content within the application
- Interact with the data filtering and analytics functions
- Run ad hoc queries and analysis routines
- View and post spatial notes and missions
- Save their own individual queries

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- End users and/or the end user trainer(s)
- CrimeView Administrators/Designers
- Subject Matter Experts / Agency Trainers
- Information Technology

CLASSROOM AND COURSE MATERIALS

Projector:	One projector is required for the presentation.
Workstations:	One workstation per student installed with Microsoft Internet Explorer and Microsoft Silverlight.
Internet Access:	Internet access is required.
Room Layout:	Recommended setup would be classroom style.
Sessions:	Two identical sessions are offered on the same day to enable training of two groups of users/trainers.
Breaks:	Short breaks provided as needed.

PREREQUISITES and SKILLS

- Advanced computer and internet searching skills
- Familiarity with the Microsoft operating system (Windows XP, Windows 7)
- Familiarity with Microsoft Windows Explorer, Firefox, and Google Search

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	CrimeView — Advanced Reports Training for CAD Users
Course Duration	1 hour
Number of Courses	2
Location	Remote, web-based
Recommended Class Size	Up to 15 users

DESCRIPTION AND GOAL

The End User training package trains end users and/or the end user trainer (train-the-trainer) on the CrimeView Advanced Reporting web-based user interface. The topics covered range from simple user interaction to more advanced data filtering, reporting, and interactive data analysis, etc.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Navigate the application
- Filter and select data
- Set report parameters
- Export reports to Excel
- Export/print standard reports
- Save bookmarks and share sessions remotely

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- CrimeView Advanced Reporting end user or end user trainer(s)

CLASSROOM AND COURSE MATERIALS

Projector:	If students attend in a single classroom rather than remotely at their individual workstations, one projector will be required for the presentation
Workstations:	One workstation per student.
Internet Access:	Internet access is required.
Room Layout:	Classroom style, or attendees may attend remotely from individual workstations.
Breaks:	Short breaks provided as needed.

PREREQUISITES and SKILLS

- Intermediate computer and internet searching skills
- Familiarity with internet browsers, such as Internet Explorer, Firefox, and Chrome
- General familiarity with agency data and operations

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	CrimeView — Advanced Reports Training for RMS Users
Course Duration	2 hours
Number of Courses	2
Location	Remote, web-based
Recommended Class Size	Up to 15 users

DESCRIPTION AND GOAL

The End User training package trains end users and/or the end user trainer (train-the-trainer) on the CrimeView Advanced Reporting web-based user interface. The topics covered range from simple user interaction to more advanced data filtering, reporting, and interactive data analysis, etc.

LEARNING OBJECTIVES

Upon completion of this section of training, the participant will be able to:

- Navigate the application
- Filter and select data
- Set report parameters
- Export reports to Excel
- Export/print standard reports
- Save bookmarks and share sessions remotely

TARGET AUDIENCE

CentralSquare recommends the following Client staff attend:

- CrimeView Advanced Reporting end user or end user trainer(s)

CLASSROOM AND COURSE MATERIALS

Projector:	If students attend in a single classroom rather than remotely at their individual workstations, one projector will be required for the presentation
Workstations:	One workstation per student.
Internet Access:	Internet access is required.
Room Layout:	Classroom style, or attendees may attend remotely from individual workstations.
Breaks:	Short breaks provided as needed.

PREREQUISITES and SKILLS

- Intermediate computer and internet searching skills
- Familiarity with internet browsers, such as Internet Explorer, Firefox, and Chrome
- General familiarity with agency data and operations

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Sample Training Plans – CentralSquare CAD Enterprise (powered by Inform)

Course	Fire Records Enterprise Basic Admin Training
Course Duration	4 to 5 days
Number of Courses	TBD
Location	Onsite
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The Train-the-Trainer course provides hand-on training for administrators and trainers in navigation, features, and functions with step by step instruction, scenarios, and lecture. Students will learn how to use Fire Records Enterprise features and functions.

LEARNING OBJECTIVES

Fire Records Enterprise Basic Admin Training takes place right after initial system configuration. The initial training teaches the navigation of the database as well as end user functionality of the RMS modules and minor configuration of the related tables and picklists. Fire Records Enterprise Admin Training Objectives

The student will learn how to:

- Navigate the core modules through kiosks and views
- Enter and maintain information
- Query and export data
- Assign security (access to data in various tables), based on functional roles within the department
- Do minor customizations (adding a column or modifying a layout)

TARGET AUDIENCE

CentralSquare recommends the following staff attend:

- System administrators and technical personnel who will be maintaining the Fire Records Enterprise system (Administrators should have advanced computer skills and working knowledge of MS Windows.)
- Client subject matter experts who will be part of the project team
- Agency Trainers (Agency trainers must be technically adept, familiar with departmental policies, procedures and inner business workings, and comfortable training groups of up to 10 individuals. Ideally, they also have previous training experience.)

CLASSROOM AND COURSE MATERIALS

Workstations:	One workstation per student installed with Fire Records Enterprise.
Server:	Access to the Pre-Production Fire Records Enterprise System is required.
Room Layout:	Recommended setup would be classroom style.

Materials Provided:

- Fire Records Enterprise Administrator Manual
- Fire Records Enterprise Application Manuals
- Student workbooks

PREREQUISITES and SKILLS

- Understands agency Standard Operating Procedure regarding fire records functions.
- Basic understanding of Microsoft Windows environment.

TRAINING TOPICS

CentralSquare will demonstrate functionality using agency-specific data. The courses will include information needed to make decisions on the implementation process. The students will be given hands on training and assignments to reinforce the learning. This approach has the obvious advantage of making the training more effective, since familiar and realistic situations are used.

Administrator training is usually divided into two site visits (Basic Admin Training, Advanced Admin Training). Some of the agenda items may be taught earlier or later depending on the specific needs of the client and the requirements of the project.

Fire Records Enterprise Security Workshop takes place shortly after the Fire Records Enterprise Basic Admin training (usually the same week). It is designed as a workshop-style course and walks the Fire Records Enterprise Administrators and agency decision-makers through the process of determining what tables each functional business unit (e.g. prevention, suppression, training) should have access to, and what rights (e.g. view, add, edit, delete, lock) they will be granted. The security model should be well on its way to completion by the end of the workshop.

This sample agenda will be customized to meet the requirements of the project and is therefore subject to change.

First Site Visit (4-5 days)

- Basics and Navigation
- Properties
- Personnel
- Incident Reporting
- NFIRS Reporting or Provincial Reporting (as relevant to the Agency's requirements)
- Querying
- Security - workshop to build out functional role table rights (User Groups and Roles)

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

Course	Fire Records Enterprise Advanced Admin Training
Course Duration	2 to 3 days
Number of Courses	TBD
Location	Onsite
Recommended Class Size	10 users

DESCRIPTION AND GOAL

The Train-the-Trainer course provides hand-on training for administrators and trainers in advanced functions with step by step instruction, scenarios, and lecture. Students will learn how to use Fire Records Enterprise features and functions.

LEARNING OBJECTIVES

Advanced Administrator training is usually provided in a second site visit. Some of the agenda items may be taught earlier or later depending on the specific needs of the client and the requirements of the project. Our approach ensures that the client has a skilled and knowledgeable Fire Records Enterprise Administrator as well as subject matter experts and trainers who are able to support the use of the Fire Records Enterprise system once the project has been completed.

TARGET AUDIENCE

CentralSquare recommends the following staff attend:

- System administrators and technical personnel who will be maintaining the Fire Records Enterprise system (Administrators should have advanced computer skills and working knowledge of MS Windows.)
- Client subject matter experts who will be part of the project team
- Agency Trainers (Agency trainers must be technically adept, familiar with departmental policies, procedures and inner business workings, and comfortable training groups of up to 10 individuals. Ideally, they also have previous training experience.)

CLASSROOM AND COURSE MATERIALS

Workstations:	One workstation per student installed with Fire Records Enterprise
Server:	Access to the Pre-Production Fire Records Enterprise System is required.
Room Layout:	Recommended setup would be classroom style.

Materials Provided:

- Fire Records Enterprise Administrator Manual
- Fire Records Enterprise Application Manuals
- Student workbooks

PREREQUISITES and SKILLS

- Understands agency Standard Operating Procedure regarding fire records functions.
- Advanced understanding of Microsoft Windows environment.

TRAINING TOPICS

CentralSquare will demonstrate functionality using agency-specific data. The courses will include information needed to make decisions on the implementation process. The students will be given hands on training and assignments to reinforce the learning. This approach has the obvious advantage of making the training more effective, since familiar and realistic situations are used.

This sample agenda will be customized to meet the requirements of the project and is therefore subject to change.

- Database schema tools (how to create custom columns, etc.)
- Customization (system layouts, columns, constraints)
- Security module review including creating new accounts; managing passwords

CentralSquare Training Acknowledgement

By signing below, I am acknowledging that the above listed training items were explained by CentralSquare and understood by the participants.

Client Signature

Date

CentralSquare Business Analyst Signature

SECTION 9 – WARRANTY/MAINTENANCE SUPPORT

The City of Twin Falls requires, starting at go-live, ongoing maintenance support that ensure the continuous productive use of the planned applications software products and interfaces. The proposed maintenance plan should provide coverage 24 hours per day, 7 days per week for the CAD and Message Switch server software applications and all CAD workstation software. The proposed maintenance plan should provide coverage for 8 hours per day, 5 days per week for all Records Management Systems and Mobile units deployed under the system.

CentralSquare Response:

CentralSquare provides 24x7 support for CAD Enterprise and Mobile Enterprise, and Analytics Search; 8x5 support for Records Enterprise, the field reporting capabilities of Records Enterprise, Law Analytics, and Fire Analytics; however, as an option 24x7 support is available for Records Enterprise. 8x5 coverage is provided 7:30 am to 7:30 pm (Central Time) on weekdays excluding holidays. After Hours support is offered nights, weekends, and holidays.

The following table outlines the services included in CentralSquare's Software Support Agreement (Exhibit 9.1) and Public Safety Analytics Subscription License and Use Agreement (Exhibit 9.2).

No additional costs for updates and version upgrades	Updates and version upgrades for the City-licensed CentralSquare software applications are provided as part of the annual software support and continuous upgrade fees. CentralSquare's Support Center team will work with the City to schedule upgrades for the CentralSquare software as they are released. Although there are no costs for the software updates/upgrades, if on-site resources are required, additional costs for travel and labor incident to the on-site support may apply.
National Support Center Staffed 24x7x365	Our National Support Center is always available to respond to Client calls according to the Priority matrix in the applicable Support Agreement. CentralSquare's National Support Center, located in Decorah, Iowa, is dedicated to delivering excellence in customer service and has over 85 technical analysts on staff.
Unlimited Technical Support	CentralSquare provides unlimited telephone support during contracted calling hours.
Live Assistance	When using our toll-free telephone number, clients never receive an automated response during regular operating hours: clients speak directly with a trained Support Center technician.
Highly Trained Technical Analysts	Support Center staff consists of trained IT professionals with a wide range of certifications, including Microsoft, A+, and Cisco-certified professionals. Our technicians have extensive knowledge of commonly used technology, concepts, practices, and procedures and have completed

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	rigorous CentralSquare product training, skill assessments, and routinely participate in continuing education events.
Remote Analysis and Support	Reported issues are diagnosed via remote connectivity. Complex problems are more easily reviewed and resolved by Technical Analysts taking a hands-on approach, minimizing the potential for miscommunication.
Customer Service Center Website	The Customer Service Center website provides clients with:
	Knowledge Base: A comprehensive knowledge base with entries that cover CentralSquare software, operating systems, hardware, federal reporting requirements, state reporting requirements, and more. This knowledge base is always available for clients and internal technical analysts. Service Request Access: Provides up-to-the-minute status on all service requests. Also allows clients to submit new service requests or research the status of new or historical tickets. Documentation: Download the latest version of all CentralSquare software documentation, including user and setup guides, articles, white papers, and notices designed to enhance productivity with the Public Safety Suite Enterprise.

CentralSquare's proposed maintenance agreement includes:

- Unlimited telephone support for the licensed CentralSquare software, using a toll-free line provided by CentralSquare. During each term of the City's software maintenance agreement, this telephone support is available during the hours specified in the agreement (i.e., either 8x5 or 24x7 support).
- Initial fact-finding (Tier 1) support for third-party software embedded or used in conjunction with the application software (e.g., the embedded Report Writer, Microsoft products, etc.).
- CentralSquare will correct documented malfunctions in the CentralSquare application software based on the severity of the issue and how it impacts the City and CentralSquare's user base.
- Updates and version upgrades to the current production version for the City's licensed CentralSquare software. CentralSquare will work with the City to schedule updates/upgrades.

This section shall include support information, including procedures for reporting problems, as well as covered and non-covered maintenance, and software upgrade information. Include information on remote problem diagnosis, resolution, and response times.

CentralSquare Response:

CentralSquare provides 24x7 Help Desk Telephone support, 365 days per year, as defined in the Software Support Agreement, a copy of which has been provided in Exhibit 9.1, and the Public Safety Analytics Subscription License and Use Agreement, a copy of which has been provided in Exhibit 9.2.

As the prime contractor, CentralSquare will act as the first line of support and provide help desk assistance with respect to third-party items provided by CentralSquare.

CentralSquare's Customer Services team diagnoses, resolves, and manages client-reported issues. The team responds to and resolves issues based on the following priority levels: Critical (Level 1); Urgent (Level 2); High (Level 3); Medium (Level 4); or Low (Level 5).

CentralSquare's multi-tiered response methodology ensures that customer issues are immediately assessed and assigned to the appropriate technical services or escalation team member for quick resolution.

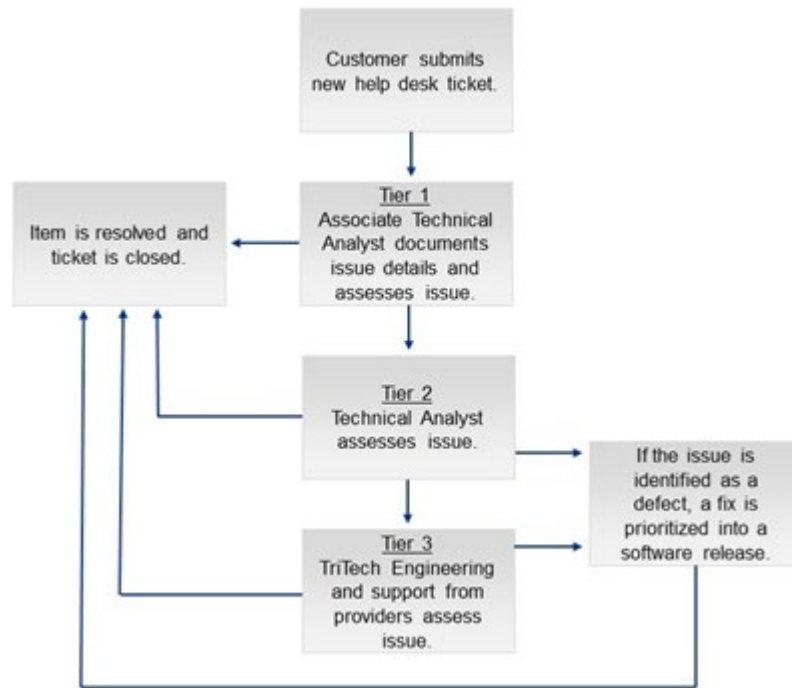


Figure 17. CentralSquare's Support Process

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Tier Level	Description
1	This tier provides support for reporting and documentation issues. Usability and software setup issues are often resolved at this level.
2	This tier provides technical support for CentralSquare application issues. Incidents that cannot be quickly resolved by Tier 1 Support are escalated to a Tier 2 Support Technician that specializes in that application.
3	This tier provides support for complex application and infrastructure problems. If the Tier 2 Support Technician unable to resolve the problem or suspects an application level fault, the issue is escalated to Tier 3 Support, which may include CentralSquare Engineering, Product Management, or other technical support representatives.

Troubleshooting at all levels includes gathering pertinent information and using standard troubleshooting methodology such as, but not limited to, the methods described below. Please note that not all of the following steps are required and are some steps are only executed if the source of the issue remains undiagnosed throughout the troubleshooting process.

- Establish remote connection to observe the reported issue
- Duplicate issue on in-house build
- Search knowledge base and known issue articles
- Review server and/or workstation logs (e.g., debug, interface, SQL, Windows Event)
- Perform and review a SQL Trace of the recreated issue
- Perform and attach a Black Box log of the recreated issue (used by the CAD Enterprise/Mobile Enterprise Support team)
- Engage Development team for assistance, as necessary

CentralSquare's Technical Analysts can provide remote analysis and support to more easily review and resolve issues. Remote service is provided by a CentralSquare-prescribed remote access support tool, which uses the Internet and advanced encryption technology to establish a secure session with remote computers.

Maintenance for hardware purchased under the resulting contract with CentralSquare will be provided by the applicable vendor or manufacturer in accordance with the vendor or manufacturer terms for maintenance.

In this section, vendors are expected to:

- 1. Describe the vendor's warranty support that is proposed with each application software product and related interface.**

CentralSquare Response:

CentralSquare provides our clients with a standard, limited warranty which includes the following:

- 12-month warranty beginning at Go Live (live operational use of the system)
- 24x7 support for CAD Enterprise, Mobile Enterprise, and Jail Enterprise

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- 8x5 support for Records Enterprise and Public Safety Analytics Enterprise with an option to upgrade to 24x7 support for Records Enterprise.
- Guarantee that CentralSquare Software conforms to the applicable specifications of the proposed solution
- Defect correction or software replacement
- CentralSquare is the primary point of contact for support for all CentralSquare-provided components
- Updates and upgrades to CentralSquare Software including modifications to meet requirements mandated by state and federal agencies
- Seamless transition to annual support and maintenance program for the CentralSquare Software upon the end of the initial warranty period

2. Describe the support hours that are available and proposed for each application software product and related interface.

CentralSquare Response:

CentralSquare provides 24x7 support for CAD Enterprise and Mobile Enterprise, and IQ Search; 8x5 support for Records Enterprise; however, as an option 24x7 support is available for Records Enterprise. 8x5 coverage is provided 7:30 am to 7:30 pm (Central Time) on weekdays excluding holidays. After Hours support is offered nights, weekends and holidays.

3. Describe the support/facilities that are available to the City of Twin Falls via the vendor's toll free (800) number.

CentralSquare Response:

CentralSquare provides 24x7 Help Desk Telephone support, using a toll-free line, 365 days per year, as defined in the Software Support Agreement, a copy of which has been provided in Exhibit 9.1. CentralSquare's Customer Services team diagnoses, resolves, and manages client-reported issues. The team responds to and resolves issues based on the following priority levels: Critical (Level 1); Urgent (Level 2); High (Level 3); Medium (Level 4); or Low (Level 5).

Please note that Critical (Level 1) and Urgent (Level 2) priority issues should always be reported via telephone to ensure the appropriate response.

4. Describe the support/facilities that are available to the City of Twin Falls via the vendor's web-based online reporting/tracking facilities.

CentralSquare Response:

Clients can submit and track issues via secure login on CentralSquare's website, which provides the following services, exclusively for CentralSquare clients to submit and track the status of their issues:

- Online ticket creation and tracking
- Ticket views that can be sorted based on selected criteria

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- Exportable ticket reports that can be customized to the client's individual needs (available to Site Administrators and designated staff)
- An online, searchable Knowledge Base that allows the client to search and find known solutions, ticket defects, Technical Advisories, Release Notes, and other supporting documentation.

Please note that Critical (Level 1) and Urgent (Level 2) priority issues should always be reported via telephone to ensure the appropriate response.

5. Explain the software upgrade/update provisions that are available as part of the vendor's proposed maintenance support program and the incremental costs (if any) that may be associated with upgrades/updates to the proposed application software products.

CentralSquare Response:

CentralSquare client agencies using CAD Enterprise, Mobile Enterprise, Records Enterprise, and IQ CrimeView Dashboard enjoy the benefit of a continuous upgrade plan that allows those on current annual support agreements to receive service pack updates, version upgrades and patches as often as every three weeks, based on the agency's desire and plan. The Public Safety Suite Enterprise follow an agile release process where service packs are released every three weeks, new versions every nine to twelve months and major platform released every five to seven years.

Upgrades include enhancements and modifications made to the core application. As COTS software, CentralSquare applications are designed such that client configurations and user profile preferences are not affected by updates to the core application. CentralSquare's technicians provide assistance with updates and upgrades. CentralSquare's Customer Services team will also work with the City to schedule upgrades for the CentralSquare software as they are released. The City can access documentation to assist with upgrade preparation (as well as all available user documentation) via CentralSquare's secure client login on CentralSquare's website. There are no additional costs for updates, upgrades, and patches; updates and upgrades for licensed applications of the Public Safety Suite Enterprise are provided as part of the annual software support and continuous upgrade fees.

The aforementioned applications are enhanced via incremental version releases and service packs throughout the product life cycle. These enhancements are reviewed by a team of internal and customer stakeholders during the development and upon completion. The changes are incorporated into an upgrade package and prepared for customer delivery. CentralSquare continuously strives to provide our customers with products and services that solve the problems facing public safety agencies now and in the future. New technology is always evaluated and analyzed for how it can improve CentralSquare's solutions for our customers. As a result, our products continually evolve to support contemporary operating systems, new features and resolve issues with service pack releases every three weeks and new versions every nine to twelve months. Major new platforms are typically released every five to seven years and evolve the same proven applications and services from previous platforms. All this content is provided to each CentralSquare client under an active maintenance contract.

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Because of the continuous upgrade plan, agencies can choose the cadence at which they upgrade and remain current without having to purchase expensive upgrades every few years.

Upgrades are typically performed online while CAD Enterprise is running, to minimize downtime. CentralSquare staff connects remotely and performs the database portion of the upgrade followed by the file upgrade. Users are requested to not restart workstations during an upgrade so that everyone remains on the same version during the process. Workstations are restarted after the upgrade which activates the workstation upgrade.

A CentralSquare technician performs the server upgrade for Records Enterprise. Once the upgrade has been completed, users log back into the web client to access the upgraded application. No client upgrades are required.

A CentralSquare technician performs the server upgrade for Mobile Enterprise which will automatically download the updated mobile application files to the local device in the background while the user is logged in. The user does not receive an update notification until all of the files are available on the local device and ready for installation.

Analytics Search is a web application that does not require a client-side update. The update is applied to the Analytics server and when users log in after the update, the new features and defect corrections are now available to all Analytics users.

the City's IT staff need to be available for server and workstation connections and the end users may need to be available for extra questions and for initial testing once an upgrade is completed. End users and IT staff should review the upgrade documentation and Read Me files for information on the changes contained in the upgrade.

Under the terms of CentralSquare's Software Support Agreement (Exhibit 9.1), CentralSquare also provides updates to meet changes in federal and state requirements. There is no additional charge for the following modifications to meet requirements mandated by state or federal agencies, as provided under CentralSquare's annual software support:

- Modifications to installed Uniform Crime Reporting (UCR) Program or National Incident Based Reporting System (NIBRS) facilities within the Records Enterprise licensed software as necessary to accommodate government-mandated changes dictated by state and federal agencies having authority over these programs.
- Modifications to installed CAD Enterprise/Mobile Enterprise licensed software that operates with state and National Criminal Justice Information Systems (state CJIS/NCIC) systems to accommodate government mandated changes dictated by state and federal agencies having authority over these programs.

6. **The City of Twin Falls requires that all Priority 1 – Critical Calls for support be responded to immediately during business hours (within 30 minutes during non-business hours), with resolution of the reported problem within 12 hours of the call. The City of Twin Falls requires that all Priority 2 – Urgent Calls for support be responded to immediately during business hours (within 60 minutes during non-business hours), with resolution of the reported problem within 36 hours of the call. Describe vendor's compliancy with this type of Service Level Agreement, the priorities used by the vendor to classify all client support requests, and the**

response time commitments for each that the vendor will commit to contractually in any resulting maintenance support agreement with the City of Twin Falls.

CentralSquare Response:

CentralSquare provides 24x7 support for CAD Enterprise and Mobile Enterprise, and IQ Search; 8x5 support for Records Enterprise, the field reporting capabilities of Records Enterprise, Law Analytics, and Fire Analytics; however, as an option 24x7 support is available for Records Enterprise. 8x5 coverage is provided 7:30 am to 7:30 pm (Central Time) on weekdays excluding holidays. After Hours support is offered nights, weekends and holidays.

Response times for reported software issues depend on the priority nature of the problem (Critical, Urgent, High, Medium, or Low Priority as further defined in CentralSquare's Software Support Agreement and Public Safety Analytics Subscription License and Use Agreement, copies of which are provided in Exhibits 9.1 and 9.2 of this proposal. Issues related to non-covered causes, such as hardware, network, and third-party products, are not included in this priority matrix and are outside the scope of CentralSquare support. An excerpt of the support matrix with response and resolution times is provided below for reference.

Software Support Response Matrix for CAD Enterprise, Mobile Enterprise, Inform Me, CAD Enterprise Browser, GISLink Utility, and Interfaces

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CAD Enterprise, Mobile Enterprise, Field Ops, CAD Enterprise Browser, Interfaces, and GIS Link Response and Resolution Matrix

Priority	Issue Definition	Response Time	Resolution Process	Resolution Time
Priority 1 – Critical Priority	24x7 Support for live operations on the production system: A system down event which severely impacts the ability of Users to dispatch emergency units. This is defined as the following: - Inform CAD, Inform Mobile, Inform Me, Field Ops, or Interfaces are down as further defined in the Special Note #1 below. - Critical servers inoperative, as listed in Special Note #1. - Complete interruption of call taking and/or dispatch operations - Loss of transactional data & transactional data corruption This means one or more critical server components are non-functional disabling Inform CAD, or Inform Mobile workstations, or disabling Inform Me, or Field Ops. These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: Thirty (30) minute callback after client telephone contact to 800. 987.0911. Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.
Priority 2 – Urgent Priority	24x7 Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users to enter incoming calls for service and/or dispatch	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: One (1) hour callback after	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the

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Priority	Issue Definition	Response Time	Resolution Process	Resolution Time
	emergency units. Such errors will be consistent and reproducible. A significant number of the Inform CAD, or Inform Mobile, workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform CAD or Inform mobile workstations, or Inform Me or Field Ops users). These Software Errors are defined in more detail in Special Note #2, below.	client telephone contact to 800. 987.0911. Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response.		issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from entering incoming calls for service and/or dispatching emergency units, or perform a common call taking or dispatch function. Such errors will be consistent and reproducible. A significant number of Inform CAD, or Inform Mobile, workstations, or Inform Me or Field Ops users are negatively impacted by this error (e.g., does not apply to a minimal set of workstations or users).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via support@tritech.com. High Priority Issues are not managed after Normal Customer Service Hours.	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User from entering incoming calls for service	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the

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Priority	Issue Definition	Response Time	Resolution Process	Resolution Time
	and/or dispatch emergency units, or perform a common call taking or dispatch function. This includes system administrator functions.	not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via support@tritech.com . Medium Priority issues are not managed after Normal Customer Service Hours.		software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via support@tritech.com . Low Priority issues are not managed after Normal Customer Service Hours.	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Please refer to the Software Support Agreement Addendum B for explanatory notes.

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Records Enterprise, Fire Records Enterprise Response and Resolution Matrix

Priority	Issue Definition	Response Time	Resolution Process	Resolution Time
Priority 1 – Critical Priority	Normal Customer Service Hours Support for live operations on the production system: A system down event which severely impacts the ability of Users to log on the system, or severely impacts the ability of Users to book or release inmates. This is defined as the following: • Inform RMS/FBR, or Inform Fire server software inoperative • Loss of ability for all Inform RMS/FBR, or Inform Fire users to log on to system • Loss of transactional data & transactional data corruption This means one or more critical server components are non-functional disabling Inform RMS/FBR, or Inform Fire workstations. These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. <i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS/FBR, and Inform Fire is not managed after Normal Customer Service Hours.</i> <i>If optional 24x7 support is contracted, after Normal Customer Service Hours: Thirty (30) minute call back after Client telephone contact to 800.987.0911.</i> Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.
Priority 2 – Urgent Priority	Normal Customer Service Hours Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function, or severely impacts the ability of Users to book	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. <i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform</i>	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and

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Priority	Issue Definition	Response Time	Resolution Process	Resolution Time
	or release inmates. Such errors will be consistent and reproducible. - Loss of ability for Inform RMS users to enter Case (Incident, Arrest and Custody) records into the system - Loss of ability to transfer Inform FBR Reports - Unable to book or release inmates A significant number of the Inform RMS/FBR, or Inform Fire workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform RMS/FBR, or Inform Fire workstations). These Software Errors are defined in more detail in Special Note #2, below.	<i>RM/FBRS, , and Inform Fire is not managed after Normal Customer Service Hours.</i> <i>If optional 24x7 support is contracted, after Normal Customer Service Hours: One (1) hour call back after Client telephone contact to 800.987.0911.</i> Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response		not later than 36 hours after notification.
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common Inform RMS/FBR, or Inform Fire function. Such errors will be consistent and reproducible. Loss of Non-Critical Data (with "Non-Critical" being defined as not causing an error classified as a P1 or P2 error (above).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. High Priority issues are not managed after Normal Customer Service Hours.	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.

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Priority	Issue Definition	Response Time	Resolution Process	Resolution Time
	- NIBRS State reporting issues that cause agency reports to exceed State error submission limits - UCR reporting multiple occurrence of inaccurate data A significant number of Inform RMS/FBR, or Inform Fire workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).			
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call.	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Proposal for Twin Falls, Idaho

Priority	Issue Definition	Response Time	Resolution Process	Resolution Time
		Low Priority issues may also be reported via CH_ClientServicesTriage@tritech.com . Low Priority issues are not managed after Normal Customer Service Hours.		

Please refer to the Software Support Agreement Addendum B for explanatory notes.

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7. Describe the vendor's proposed responsibilities for the ongoing maintenance support of all hardware, system software, and other third-party components proposed by the vendor as part of this planned system.

CentralSquare Response:

Hardware and third-party software procured by CentralSquare on behalf of the City are warranted by the applicable vendors thereof, in accordance with their standard terms. CentralSquare will pass through to the City any applicable manufacturer or third-party warranties granted to it. During the warranty period, CentralSquare will act as the primary point of contact for support issues attributable to third-party items provided by CentralSquare and coordinate with the applicable vendor to resolve said issues in accordance with the vendor's standard terms and conditions.

CentralSquare has provided a copy of its System Purchase Agreement at Exhibit 11.3, which sets forth CentralSquare's standard warranty and licensing terms. CentralSquare has also provided a copy of its Software Support Agreement and Public Safety Analytics Subscription License and Use Agreement as Exhibits 9.1 and 9.2, which provides CentralSquare's support terms and conditions.

Annual maintenance and support begins at Go Live and is provided in accordance with the Software Support Agreement. Pricing for the first year of annual maintenance and support is included in the Contract Price.

Support is provided on a 24x7x365 basis based on the severity level: Critical, Urgent, High, Medium, or Low Priority as further defined in Exhibit 9.1 – Software Support Agreement and Exhibit 9.2 – Public Safety Analytics Subscription License and Use Agreement. The the City can submit and track issues via secure login on CentralSquare's website, which provides the following services, exclusively for CentralSquare clients to submit and track the status of their issues:

- Online ticket creation and tracking
- Ticket views that can be sorted based on selected criteria
- Exportable ticket reports that can be customized to the client's individual needs
- (available to Site Administrators and designated staff)
- An online, searchable Knowledge Base that allows the client to search and find known solutions, ticket defects, Technical Advisories, Release Notes, and other supporting documentation

Please note that Critical (Level 1) and Urgent (Level 2) priority issues should always be reported via telephone to ensure the appropriate response.

CentralSquare's Customer Services team will also work with the City to schedule upgrades for the CentralSquare software as they are released. The City can access documentation to assist with upgrade preparation (as well as all available user documentation) via CentralSquare's secure client login on CentralSquare's website. Updates and upgrades for the City-licensed CentralSquare software are provided as part of the annual software support fee.

If CentralSquare is unable to diagnose and correct a reported software issue remotely, but the error is reproducible at the City's site, CentralSquare will, at the City's request, provide on-site

Proposal for Twin Falls, Idaho

assistance. If it is determined that the reported error is not attributable to the CentralSquare provided solution equipment or software, CentralSquare's travel expense related to such on-site visit will be invoiced to the City, including labor.

Warranties for hardware and other third-party items will be provided by the applicable vendor and passed through to the City.

- 8. Vendors shall include a copy of their proposed Maintenance Support Agreement in Section 9 of their RFP response.**

CentralSquare Response:

Please refer to the standard CentralSquare Software Support Agreement and Public Safety Analytics Subscription License and Use Agreement in Exhibits 9.1 and 9.2.

TriTech Software Systems
1000 Business Center Drive
Lake Mary, FL 32746
www.centalsquare.com

SOFTWARE SUPPORT AGREEMENT

TRITECH SOFTWARE SYSTEMS

CLIENTNAME

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Software Support Agreement
Inform

SOFTWARE SUPPORT AGREEMENT

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SOFTWARE SUPPORT AGREEMENT

Client:

Address:

City, State, Zip:

Phone, Fax:

Contact Name:

This Software Support Agreement (this “Agreement”) is made by and between TriTech Software Systems, referred to herein as “TriTech”, a CentralSquare Technologies, LLC company, with offices at 1000 Business Center Drive, Lake Mary, FL 32746, and the entity named above, referred to herein as “Client” (who together are referred to as the “Parties”, or individually as “Party” herein), with reference to the following facts.

A. WHEREAS, TriTech and Client have entered into a System Purchase Agreement dated _____, (the “Purchase Agreement”); and

B. WHEREAS, this Software Support Agreement (this “Agreement”) is entered into to provide Software Support for the TriTech Software for a period of one year, subject to annual renewal thereafter; and

C. WHEREAS, during the initial term of this Agreement, TriTech shall act as the Prime Contractor for maintenance of the System and shall provide the single point of contact with the Client as further defined herein;

NOW, THEREFORE, in consideration of the terms, promises, mutual covenants and conditions contained in this Agreement, TriTech and Client agree as follows:

1.0 DEFINITIONS

1.1 All capitalized terms used in this Agreement and not otherwise defined herein shall have the meanings given them in the Definitions section of the Purchase Agreement, which section is incorporated by reference herein as though set forth in full.

2.0 TERM AND TERMINATION

2.1 The initial term of Software Support services provided under this Agreement shall begin at first Go Live for the TriTech Software and end twelve (12) months thereafter. Software Support for subsequent annual terms shall be subject to renewal of this Agreement and payment of the renewal Software Support fees. Following the initial term, either party may terminate this Agreement upon written notice to the other party ninety (90) days prior to the end of the then

CLIENTNAME

current annual support term. Provided that notice of termination has not been provided, on or before the expiration of the then current support term, and at each annual anniversary thereof, TriTech shall provide to Client a Software Support Renewal Notice for signature. TriTech reserves the right to change the terms and conditions upon which Software Support shall be offered for renewal terms, subject to written notice to Client.

2.2 Following the initial term of this Agreement, either party shall have the option, upon prior written notice as provided in this section, to terminate support and maintenance for applicable Subcontractor Software which is provided through TriTech as the Prime Contractor. In such event the Client shall enter directly into Support Agreement(s) with the individual Subcontractor(s). In order to provide continuity of support, either party shall notify the other party at least ninety (90) days prior to the end of the initial term of this Agreement of its intentions for continuation through TriTech as the Prime Contractor of support and maintenance for such Subcontractor Software. Support for Subcontractor Software if applicable under this Agreement will be provided in accordance with the applicable Subcontractor's terms for support which are attached hereto at Addendum C.

2.3 Either party may terminate this Agreement upon written notice to the other party in the event that (i) the other party fails to comply with any material term or condition of this Agreement, provided that such failure has not been cured within thirty (30) days receipt of written notice of such failure; or (ii) the other party's business operations are disrupted or discontinued for more than thirty (30) days by reason of insolvency, bankruptcy, receivership or business termination; or (iii) written notice of termination for convenience is provided by one Party to the other Party within ninety (90) days' prior to the end of the then current support term.

3.0 SUPPORT FEE(S)

3.1 Software Support fee(s) to be paid by Client for the initial term of this Agreement are established based on the software licenses purchased under the System Purchase Agreement. The Software Support fee for the first renewal term shall be the amount specified in Addendum A hereto, subject to the adjustments as described in 3.2.

3.2 Unless otherwise terminated as provided herein, TriTech shall notify Client prior to the end of the initial support term of the Software Support fees for the first renewal term. Unless otherwise agreed in writing, Software Support fees shall be due on or before the commencement of each annual support term and are due for all TriTech Software applications and modules licensed to Client. Software Support fee for the first renewal term and all renewals thereafter shall be subject to increase on an annual basis at a rate of 5%. Additional licenses purchased by Client during any annual support period will result in additional support fees which shall be prorated to be coterminous with Client's then current support period.

3.3 Software Support fees do not include reasonable travel, food or lodging expenses incurred by TriTech for support services provided at Client's site or other locations remote from TriTech's principal place of business. Such expenses shall be paid by Client on receipt of TriTech's invoice for such expenses. Travel costs submitted for reimbursement will be actual costs, plus a five percent (5%) administrative fee.

3.4 If Client ceases to keep in force an annual Software Support Agreement, any resumption of such annual support shall be subject to payment by Client of all past unpaid Software Support fees in addition to the Software Support fee for the current support year. Payment of applicable fees for any additional services required to bring Client's system current, which fees shall be charged at TriTech's then current rates for such services, shall also be the responsibility of the Client. Client acknowledges and agrees that the preceding clause is reasonable in light of the fact that the expenses incurred and resources devoted by TriTech to further development, enhancement and support of the TriTech Software must be spread over TriTech's client base and fairly shared by all TriTech Software users.

3.5 All amounts due and payable to TriTech hereunder shall, if not paid when due, bear a late charge equal to one and one-half percent (1-1/2 %) per month, or the highest rate permitted by law, whichever is less, from fifteen (15) days after their due date until paid. Failure to pay annual Software Support fees when due may result in a notice of termination in accordance with section 2.3.

Remittance Address for Payments Only:

TriTech Software Systems
P.O. Box 203223
Dallas, TX 75320-3223

3.5.1 Payments may be made by check; wire transfer; or Automated Clearing House ("ACH"). TriTech will provide banking information if Client requests to pay by wire transfer or ACH.

3.6 Except for taxes for which Client provides TriTech with written certification of its tax-exempt status, if TriTech is required to collect or pay sales, use, property, value-added, or other such taxes based on the software or services provided under this Agreement, and/or Client's use thereof, then such taxes shall be invoiced to and paid by Client on receipt of such invoice.

4.0 SUPPORT SERVICES, POINT OF CONTACT, AND CODE OF CONDUCT

4.1 TriTech will provide support services as more fully described in Addendum B.

4.2 Client shall appoint a principal point of contact with a level of knowledge of the TriTech Software and Client's computer environment to manage the reporting of Software Errors to TriTech in accordance with the Software Error Guidelines and Procedures set forth in Addendum B. TriTech reserves the right to request that Client appoint a replacement point of contact upon reasonable written notice to Client.

4.3 At all times during the term of this Agreement or any renewal period, each party shall ensure that its employees do not engage in a disrespectful, disruptive, demeaning, or otherwise inappropriate or abusive manner in dealing with the other party and its employees. Any such behavior shall be reported to the party's supervisor, manager, or executive as applicable for corrective action. A party's failure to remedy any reported issues related to employee misconduct,

including removal of the offending employee from direct contact with the other party, may be cause for termination in accordance with section 2.3 herein.

5.0 SOFTWARE ERROR CORRECTION AND ACCESS

5.1 If, during the term of this Agreement, Client determines that Software Error(s) exist, it will first follow any error procedures specified in the TriTech Documentation. If following the error procedures does not correct the Software Error, Client shall promptly notify TriTech pursuant to the guidelines and procedures described in Addendum B, setting forth the defects noted with specificity requested by TriTech. Upon notification of a reported Software Error, TriTech shall attempt to reproduce and verify the error and, if so verified, will manage the Software Error(s) in accordance with Addendum B. If TriTech is unable to reproduce the Software Error at TriTech's facility, the Client will assist in the research of a support issue including logging or other diagnostic tools as provided by TriTech. TriTech will provide onsite assistance if the Client and TriTech determine that it is necessary for TriTech personnel to travel to Client's site to reproduce the error. If it is determined that reported problem was caused by the TriTech Software, TriTech will be responsible for its travel and related expenses for the onsite visit. In the event that the reported problem is determined to be the result of Equipment, Subcontractor Software or Hardware, or System Software, or is otherwise not attributable to the TriTech Software Client shall reimburse TriTech for its travel expenses incident to the on-site visit, as well as TriTech's labor related to the on-site visit at its then current hourly rates for technical support and engineering.

5.1.1 If, during the term of this Agreement, Client experiences performance issues with the TriTech Software related to user transaction times (the elapsed time between electronically requesting information [i.e., depressing the "enter" key or mouse button] to the appearance of the data requested on the next screen) that materially degrades the operational use of the TriTech Software, the Client shall notify TriTech in accordance with Addendum B. TriTech will assist the Client to determine the source of the user transaction times issue (TriTech Software, third party products, Client supplied network, etc.). If the related to user transaction times is found to be caused by the TriTech Software, TriTech will use commercially reasonable efforts to resolve the issue according to the Priority status (defined in Addendum B) assigned based on the Subsystem, transaction type, and operational impact on the Client's Users.

5.2 TriTech maintains a Security program for managing access to Client data – particularly HIPAA and CJIS information. This includes 1) a Pre-employment background check, 2) security training required by Federal CJIS regulations, and 3) criminal background checks/fingerprints required by Federal or State regulations. TriTech will work with the Client to provide required documentation (such as the CJIS Security Addendum Certification form and VPN documents).

5.3 If required by the Client, TriTech will provide paper fingerprint cards for such Security Approved personnel with the fingerprinting performed in the state of the TriTech staff's job assignment. If the Client requires fingerprints submitted in a form other than paper prints (such as Live Scan) or that such fingerprints be performed at the Client's site, the Client will reimburse TriTech for the cost of TriTech Security Approved Personnel traveling to the Client's

site or for a vendor (such as Live Scan) to travel to the applicable TriTech Offices. This provision will apply during the duration of this Agreement.

6.0 SOFTWARE UPDATES

6.1 From time to time at TriTech's discretion, Updates to the TriTech Software and TriTech Documentation will be developed and provided to Client. All Updates to the TriTech Software and TriTech Documentation shall be subject to the terms and conditions of the Purchase Agreement and shall be deemed licensed TriTech Software thereunder. (Updates do not include new versions or separate modules or functions that are separately licensed and priced.)

7.0 LIMITATIONS

7.1 Software Support for the TriTech Software shall be subject to and conditional on Client's implementation and use of a version of the TriTech Software that is the most current general release version thereof that is offered to Client. If Client does not implement the most current general release version when it is made available, TriTech shall only be obligated to provide Software Support for Client's version of the TriTech Software for a period of twelve (12) months thereafter.

7.2 TriTech shall not be obligated to provide Software Support if Client is not current on the payment of all Software Support fees and expenses.

7.3 If any of the following circumstances exist, TriTech shall be entitled to charge additional Software Support fees plus expenses at its then current rates:

7.3.1 Problems in the TriTech Software are caused by modification of the TriTech Software, Subcontractor Software or Hardware, System Software, or Equipment by Client or a third party.

7.3.2 Problems in the TriTech Software are caused by the TriTech Software not being used in accordance with the TriTech Documentation, or other instructions provided by TriTech, or by misuse or neglect.

7.3.3 Problems in the TriTech Software are caused by software not provided by TriTech, not approved by TriTech in writing or not specified as compatible in the TriTech Documentation. (The procedures for loading third party software on a Workstation or Server are set forth in paragraph 7.4 of this Agreement.)

7.3.4 Problems in the TriTech Software are caused by equipment which does not meet the configuration requirements, or Client does not maintain the site and facility as specified in the TriTech Documentation.

7.3.5 Problems in the TriTech Software are caused by one or more computer viruses that have not been introduced into Client's system by TriTech. Client shall maintain up-to-date virus checking software in accordance with TriTech Documentation and shall check all software received from TriTech or any other person or entity for viruses before introducing that

software into any part of the TriTech System. If desired by Client, TriTech will provide Updates on media rather than direct downloading to facilitate this virus checking. If, despite such check, a virus is introduced by TriTech, TriTech will provide a virus-free copy of the TriTech Software, and will, at its expense, reload said software on Client's Equipment. Client shall practice reasonable back-up procedures for the TriTech System in accordance with TriTech Documentation.

7.3.6 Problems in the TriTech Software are caused by Subcontractor Software or System Software, including but not limited to operating system software.

7.3.7 Problems in the TriTech Software are caused by Equipment or software provided by Client or third parties with which the TriTech Software interfaces or operates (including but not limited to Subcontractor Software or Hardware or System Software), including but not limited to problems caused by changes in such Equipment or software.

7.4 If, at any time after installation of the System, Client desires to load on a Workstation or Server any software not provided by TriTech, it shall, before loading such software, follow the procedures regarding third party software compatibility in the TriTech Documentation, and contact the TriTech Customer Service Department at the telephone numbers listed in Addendum B for assistance as required. **Such action shall not constitute approval, express or implied, for the loading of specific software on a Workstation or Server, nor any express or implied warranty, representation or other obligation by TriTech with respect to such software, including but not limited to its suitability, operability or capability to meet Client's needs or expectations.** Client agrees that if the loading of such third party software degrades the performance of the System, Client shall immediately uninstall such software. Client shall absolve, discharge and release TriTech from any obligations or liabilities related to operation or performance of the System, the TriTech Software, Subcontractor Software, or any other item provided by TriTech under this Agreement, including but not limited to any liabilities for damages related thereto in connection with the installation of such third party software.

7.5 TriTech Software Support under this Agreement, or any renewal or extension thereof, shall not include design, engineering, programming, testing, implementation or other services rendered necessary by changes in Subcontractor Software, System Software or Equipment, or in any other hardware, firmware or software provided by third parties or Client ("Third Party Changes"). Any such services shall be subject to additional charges by TriTech and the mutual agreement of the parties as to the terms and conditions under which such services are rendered. Absent such agreement, TriTech shall be under no obligation, express or implied, with respect to such Third Party Changes.

7.6 Problems in the TriTech Software or transmission of data caused by wireless services are not warranted by TriTech, or covered under the terms of this Agreement. Client's use of services provided by wireless service providers or carriers, and the security, privacy, or accuracy of any data provided via such services is at Client's sole risk.

7.7 Client is responsible for maintaining the required certifications for access to Client's state CJIS system(s), NCIC and/or other local state, federal and/or other applicable systems.

8.0 EQUIPMENT, SUBCONTRACTOR SOFTWARE AND HARDWARE, AND SYSTEM SOFTWARE

8.1 Maintenance and support for Equipment provided under the Purchase Agreement (except as otherwise stated therein) is not included under this Agreement. However, since proper computer equipment maintenance is required for proper system operation, Client shall acquire and keep in force equipment maintenance agreements for the computer and peripheral equipment used to operate the TriTech Software, or to provide such maintenance in-house with qualified personnel. If Client determines that an item of Equipment provided under this Agreement does not perform as provided in the applicable specifications, Client may contact TriTech using the procedures described in Addendum B. TriTech shall thereupon provide Help Desk services to Client with respect to the reported problem and reasonable assistance, as defined in 8.2 below, in determining the cause of the reported problem. Notwithstanding the above, TriTech is not and shall not be a party to such third party maintenance agreements nor shall TriTech have any obligation or liability thereunder.

8.1.1 Inform Jail, as further defined in Addendum B, will be installed on server(s) maintained by TriTech.

8.2 Maintenance and support for Subcontractor Software, Subcontractor Hardware, or System Software sold or licensed under the Purchase Agreement shall be subject to and provided in accordance with any maintenance agreements between Client and the suppliers thereof, or other third party maintenance providers, or the provisions of the applicable Subcontract support terms provided hereto at Addendum C if continued annual support for the applicable Subcontractor Software is provided under this Agreement as further defined herein. If Client determines that an item of Subcontractor Software or Hardware, or System Software provided under the Purchase Agreement does not perform as provided in the applicable Specifications, Client may contact TriTech using the procedures described in Addendum B. TriTech shall thereupon provide Help Desk services to Client with respect to the reported problem and provide reasonable assistance to Client in determining the causes of the reported problem. Reasonable assistance consists of an evaluation of the reported problem in order to determine if the problem is being caused by a TriTech Software issue or an issue with a Third Party Item that needs to be addressed by the applicable Vendor. As part of the evaluation process, TriTech will share with the Client non-proprietary information related to the diagnosis such as error messages, database trace information and other information that led TriTech to diagnose the Third Party Item as the likely cause and which may aid the Client in seeking a resolution from the applicable manufacturer or Vendor. For issues involving Windows O/S software (Microsoft) that generally affect the operation of the TriTech Software and are not caused by a Client specific installation or configuration of the O/S, TriTech will work with Microsoft to coordinate the resolution. Notwithstanding the above, TriTech is not and shall not be a party to such third party maintenance agreements nor shall TriTech have any obligation or liability thereunder.

9.0 LIMITATION OF LIABILITY

9.1 The total liability of TriTech for any claim or damage arising under this Agreement or renewals thereof, whether in contract, tort, by way of indemnification or under statute shall be limited to (i) direct damages which shall not exceed the Software Support fees paid under this Agreement by Client to TriTech for the twelve (12) month term during which the cause of action for such claim or damage arose or (ii) in the case of bodily injury or property damage for which defense and indemnity coverage is provided by TriTech's insurance carrier(s), the coverage limits of such insurance.

9.2 IN NO EVENT SHALL TRITECH BE LIABLE, WHETHER IN CONTRACT OR IN TORT, FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOST OR DAMAGED SOFTWARE, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF THE USE OR NON-USE OF THE TRITECH SOFTWARE, OR OTHERWISE RELATED TO THIS AGREEMENT, REGARDLESS OF WHETHER TRITECH HAD KNOWLEDGE OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE.

10.0 DISPUTE RESOLUTION

10.1 The Parties desire to first attempt to resolve certain disputes, controversies and claims arising out of this Agreement or any Addenda hereto before a Party begins litigation. Prior to commencing litigation, at the written request of either Party, the Parties agree to meet onsite at either TriTech's or the Client's location as determined by the Parties, and negotiate in good faith to resolve any dispute arising under this Agreement. Each Party shall be responsible for its associated travel costs. If the above negotiations do not resolve the dispute within sixty (60) days of the initial written request, either Party may take appropriate legal action.

11.0 SEVERABILITY

11.1 If any term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement is held to be invalid or unenforceable, for any reason, it shall not affect, impair, invalidate or nullify the remainder of this Agreement, but the effect thereof shall be confined to the term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement so adjudged to be invalid or unenforceable.

12.0 FORCE MAJEURE/EXCUSABLE DELAY

12.1 Neither party shall be responsible for failure to fulfill its obligations hereunder or liable for damages resulting from delay in performance as a result of war, fire, strike, riot or insurrection, natural disaster, delay of carriers, governmental order or regulation, complete or partial shutdown of plant, unavailability of Equipment or software from suppliers, default of a subcontractor or vendor to the party if such default arises out of causes beyond the reasonable control of such subcontractor or vendor, the acts or omissions of the other party, or its officers, directors, employees, agents, contractors, or elected officials, and/or other occurrences beyond the party's reasonable control ("Excusable Delay" hereunder). In the event of such Excusable

Delay, performance shall be extended on a day for day basis or as otherwise reasonably necessary to compensate for such delay.

13.0 CONSTRUCTION AND HEADINGS

13.1 The division of this Agreement into sections and the use of headings of sections and subsections are for convenient reference only and shall not be deemed to limit, construe, affect, modify, or alter the meaning of such sections or subsections.

14.0 WAIVER

14.1 The failure or delay of any party to enforce at any time or any period of time any of the provisions of this Agreement shall not constitute a present or future waiver of such provisions nor the right of either party to enforce each and every provision.

14.2 No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether expressed or implied, shall not constitute a consent to, waiver of or excuse for any other, different or subsequent breach.

15.0 ENTIRE AGREEMENT

15.1 This Agreement and its Addenda or Amendment(s) represent the entire agreement between the parties hereto and a final expression of their agreements with respect to the subject matter of this Agreement and supersedes all prior written agreements, oral agreements, representations, understandings or negotiations with respect to the matters covered by this Agreement.

16.0 APPLICABLE LAW

16.1 Except to the extent that this Agreement is governed by the laws of the United States, this Agreement shall be governed, interpreted and enforced in accordance with the laws of the State of California without regard to its conflict of law.

17.0 ASSIGNMENT

17.1 Neither this Agreement nor any rights or obligations hereunder shall be assigned or otherwise transferred by either Party without the prior written consent of the other Party, which consent will not be unreasonably withheld; provided however, that in the event of a merger or acquisition of all or substantially all of TriTech's assets, TriTech may assign this Agreement to an entity ready, willing and able to perform TriTech's executory obligations hereunder, upon the express written assumption of the obligations hereunder by the assignee.

18.0 NOTICES

18.1 All notices required to be given under this Agreement shall be made in writing by (i) first-class mail, postage prepaid, certified, return receipt, (ii) by regularly scheduled overnight delivery, (iii) by facsimile or e-mail followed immediately by first-class mail, or (iv) by personal delivery, to the address set forth below, or such other address as provided in writing. Such notices shall be deemed given three (3) days after mailing a notice or one (1) day after overnight delivery thereof.

To Client:

Attn: _____

To TriTech:

TriTech Software Systems
1000 Business Center Drive
Lake Mary, FL 32746

Attn: Contracts

19.0 GENERAL TERMS

19.1 This Agreement shall be binding on and shall inure to the benefit of the heirs, executors, administrators, successors and assigns of the parties hereto, but nothing in this paragraph shall be construed as consent to any assignment of this Agreement by either party except as provided in the ASSIGNMENT section of this Agreement.

19.2 This Agreement shall not become a binding contract until signed by an authorized officer of both parties, and it is effective as of the date so signed.

19.3 This Agreement may be executed in any number of identical counterparts, and each such counterpart shall be deemed a duplicate original thereof.

19.4 The provisions contained herein shall not be construed in favor of or against either party because that party or its counsel drafted this Agreement, but shall be construed as if all parties prepared this Agreement.

19.5 Whenever the singular number is used in this Agreement and when required by the context, the same shall include the plural, and the use of any gender, be it masculine, feminine or neuter, shall include all of the genders.

19.6 A facsimile or scanned signature copy of this Agreement, its exhibits and amendments, and notices and documents prepared under this Agreement shall be treated as an original in all respects; the Parties agree that any document in electronic format or any document reproduced from an electronic format shall not be denied legal effect, validity, or enforceability, and shall meet any requirement to provide an original or hard copy.

19.7 This Agreement is made for the benefit of the Parties, and is not intended to benefit any third party or be enforceable by any third party. The rights of the parties to terminate, rescind,

or agree to any amendment, waiver, variation or settlement under or relating to this Agreement are not subject to the consent of any third party.

19.8 EACH PARTY’S ACCEPTANCE IS EXPRESSLY LIMITED TO THE TERMS HEREOF AND NO DIFFERENT OR ADDITIONAL TERMS CONTAINED IN ANY PURCHASE ORDER, CONFIRMATION, BUSINESS FORM OR OTHERWRITING SHALL HAVE ANY FORCE OR EFFECT UNLESS EXPRESSLY AGREED TO IN WRITING BY EACH PARTY.

[FILL CLIENT]

TRITECH SOFTWARE SYSTEMS

Accepted By (Signature)

Accepted By (Signature)

Printed Name

Printed Name

Title

Title

Date

Date

ADDENDUM A

SUPPORT FEES

Support fees for the initial term beginning at first Go Live for the TriTech Software and ending twelve (12) months thereafter, are included under the Contract Price in the System Purchase Agreement. Based on the licenses purchased under the System Purchase Agreement, the annual support fee for the first renewal term (to begin 12 months' post Go Live) will be \$_____.

Prior to the end of the then current support term, and each subsequent annual support term, TriTech will forward an invoice to Client for the annual support fee, which fees are subject to increase in accordance with section 3.2 of this Agreement. An increase in the TriTech Software licenses granted to Client will result in an increase in the Software Support fee.

TriTech's Software Support fees do not include fees for third party applications, or embedded software required, including but not limited to CAD Mapping or Mobile Mapping fees.

Option:

As further defined in Addendum B hereto, standard Software Support for Inform RMS/FBR, Inform Jail, and Inform Fire applications is provided on an 8x5 basis. Support fees for 8x5 support is calculated at a lesser rate than 24x7 support. However, as an optional upgrade, Client may purchase Software Support for these TriTech Software applications on a 24x7 basis (this option is not available for CrimeView or FireView) with the applicable adjustment in support fee. **If this option has been chosen, check the box below:**

Optional Support Upgrade to 24x7 for Inform RMS/FBR Yes ☐

Optional Support Upgrade to 24x7 for Inform Jail Yes ☐

Optional Support Upgrade to 24x7 for Inform Fire Yes ☐

ADDENDUM B

SOFTWARE ERROR CORRECTION GUIDELINES AND PROCEDURES

(1) All TriTech Software Errors reported by Client's personnel shall be resolved as set forth below. The response and resolution plan will be based upon the Service Level Agreement terms specified below by product. The Client may elect to downgrade the urgency of the issue if the operational impact is not severe. The Client may also request an upgraded response to a lower priority issue if the issue has a significant operation impact by requesting to speak to a supervisor/manager from TriTech's Customer Service Group.

(2) If Client determines a Software Error exists, Client shall immediately notify TriTech by telephone, followed by an error report in writing, setting forth the defects noted with specificity requested by TriTech.

Note (a): Critical Priority and Urgent Software Errors must be reported via telephone at the number listed in the Support Issues Priority and Response Matrix under section (9) below. If Critical Priority or Urgent Priority Software Errors are not reported via the telephone, the stated response and resolution times will not apply.

Note (b): High, Medium, and Lower Priority Software Errors may be reported via email to the address listed in the matrix below, or through TriTech's Support website via the Customer Service portal on TriTech's website.

(3) "Normal Customer Service Hours" (Business Hours) are 7:30a.m. through 7:30p.m. (Central), Monday through Friday, excluding TriTech holidays.

(4) The main support line will be answered by TriTech's Customer Service Department, or TriTech's answering service, depending on the time/day of the call. During Normal Customer Service Hours, a Customer Service Representative will directly answer the support telephone call. If a Customer Service Representative is not available to answer your call during Normal Customer Service Hours, the call will automatically be routed to the TriTech operator. If all Customer Service Representatives are busy, the operator will offer the option to leave a message, or in the case of a Critical Priority problem, as described below, locate a Customer Service Representative.

(5) Following Normal Customer Service Hours, the call will be automatically routed to TriTech's answering service. Any calls routed to the answering service will be escalated to an on-call Customer Service Representative on-call for prompt follow-up and resolution, if required.

(6) During Normal Customer Service Hours, each issue will be assigned a ticket number. This number should be used for all subsequent inquiries relating to the original reported issue. Problems reported after Normal Customer Service Hours will be logged and assigned an issue number the next business day. Enhancement requests should be emailed to support@tritech.com.

(7) TriTech has approved Bomgar as the sole primary form of support connectivity for TriTech's software applications. Bomgar provides for passwords, advanced authentication, encryption and logging that meet or exceed FBI CJIS standards. The data is stored in a secure technology facility meeting FBI standards. The Client has access to log information through the TriTech support ticket management system Client portal on TriTech's website. Backup support connectivity is also required. The Client will ensure there is either reliable cellular coverage or a landline telephone in each physical area in which a Server or interface equipment is located to allow the Client's team to assist in troubleshooting.

(8) Reported software errors will be responded to and resolved in accordance with the Priorities and Response Matrix in Section 9 below. If requested or specified in the response time criteria below, a TriTech representative will return the call in a manner consistent with the priority and order in which the call was received. Client will make every effort to respond to TriTech in a timely fashion when requests are made for follow-up calls or additional documentation on the reported problem.

- a. If a response is not received, or a resolution is not provided in accordance with the Priorities and Response Matrix, the Client may request escalation of the issue in accordance with the TriTech Documentation.

(9) **Priorities and Support Response Matrix**

The following priority matrix relates to software errors resulting from the TriTech Software as further defined in this Agreement. Causes related to non-covered causes - such as hardware, network, and third party products - are not included in this priority matrix and are outside the scope of this Agreement.

Inform CAD, Inform Mobile, Inform Me, Field Ops, Inform Browser, Interfaces, and GIS Link Response Matrix

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	24x7 Support for live operations on the production system: A system down event which severely impacts the ability of Users to dispatch emergency units. This is defined as the following: • Inform CAD, Inform Mobile, Inform Me, Field Ops, or Interfaces are down as further defined in the Special Note #1 below. • Critical servers inoperative, as listed in Special Note #1. • Complete interruption of call taking and/or dispatch operations • Loss of transactional data & transactional data corruption This means one or more critical server components are non-functional disabling Inform CAD, or Inform Mobile workstations, or disabling Inform Me, or Field Ops. These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: Thirty (30) minute callback after client telephone contact to 800. 987.0911. Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 2 – Urgent Priority	24x7 Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users to enter incoming calls for service and/or dispatch emergency units. Such errors will be consistent and reproducible. A significant number of the Inform CAD, or Inform Mobile, workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform CAD or Inform mobile workstations, or Inform Me or Field Ops users). These Software Errors are defined in more detail in Special Note #2, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: One (1) hour callback after client telephone contact to 800. 987.0911. Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from entering incoming calls for service and/or dispatching emergency units, or perform a common call taking or dispatch function. Such errors will be consistent and reproducible. A significant number of Inform CAD, or Inform Mobile, workstations, or Inform Me or Field Ops users are negatively impacted by this error (e.g., does not apply to a minimal set of workstations or users).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via support@tritech.com. High Priority Issues are not managed after Normal Customer Service Hours.

Priority	Issue Definition	Response Time
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User from entering incoming calls for service and/or dispatch emergency units, or perform a common call taking or dispatch function. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via support@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via support@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.

Priority	Resolution Process	Resolution Time
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform CAD:
 - a. Users are unable to enter new requests for service via the emergency or scheduled call taking screen.
 - b. All users are unable to verify an address from within the emergency or scheduled call taking screen.
 - c. The Inform CAD System is down and all workstations will not launch or function.
 - d. The Inform CAD System is inoperable due to transactional data corruption caused by TriTech Software.
 - e. The Inform CAD Reporting and Archiving Server is down and the system is configured to use the Reporting Server for dispatching functions (e. g., Premise History).
 - f. Law enforcement users are unable to send or receive justice queries (this priority applies if the functionality is available through no other available methods).
2. Inform Mobile, Inform Me, Field Ops:
 - a. The Inform Mobile System, Inform Me or Field Ops is down and all unit mobile devices are unable to log in or function.
 - b. The Inform Mobile System is inoperable due to data corruption caused by TriTech Software.
 - c. Law enforcement users are unable to send or receive justice queries (this priority applies if the functionality is available through no other available methods).
3. Inform Browser, and GISLink:
 - a. There are no Critical Priority (Priority 1) issues for these products.

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform CAD:
 - a. Inform CAD users are severely impacted due to one of the following conditions:
 - i. A significant number of users (50% or more) are unable to verify an address from within the emergency or scheduled call-taking screen.
 - ii. The inability to view/edit premise or caution note information.
 - iii. The inability to send and receive text messaging (within CAD, CAD to Mobile, or Mobile to Mobile).
 - iv. The system does not perform unit recommendations.
 - v. Inability to assign a unit to an incident.
 - vi. Inability to change a unit's status.
 - vii. Inability to close an incident.
 - viii. Inability to view incident information needed to dispatch an incident.
 - ix. Disaster Recovery System, following a test failover is inoperable for more than one (1) business day
2. Inform Mobile, Inform Me, Field Ops:
 - a. Inform Mobile, Inform Me or Field Ops users are severely impacted due to one of the following conditions:
 - i. Inability to receive new requests for service from Inform CAD.
 - ii. Inability to view incident information needed to dispatch an incident.
 - iii. The inability to send and receive text messaging (within CAD, CAD to Mobile, or Mobile to Mobile).
 - iv. Inability to enter a traffic stop or on-view incident.
 - v. The inability to view premise or caution note information.
 - vi. Disaster Recovery System, following a test failover is inoperable for more than one (1) business day.
3. Inform CAD/Mobile Interfaces:
 - a. An Inform CAD Station Alerting Interface is down or Inform CAD Station Alerting Interface repeatedly fails to process a station alert, as part of a unit assignment, or if there is a reoccurring significant delay in the interface processing a station alert as part of a unit assignment (once it is diagnosed that is not being caused by the station alerting system).
 - b. An Inform CAD Paging Interface is down.
 - c. An interface used for personnel rostering is down.
 - d. A CAD-to-CAD interface is down or repeatedly fails to process information into an incident.

- e. An Inform CAD Paging Interface repeatedly fails to process a unit alert as part of a unit assignment.
 - f. An ANI/ALI interface repeatedly fails to process information into an incident.
 - g. An interface to an external rostering system used to logon units is down.
 - h. An AVL interface fails to process updates for over 50% of units.
 - i. A mobile interface (MDT or MDC) repeatedly fails to process incident or status change information.
 - j. A Standard CAD to External System Incident Data Transfer Interface License (RMS) is down.
- 4. Inform Browser:
 - a. Inform Browser is down and no workstations are able to login (unrelated to the Client's network).
 - 5. GISLink:
 - a. There are no Urgent Priority (Priority 2) issues for this product.

Additional Information:

- Disaster Recovery and Training CAD/Mobile Systems do not generally qualify for after Normal Customer Service Hours support. This would change if the Production System has failed over to the Disaster Recovery System, or during a failover of the Disaster Recovery System, the Disaster Recovery System will be supported as the Production System. Following a test failover if the Disaster Recovery System is inoperable for more than one (1) business day, TriTech will work to resolve the problem according to the Priority 2 response and resolution criteria included above.
- Modifications to installed Inform CAD/Mobile Licensed Software that operates with State and National Criminal Justice Information Systems (State CJIS/NCIC) systems to accommodate Government Mandated Changes, as necessary, dictated by State and Federal agencies having authority over these programs will be provided in a subsequent update.

Inform RMS/FBR, Inform Fire

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	Normal Customer Service Hours Support for live operations on the production system: A system down event which severely impacts the ability of Users to log on the system, or severely impacts the ability of Users to book or release inmates. This is defined as the following: • Inform RMS/FBR, or Inform Fire server software inoperative • Loss of ability for all Inform RMS/FBR, or Inform Fire users to log on to system • Loss of transactional data & transactional data corruption This means one or more critical server components are non-functional disabling Inform RMS/FBR, or Inform Fire workstations. These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. <i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS/FBR, and Inform Fire is not managed after Normal Customer Service Hours.</i> <i>If optional 24x7 support is contracted, after Normal Customer Service Hours: Thirty (30) minute call back after Client telephone contact to 800.987.0911.</i> Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 2 – Urgent Priority	Normal Customer Service Hours Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function, or severely impacts the ability of Users to book or release inmates. Such errors will be consistent and reproducible. • Loss of ability for Inform RMS users to enter Case (Incident, Arrest and Custody) records into the system • Loss of ability to transfer Inform FBR Reports • Unable to book or release inmates A significant number of the Inform RMS/FBR, or Inform Fire workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform RMS/FBR, or Inform Fire workstations). These Software Errors are defined in more detail in <i>Special Note #2</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. <i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RM/FBRS, , and Inform Fire is not managed after Normal Customer Service Hours.</i> <i>If optional 24x7 support is contracted, after Normal Customer Service Hours: One (1) hour call back after Client telephone contact to 800.987.0911.</i> Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response

Priority	Issue Definition	Response Time
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common Inform RMS/FBR, or Inform Fire function. Such errors will be consistent and reproducible. • Loss of Non-Critical Data (with “Non-Critical” being defined as not causing an error classified as a P1 or P2 error (above). • NIBRS State reporting issues that cause agency reports to exceed State error submission limits • UCR reporting multiple occurrence of inaccurate data A significant number of Inform RMS/FBR, or Inform Fire workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. High Priority issues are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.

Priority	Resolution Process	Resolution Time
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform RMS/FBR:
 - a. The Inform RMS/FBR System Server is down and unavailable for queries.
 - b. The Inform RMS/FBR is inoperable due to data corruption caused by TriTech Software.
 - c. Law enforcement users are unable to send or receive justice queries and transactions (this Priority applies if the functionality is available through no other available methods within the TriTech Software).
2. Inform Fire:
 - a. The Inform Fire Server is down and unavailable to process NFIRS reports.
 - b. The Inform Fire Server is inoperable due to data corruption caused by TriTech Software.

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform RMS/FBR:
 - a. The inability to create, save, access, or close records.
 - b. The inability to enter property in the evidence module.
 - c. The inability to move a piece of property to another location.
 - d. The inability to assign a case to an investigator.
 - e. The inability to create UCR/NIBRS State Reports.
 - f. The inability to complete an expungement on a name record.
 - g. The system does not display active master name alerts.
 - h. The system does not display active warrants for a master name.
 - i. The inability to provide master resolution during entry.
 - j. The inability to transfer a report from FBR to RMS.
 - k. A report is unable to complete the approval workflow.
2. Inform Fire:
 - a. The inability to create save, access or close fire records.
 - b. The inability to create save, access or close inspections records.
 - c. The inability to create save, access or close hazard records.

Additional Information:

CLIENTNAME

- State and Federal mandates relating to justice queries and reporting change from time to time. The following changes are considered covered support items:
 - A. Modifications to installed Uniform Crime Reporting (UCR) Program or National Incident Based Reporting System (NIBRS) facilities within the Inform RMS Licensed Software, or National Fire Incident Reporting System (NFIRS) within Inform Fire as necessary, in order to accommodate Government Mandated Changes dictated by State and Federal agencies having authority over these programs. Such modifications do not include fees associated with the development and implementation for transition from UCR to NIBRS, or costs for new hardware if applicable. TriTech will provide a quotation for associated services or hardware.

Inform Jail

General Support

Phone and email support will be provided for Inform Jail and shall maintain a support center database to track any reported issues. No support will be provided for Inform Jail more than two versions back from the most recently released version. Inform Jail support is managed by Zuercher Technologies, LLC, a TriTech company: 877.229.2205.

Support does not include custom programming services or training.

Support is available 24 hours a day, seven days a week.

Server Hardware Maintenance

Zuercher will maintain the Server Hardware necessary to host the Software. This does not include any Hardware except Server Hardware.

Customer Responsibilities

Access to Premises

Client shall provide Zuercher with reasonable and timely access to the sites and personnel necessary for Zuercher to perform its obligations under this Agreement.

Server Access

Client will ensure that all Inform Jail servers are directly network accessible to Zuercher at all times via SSH. There shall be no additional authorization or equipment required except as requested by Zuercher.

System Administrator

Client is responsible for naming one or more System Administrators to serve as a primary point of contact between Client and Zuercher. At least one System Administrator must be available at all times. Client will ensure that the System Administrators possesses the appropriate technology and public safety knowledge and skills to perform this role sufficiently.

Security

Client is responsible for providing all physical security. The Client is responsible for securing their network.

System Updates

Client shall work in good faith to allow TriTech to install System updates as requested by Zuercher.

CrimeView Desktop, FireView Desktop

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	There are no Critical Priorities for CrimeView/FireView Desktop.	Not applicable.
Priority 2 – Urgent Priority	Normal Customer Service Hours Support: A serious issue with no workaround that severely impacts the ability of the system to process the data. The Import Wizard continuous crashes upon trying to open it. A significant number of the CrimeView Desktop or FireView Desktop workstations are negatively impacted by this issue (e.g., does not apply to a minimal set of CrimeView Desktop or FireView Desktop workstations). This issue is defined in more detail in Special Note #1, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. Urgent Priority issues are not managed after Normal Customer Service Hours. Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of an Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common CrimeView Desktop or FireView Desktop function. Such errors will be consistent and reproducible. - Recent data is not available - Error message in the Crystal Report - Diagnosis of TriTech Desktop software issues and errors - Diagnosis of Configuration issues A significant number of CrimeView Desktop or FireView Desktop workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative. High Priority issues may also be reported via CrimeViewSupport@tritech.com High Priority issues are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions. - Annual updates - Geocoding issue - Licensing - Assistance with the setup of TriTech Desktop on a new server and/or user's computer - TriTech software updates These are defined in more detail in Special Note #2, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative. Medium Priority issues may also be reported via CrimeViewSupport@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.

Priority	Issue Definition	Response Time
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions Provision of the current TriTech Desktop tutorial (digital format)	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via CrimeViewSupport@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	No Critical Priority for CrimeView/FireView Desktop	Not applicable.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resume normal operations on the import system.	TriTech will work to provide the Client with a solution that allows the Client to resume normal operations on the import system within 48 hours of the call being received.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base.
Priority 4 – Medium Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. CrimeView/FireView Desktop
 - a. The Import Wizard continuously crashes when accessing the Import Wizard extension within ArcCatalog. This does not include ArcCatalog crashing on its own.

Special Note #2: Priority 4 – Medium Priority issues

1. Annual Updates
 - a. Clients are entitled to two (2) saved query updates annually.
 - i. The saved query updates are limited to the saved query groups included within the original application configuration and based on the original source field. Adding a new saved query group(s) or changing the source field will incur an additional cost.
 - b. Saved query updates are by client request when new query values are made available
2. Geocoding issue
 - a. Individual records are not geocoding, this does not include creating new address locators to the profile
3. The software updates includes compatibility with ArcGIS releases but will not be compatible with ArcGIS Desktop 10.5 and beyond due to technical limitation

CLIENTNAME

Not included in support:

- Change RMS/CAD vendor(s)
- RMS/CAD database schema updates (field length, type, size... table name change, etc...)
- Lookup table updates (code/description)
- Crystal Report updates
- GIS source file updates
- Geocoding rate enhancement
- Re-import of historical data
- Change the GIS format (Shapefile, Personal Geodatabase, File Geodatabase, ArcSDE Geodatabase, etc...) of the reference data or Import Wizard output data.
- Add/remove Import Wizard profile fields
- GIS editing
- Other source file integration
- Additional profiles

ADDENDUM C
SUBCONTRACTOR SUPPORT TERMS

CLIENTNAME

SUBSCRIPTION AGREEMENT

TRITECH SOFTWARE SYSTEMS

FOR

[INSERT CLIENT]

SUBSCRIPTION AGREEMENT

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DRAFT

SUBSCRIPTION AGREEMENT

Client:

Address:

City, State, Zip:

Phone, Fax:

Contact Name:

1.0 INTRODUCTION

1.1 This Agreement, is made by and between TriTech Software Systems, referred to as “TriTech”, a CentralSquare Technologies, LLC company, with offices at 1000 Business Center Drive, Lake Mary, FL 32476, and the entity named above, referred to as “Client” (Client and TriTech collectively are “Parties” herein, individually a “Party”).

1.2 This Agreement is for implementation services and a subscription to use certain TriTech Software applications, including applicable Interfaces, on an annual subscription basis (the “Project”) as more fully described in this Agreement and the Addenda hereto.

1.3 In consideration of the terms, promises, mutual covenants and conditions contained in this Agreement, Client and TriTech agree as follows:

2.0 ADDENDA

2.1 The following documents are attached as Addenda to this Agreement and incorporated by reference as though set forth in full:

- | | | |
|-----|--------------|---|
| (a) | Addendum A-1 | Statement of Work |
| (b) | Addendum A-2 | Number of TriTech Software Users,
and Designated Location |
| (c) | Addendum A-3 | TriTech Services |
| (d) | Addendum A-4 | Subcontractor Software, Hardware and Services,
if applicable |
| (e) | Addendum A-5 | Payment Terms |
| (f) | Addendum A-6 | Contract Price Summary |

[Client]

- | | | |
|-----|------------|---|
| (h) | Addendum B | Subcontractor Warranty, Support and Maintenance Agreements, if applicable |
| (i) | Addendum C | Subcontractor License Agreements, if applicable |
| (j) | Addendum D | Support for Subscription Services |

3.0 DEFINITIONS

3.1 “Contract Price” means the total of the purchase price for the Subscription Services as specified in Addendum A-8.

3.2 “Deliverable” means the implementation and Subscription Services, including any third party items to be provided under this Agreement as listed in the addenda hereto.

3.3 “Deliver” or “Delivery” implementation of the Subscription Services, or any third party items to be provided under this Agreement.

3.4 “Designated Location(s)” means the physical site(s) at which the Subscription Services are Used as specified in Addendum A-2.

3.5 “Documentation” means the then-current standard user manuals or other related instructional and/or reference materials, provided by TriTech or other Software Vendors from time to time.

3.6 “Functional Acceptance Test (“FAT”)” means the pre-Go Live test process for a Subsystem as further defined in Section 8.2 and the Statement of Work.

3.7 “Go Live” means the event that occurs when the Client first uses the Subscription Services for Live Operations.

3.8 “Help Desk” means the TriTech telephonic support services provided as described in the Addendum D.

3.9 “Initial Term” means the thirty-six (36) month period for the Subscription Services beginning on the date of Go Live.

3.10 “Interface,” collectively or individually, means the interface software described in Addendum A-2.

3.11 “Live Operations” means use of the Subscription Services in a live operational environment.

3.12 “Object Code” means any instruction or set of instructions of a computer program in machine-readable form.

3.13 “Production System” means the primary computer system for live operations of the TriTech Software.

3.14 “Project Schedule” means the schedule set forth in or developed pursuant to the Statement of Work, subject to any permitted changes or modifications.

3.15 “Server” means any and all computers either in the cloud or in a local area network that run administrative software which controls access to all or part of the network and its resources and make such resources available to computers acting as workstations on the network, including the Production System and any Disaster Recovery System.

3.16 “Services” means the services provided by TriTech under this Agreement, including the Subscription Services.

3.17 “Software” means collectively or individually the object code version of computer programs provided under this Agreement on a subscription or perpetual license basis.

3.18 “Software Error” means an error in coding or logic that causes a program not to substantially function as described in the applicable Specifications.

3.19 “Source Code” means the high-level computer instructions for Software used to generate Object Code.

3.20 “Specifications” means TriTech’s standard user guides, Interface Requirements Documents (IRDs), Functional Definition Documents (FDDs), Operational Scenario Documents (OSDs), and Functional Acceptance Test, or Functional Test documents.

3.21 “Statement of Work” means Addendum A-1, the document that defines the implementation process for the Project, including specific tasks that are the responsibility of TriTech and the Client.

3.22 “Subcontractor” means any entity identified in the Statement of Work as subcontractors to TriTech, if applicable.

3.23 “Subcontractor Hardware” means the hardware supplied by a Subcontractor as part of its Subsystem, and identified in Addendum A-6, if applicable.

3.24 “Subcontractor Software” means software supplied by a Subcontractor as part of its Subsystem and listed in Addendum A-6, if applicable.

3.25 “Subscription Services” means the TriTech Software and related hosting, maintenance and/or support services for remote access to the TriTech Software provided on a subscription basis under this Agreement.

3.26 “Support Agreement” means collectively or individually agreements of that name (or a similar name) for the rendering of Support services for applicable Subcontractor Software.

3.27 “System Software” means includes, without limitation, operating system software, DBMS Software, and communications software. TriTech will provide System Software as part of the Subscription Services under this Agreement.

3.28 “Task Completion Report” or “TCR” means the document presented by TriTech’s Project Manager to the Client upon completion of certain tasks as defined in the Statement of Work.

3.29 “Telephone Support” means the service provided by TriTech for access to the TriTech Customer Service Department by telephone as further defined in Addendum D.

3.30 “TriTech Business Hours” means TriTech’s corporate business hours of 8:30 a.m. to 5:30 p.m. (Pacific Time), Monday through Friday, excluding TriTech holidays.

3.31 “TriTech Software” means the Object Code version of the software provided on a subscription basis under this Agreement.

3.32 “Update” means bug fixes, revisions or additions to the TriTech Software made available to Client by TriTech.

3.33 “User” means the operator of the Subscription Services.

3.34 “Vendor” means any supplier of hardware, Software or services under this Agreement. With respect to Software, this term will also mean the owner of the intellectual property rights, including copyright, to the software.

3.35 “Warranty Period” means the period starting at first Go Live and ending one (1) year thereafter.

3.36 “Workstation” means any computer input station that utilizes the functionality of the Subscription Services.

4.0 PRICES AND PAYMENT

4.1 Unless otherwise stated herein, all dollar amounts contained in this Agreement are in U.S. dollars. The Contract Price for the Subscription Services, or other items purchased and/or licensed (perpetual or subscription) items hereunder is specified in Addendum A-6. Client shall pay the Contract Price without deduction or offset on the terms specified in Addendum A-5, pursuant to invoices issued by TriTech which shall be due upon receipt unless otherwise stated in the invoice. Subscription fees are due on an annual basis as further defined in Section 6.1, and Addendum A-5.

4.1.1 For each payment milestone identified in Addendum A-5, TriTech's Project Manager will provide the Client with a TCR. TriTech may invoice the payment milestone upon Client's signature of the TCR or expiration of the period for signature as provided in the Statement of Work or a TCR.

4.1.2 The Contract Price for the Deliverables defined in Addendum A-2 through Addendum A-6 is based on a firm fixed price, subject to the following adjustments. In the event that Client in its sole discretion chooses to delay implementation of any Deliverable for more than six (6) months beyond the Go Live date set forth in the Project Schedule, and the then current pricing for such Deliverable(s) including applicable Services has increased since the date of execution of this Agreement, such then current pricing will apply. A change order for signature by both Parties will be processed to adjust the Contract Price.

4.2 All amounts due and payable to TriTech hereunder shall, if not paid when due, bear a late charge equal to one and one-half percent (1-1/2%) per month, or the highest rate permitted by law, whichever is less, from their due date until paid. The **remittance address for payments** only is:

TriTech Software Systems
P.O. Box 203223
Dallas, TX 75320-3223

4.2.1 In the event that Client is in arrears on payments due to TriTech of more than sixty (60) days from the due date, TriTech in its sole discretion may elect to stop work on the Project or any services (including Subscription Services) until Client becomes current on all payments due. In such event the Project Schedule will be adjusted accordingly, and TriTech shall not be considered to be in default for delays caused by such adjustment or Client's non-payment.

5.0 SOFTWARE SUBSCRIPTION

5.1 In consideration for, and subject to, the payment of the fee(s) for the Subscription Services specified in Addendum A-6 of this Agreement, and the other promises, covenants and conditions herein, Client is granted the following licenses to use the Subscription Services:

5.1.1 The TriTech Software: A, nontransferable, nonexclusive right and license to Use the TriTech Software and its associated Documentation on an annual Subscription basis for Client's own internal use for the applications described in the Statement of Work, at the Designated Location, in the applicable environment (e.g., Production, Test, Training, or Disaster Recovery System) and in the quantity set forth in Addendum A-2. Additional TriTech Software licenses provided as Subscription Services after the execution of this Agreement shall also be licensed in accordance with the provisions of this Section 5.0. Client shall not Use, copy, rent, lease, sell, sublicense, create derivative works from/of, or transfer any Software or Documentation, or permit others to do said acts, except as provided in this Agreement. Any such unauthorized Use shall be void and may result in immediate and automatic termination of the Subscription Services. In such event, Client shall not be entitled to a refund of any portion of the fees paid for the Subscription Services. The Subscription Services may not be used to operate a service bureau or time-sharing service, outsourcing service, application service provider service

or other services or businesses that provide computer-aided dispatching to third parties. Notwithstanding, Client shall be entitled to the Subscription Services at the applicable Designated Location to provide services for itself and other governmental agencies/entities in the county and state of the Designated Location.

5.1.2 Subcontractor Software: Licenses for any Subcontractor Software, if applicable, are set forth in Addendum C.

5.1.3 Third party Software: Applicable third party products providing supplemental software code to the TriTech Software and not subject to separate licensing provisions shall be licensed in accordance with the provisions of this Section 5.

5.2 Title to all TriTech Software or Documentation shall remain with TriTech. Title to any third party, including any Subcontractor, Software or Documentation shall remain with the applicable Vendor or original licensor.

5.3 The Software licenses, perpetual or subscription, granted in this Agreement or in connection with it are for Object Code only and do not include a license or any rights to Source Code whatsoever.

5.4 Client may not export any Software or Documentation outside the United States without further prior written agreement of TriTech or the applicable Subcontractor. In the event of such agreed export, Client is responsible for complying with all applicable export laws or regulations. Software is provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by applicable government agencies is subject to restrictions as set forth in subparagraph (c) 1)(ii) of the DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of 48 CFR 52.227-19, as applicable.

5.5 The Subscription Services, and any Software licenses are effective until terminated hereunder or under the terms of the applicable Vendor license agreements.

6.0 TERM

6.1 The “Initial Term” of the Subscription Services under this Agreement shall be for a period of thirty-six (36) months from the date of Go Live. Subscription fees will be paid on an annual basis. Should Client terminate this Agreement prior to the end of the initial term, 100% of the remaining fees for the Subscription Services for the Initial Term will be due. This requirement may be waived if the Client is unable to secure funding for the Subscription Services for the full initial term.

6.2 Upon expiration of the Initial Term, this Agreement may be renewed for subsequent annual terms at the mutual written agreement of the Parties.

7.0 IMPLEMENTATION

7.1 TriTech will Deliver the items purchased and/or licensed hereunder and perform the services pursuant to the Statement of Work, subject to the provisions of Section 20.0 of this Agreement, and further subject to any delays caused by the actions or omissions of Client or its agents.

7.2 As further defined in the Statement of Work, TriTech will appoint a Project Manager who will act as the primary point of contact for TriTech's services for the implementation process in the Project. Any services desired by Client in addition to those specified in this Agreement or the Statement of Work will be subject to the availability and scheduling of TriTech (or Subcontractor) personnel and at TriTech's (or the Subcontractor's) then-current rates, plus expenses. Prior to performing any of the aforementioned additional services, TriTech will provide a written quotation detailing the price (or time and materials estimate) for such services. TriTech may subcontract with certain Vendors that provide hardware, Software and/or services in connection with the Project (as more fully described in the Statement of Work), and (iii) pass through to Client warranties received from the Vendors thereof. Prior to Acceptance, should any Subcontractor hereunder be in default (provided such default is not due to any fault or delay of Client or its agents, due to any third party, or due to an event of Force Majeure, TriTech may either continue to perform the duties of the Subcontractor to fulfill the obligations for the Subcontractor in accordance with the Statement of Work, or provide an alternative solution; provided, however, that in no event will TriTech's responsibility for any Subcontractor's default exceed the price for such Subcontractor's portion of the Contract Price.

7.3 The Statement of Work will further define the implementation process for the Deliverables and Subscription Services to be provided under this Agreement; as well as the responsibilities of both TriTech and the Client for the relevant tasks associated with the Project.

7.4 The Project Schedule will define the timeframe for completion of Project Milestones and the party or parties involved in performing the task, e.g. TriTech, Client, or Subcontractor.

7.5 Unless provided as part of a fixed fee, travel costs incurred and invoiced by TriTech in connection with services rendered under this Agreement shall be paid by Client upon receipt of invoice. All travel costs and arrangements will be made in accordance with TriTech's standard travel policy, a copy of which will be provided to Client upon request.

8.0 SITE PREPARATION

8.1 Client agrees to provide, in a timely manner and at its own expense, required facilities and equipment specified in the Statement of Work, , the Documentation, or as otherwise specified by TriTech in writing.

9.0 ACCEPTANCE

9.1 General. Testing of the System and Subsystems shall occur throughout the Project life cycle as further defined in the Statement of Work ("SOW"). Prior to conducting the

Functional Acceptance Test (“FAT”) process as defined below, TriTech shall provide the standard FAT documents for the System and Subsystems. TriTech shall conduct the FAT with the Client’s participation in accordance with the Project plan. Individual test cases within the FAT documents shall have pass/fail criteria and with results provided to the Client in a test report. Client shall not suspend testing when problems are experienced and restart a FAT when the problems are corrected unless the problems prevent continuing with FAT testing. If FAT testing must be suspended pending corrective action, Client shall promptly advise TriTech by the fastest available means. During the FAT process, any FAT issues detected will be mutually defined and agreed upon as Pre-Go Live Issues to be corrected prior to Go Live, or Post Go Live Issues that do not affect the Go Live readiness of the System and will be corrected following Go Live. The FAT process and milestones are further defined in the SOW.

9.2 Interfaces. Client must provide testing or equivalent third party or Client owned systems environments with which TriTech may test the Interfaces to be provided under this Project to those systems. If suitable test environments for systems to be interfaced with are not available, then testing of those Interfaces may be omitted from the acceptance process and determined to be a post Go Live requirement.

9.3 Acceptance will occur on the date of Go Live, which date shall be mutually agreed upon in writing between TriTech and Client as further defined in the Statement of Work.

10.0 CONFIDENTIALITY AND PROPRIETARY RIGHTS

10.1 TriTech agrees to maintain Client’s confidential business information and confidential data, including patient identifying data, to which TriTech gains access in confidence and to not disclose such information except as required to perform hereunder or as required by law. Client will use reasonable efforts to identify or designate information or data as confidential at or within five (5) business days of disclosure. Notwithstanding the above, the applicable Vendor or original licensor shall own the copyrights, trade secrets, patent rights and other proprietary rights in and may use without restriction knowledge, information, ideas, methods, know-how, and copyrightable expression learned or acquired (including without limitation any feedback, suggestions, or other information or materials) as a result of or in connection with this Agreement to make modifications and enhancements to Software or Documentation. Client shall acquire no intellectual property ownership rights to Software or Documentation as a result of such use, whether as author, joint author, or otherwise. Confidential information does not include any information which (a) is generally available to the public or becomes generally known to the public through no act or omission of TriTech or any violation of confidentiality; (b) is disclosed to TriTech by third parties without breach of confidentiality obligations; (c) is already in the lawful or rightful possession of TriTech prior to receipt of the confidential information or (d) is developed independently by TriTech without use of the confidential information.

10.1.1 TriTech maintains a security program for managing access to client data – particularly HIPAA and CJIS information (“Security Approved Personnel”). This includes 1) a pre-employment background check; 2) security training required by Federal CJIS regulations; and 3) criminal background checks/fingerprints required by Federal or State regulations. TriTech will work with the Client to provide reasonably required documentation (such as the CJIS Security Addendum Certification form and VPN documents).

10.1.1.1 If required by the Client, TriTech will provide paper fingerprint cards for such Security Approved personnel with the fingerprinting performed in the state of the TriTech staff's job assignment. If the Client requires fingerprints submitted in a form other than paper prints (such as Live Scan) or that such fingerprints be performed at the Client's site, the Client will reimburse TriTech for the cost of TriTech Security Approved Personnel traveling to the Client's site or for a vendor (such as Live Scan) to travel to the applicable TriTech office location. This provision will apply during the installation of the Project and for the duration of the Client's Subscription Services.

10.2 Client understands and agrees that the Software and Documentation including, but not limited to, the Source Code, Object Code, the OSDs, FDDs, IRDs and FATs, the Statement of Work, the software design, structure and organization, software screens, the user interface and the engineering know-how implemented in the software, together with any other information identified by TriTech or a Vendor as confidential or proprietary (collectively "Vendor Proprietary Information" or "VPI") constitute the valuable properties and trade secrets of the Vendor thereof, embodying substantial creative efforts which are secret, confidential, and not generally known by the public, and which secure to the Vendor a competitive advantage.

10.2.1 The material presented in TriTech's training courses is VPI and not intended for public disclosure or disclosure to third parties. Clients may videotape training sessions provided on-site at the Client's facilities by TriTech staff for the Client's own internal use only; provided, however, that the TriTech training staff have consented in writing to such videotaping. The Client is responsible for managing secure access to and copying or distribution of any TriTech provided training materials or Client-made videotapes of TriTech training sessions.

10.3 Client agrees during the term of the license or Subscription Services granted under this Agreement, and thereafter, to hold the VPI, including any copies thereof and any documentation related thereto, in strict confidence and to not permit any person or entity to obtain access to it except as required for Client's exercise of the license or Subscription Services rights granted hereunder. Nothing in this Agreement is intended to or shall limit any rights or remedies under applicable law relating to trade secrets, including the Uniform Trade Secrets Act as enacted in applicable jurisdictions.

10.4 Client shall not attempt or authorize others to attempt to learn the trade secrets, technology, ideas, processes, methods of operation, know-how and/or confidential information contained in the Software by duplication, decompilation, disassembly, other forms of reverse engineering, or other methods now known or later developed.

10.5 Client shall inform TriTech promptly in writing of any actual or suspected unauthorized Use, copying, or disclosure of VPI.

10.6 If any VPI is subject to any Federal or State statutes(s) providing for public access or disclosure of public records, documents or other material, Client shall as allowed by law (i) provide to TriTech (and, if applicable the concerned Subcontractor) written notice of any request or other action by a third party under said statute(s) for release, access, or other disclosure thereof, (ii) provide to TriTech (and, if applicable the concerned Subcontractor) a reasonable opportunity

to respond to and/or oppose such action in the appropriate forum and (iii) take such steps as are permitted under said statutes to assert in response to such action any exemptions or other protections available thereunder to prevent, restrict and/or control the public release, access and/or disclosure of the VPI.

10.7 The obligations specified under this Section 10 shall survive any termination or rescission of this Agreement.

11.0 LIMITED WARRANTIES

11.1 TriTech will provide the Subscription Services in accordance with commercially accepted standards for such services. During the Warranty Period, TriTech warrants that the TriTech Software will perform in substantial conformity with the Specifications. TriTech does not warrant that the TriTech Software or Subscription Services will be error free. If, during the Warranty Period, Client determines that a warranty defect exists in the TriTech Software, Client shall notify TriTech in accordance with Addendum D – Software Error Correction Guidelines and Procedures. TriTech shall, at its option, replace the defective TriTech Software, or correct the defect in accordance with Addendum D. This Section 11.1 sets forth Client’s sole remedy with respect to the foregoing warranty.

11.1.1 TriTech further warrants and represents that the TriTech Software does not contain any “back door,” “time bomb,” “Trojan horse,” “worm,” “drop dead device” or other program routine or hardware device inserted and intended by TriTech to provide a means of unauthorized access to, or a means of disabling or erasing any computer program or data, or otherwise disabling the Subscription Services. (Nothing herein shall be deemed to constitute a warranty against viruses. Section 11.2.4, below, shall constitute the agreement of the Parties with respect to viruses.) Client’s sole remedy with respect to the foregoing warranty shall be to receive an Update to the TriTech Software that does not contain any of the above-described routines or devices.

11.2 If the TriTech Software is unable to function as warranted due to any one or more of the following factors, additional charges may be imposed by TriTech for efforts to attempt to correct or work around such factors:

11.2.1 Problems in the TriTech Software are caused by the TriTech Software not being used in accordance with the TriTech Documentation, or other instructions provided by TriTech.

11.2.2 Software not provided by TriTech, or not specified as compatible in the Documentation, or Client not following the procedures for loading third party software on a Workstation as set forth in Section 12.4 of this Agreement.

11.2.3 Equipment which does not meet the configuration requirements specified in the Documentation, by failure of Client to provide and maintain the site and facility requirements described in Section 7.0 herein, or the use of other equipment not meeting TriTech’s minimum recommended specifications.

11.2.4 Computer viruses that have been introduced into Client's system through no fault of TriTech. Client shall maintain up-to-date virus checking software and shall check all software received from TriTech or any other person or entity for viruses before introducing that software into any part of the System including, but not limited to, Workstations. If, despite such check, a virus is introduced by TriTech, TriTech will provide a virus-free copy of the TriTech Software, and will, at its expense, reload said software. TriTech will reload Client's data from the backup media.

11.2.5 Equipment or software provided by third parties with which the TriTech Software interfaces or operates (including but not limited to System Software), including but not limited to problems caused by changes in such equipment or software. If such changes occur which require modifications or other actions with respect to the TriTech Software, such modifications or actions shall (unless identified in Addendum A-3 as a line item in this Agreement) be subject to the mutual written agreement of the Parties, including but not limited to, additional charges by TriTech at its then current rates for engineering and technical support.

11.3 If mapping information is supplied with the TriTech Software, TriTech makes no representation or warranty as to the completeness or accuracy of the mapping data provided with the TriTech Software. The completeness or accuracy of such data is solely dependent on the information supplied by the Client or the mapping database vendor to TriTech.

11.4 Problems in the TriTech Software or transmission of data caused by internet services, wireless services, including cell phone carriers, cell phone devices and operating systems, and any personal settings on the devices are not warranted by TriTech, or covered under the terms of this Agreement. Client's use of services provided by its internet provider, wireless service providers or carriers, or transmission of data from cell phone carriers, cell phones and operating systems, and the security, privacy, or accuracy of any data provided via such services is at Client's sole risk.

11.5 Client is responsible for maintaining the required certifications for access to Client's state CJIS system(s), NCIC and any local state, federal or other applicable systems.

11.6 TriTech IQ subscription services, if applicable, are provided "as is".

11.7 Subcontractor Hardware and Software, and any other items or services provided under this Agreement and not manufactured by TriTech (collectively "Third Party Items") are warranted by the manufacturers or Vendors thereof, not by TriTech. TriTech shall pass through to Client all warranties on Third Party Items which TriTech is permitted to pass through to Client. If, during the warranty period for Third Party Items, Client determines that they do not perform as warranted, Client shall contact TriTech using the procedures described in Addendum D to this Agreement.

11.8 EXCEPT AS SPECIFICALLY STATED IN THIS SECTION 11, TRITECH MAKES AND CLIENT RECEIVES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TRITECH RESELLS AND PASSES THROUGH THIRD PARTY PRODUCTS ON AN "AS IS, WHEN

AVAILABLE” BASIS. TRITECH DOES NOT REPRESENT OR WARRANT THAT ANY TRITECH PRODUCT OR THIRD PARTY ITEMS, INCLUDING HARDWARE, SOFTWARE OR SERVICES, WILL BE FREE FROM ERRORS, DEFECTS OR INFRINGEMENT.

12.0 MAINTENANCE AND SOFTWARE SUPPORT

12.1 Support is included as part of the annual Subscription fee. The initial term of support for the Subscription Services will begin upon the date of Go Live and end thirty-six (36) months thereafter in accordance with Addendum D.

12.2 TriTech is providing a hosted solution for the number of instances set forth in Addendum A-2, which may include Client’s Production, Test/Training, and Disaster Recovery environments. TriTech will manage support and maintenance for this hosted solution as further defined in Addendum D. Client is responsible for all other hardware for the Project.

12.3 Subcontractor Hardware and Software. The initial twelve (12) month maintenance and support period for those Vendors identified in Addendum A-4, if applicable, will be provided to Client by the respective Vendors as Subcontractors to TriTech. During this time, Client shall contact TriTech in accordance with the procedures in Addendum D to report any errors or defects detected with respect to such items. During this time; TriTech shall assist Client in determining the nature of the problem, and will contact the appropriate Vendor for resolution; TriTech will use commercially reasonable efforts to follow-up with the Vendor and maintain contact with both the Vendor and Client to coordinate problem resolution. Support and maintenance will be provided in accordance with the respective Vendor’s support and maintenance agreements, attached hereto at Addendum B, if applicable. At the conclusion of such initial annual maintenance and support period, maintenance and support shall be subject to and provided in accordance with any maintenance agreements between Client and the respective Vendors. TriTech shall not be a party to such maintenance and support agreements nor shall TriTech have any liability thereunder. Thereafter, provided that Client continues to pay the annual fee for the Subscription Services when due, Client may contact TriTech in accordance with Addendum D, and TriTech shall provide Help Desk services to Client with respect to the reported problem only to the extent relating to the Subscription Services or determining if the problem is due to any third party or Vendor other than TriTech. If the problem is due to a third party or Vendor other than TriTech, Client is responsible for contacting the Vendor or third party for any further support or maintenance services for the problem. TriTech has no obligations to provide maintenance or support for any non-TriTech Software except as specifically provided in this Section 12.3.

12.4 If, at any time after installation of the System, Client desires to load on a Workstation any software not provided by TriTech, it shall, before loading such software, follow the procedures regarding third party software compatibility in the TriTech Documentation, and may contact the TriTech Customer Service Department at the telephone numbers listed in Addendum D for assistance as required. **Such action shall not constitute approval, express or implied, for the loading of specific software on a Workstation, nor any express or implied warranty, representation or other obligation by TriTech with respect to such software, including but not limited to its suitability, operability or capability to meet Client’s needs or expectations.** Client agrees that if the loading of such third party software degrades the

performance of the Subscription Services, Client shall immediately uninstall such software. Client shall absolve, discharge and release TriTech from any obligations or liabilities related to operation or performance of the Subscription Services, the TriTech Software, Subcontractor Software, or any other item provided by TriTech under this Agreement, including but not limited to any liabilities for damages related thereto in connection with the installation of such third party software

13.0 DEFAULT AND TERMINATION

13.1 TriTech may terminate this Agreement and the Subscription Services at any time if (i) Client fails to comply with any material term or condition of this Agreement unless (a) in the case of failure to pay monies due to TriTech, Client cures such failure within fifteen (15) days after written notice of such failure by TriTech or (b) in other cases, Client cures such failure(s) within thirty (30) days of such notice or in the case of failures which are curable, but not reasonably susceptible to cure within thirty (30) days, Client commences action to cure such failure within such period and continues such action with due diligence until the failure is cured, or (ii) Client's normal business operations are disrupted or discontinued for more than thirty (30) days by reason of insolvency, bankruptcy, receivership or business termination. Such termination shall not affect TriTech's right to receive and retain the Contract Price, Subscription Fees, and other fees, charges and expenses earned hereunder.

13.1.1 In the event of termination in accordance with Section 13.1 above, other Vendors providing software licenses may also terminate such licenses granted to Client related to this Agreement, in addition to and without limiting any other rights or remedies TriTech or such Vendors may have.

13.2 Client may terminate this Agreement if (i) TriTech fails to comply with any material term or condition of this Agreement unless (a) TriTech (or, if necessary, a Subcontractor) cures such failure within thirty (30) days after written notice thereof from Client or (b) in the case of failures which are curable but not reasonably susceptible to cure within thirty (30) days, TriTech (or the applicable Subcontractor) commences action to cure such failure within such period and continues such action with due diligence until the failure is cured, or (ii) TriTech's normal business operations are disrupted or discontinued for more than thirty (30) days by reason of insolvency, bankruptcy, receivership or business termination and no successor or assignee is appointed who is ready, willing and able to assume and perform TriTech's executory obligations under this Agreement.

13.3 Upon termination, the Subscription Services and Client's connectivity will be terminated. TriTech shall provide Client with a final extract of the Client data in SQL relational database format after which, TriTech will remove all Client data from its servers and verify to Client in writing that such data has been destroyed. If applicable, Client shall permanently remove and destroy all copies of the Software from its computer system, media, or other locations, destroy all copies of the Documentation and associated materials of VPI and certify to TriTech in writing that Client has performed said actions and has not retained or permitted others to retain any such copies whether on a computer system or Server, hard copy or CD-ROM, magnetic or other media, backup or archival copies, or otherwise. Client shall perform these same procedures for removal

and destruction of System Software and Subcontractor Software, and the associated Documentation, and so notify TriTech.

14.0 LIABILITY

14.1 TriTech shall indemnify, defend, save, and hold Client harmless from any and all claims, lawsuits or liability, including attorneys' fees and costs, to the extent arising out of any loss, damage or injury to persons or tangible personal property arising from a wrongful or negligent act, error or omission of TriTech, its employees, agents, contractors, or any Subcontractor; however, TriTech shall not be required to indemnify Client for any claims or actions to the extent due to the negligence or wrongful act of Client, its employees, agents, or contractors. Notwithstanding anything to the contrary in the foregoing, if a claim, lawsuit or liability results from or is contributed to by the actions or omissions of Client, or its employees, agents or contractors, TriTech's obligations under this provision shall be reduced to the extent of such actions or omissions based upon the principle of comparative fault.

14.2 NOTWITHSTANDING THE FOREGOING, THE TOTAL LIABILITY OF TRITECH FOR ANY CLAIM OR DAMAGE ARISING FROM OR OTHERWISE RELATED TO THIS AGREEMENT, WHETHER IN CONTRACT, TORT, BY WAY OF INDEMNIFICATION OR UNDER STATUTE SHALL BE LIMITED TO DIRECT DAMAGES WHICH SHALL NOT EXCEED (I) THE SUBSCRIPTION FEES PAID DURING THE PREVIOUS TWELVE (12) MONTH PERIOD; OR (II) IN THE CASE OF BODILY INJURY, PERSONAL INJURY OR PROPERTY DAMAGE FOR WHICH DEFENSE AND INDEMNITY COVERAGE IS PROVIDED BY TRITECH'S INSURANCE CARRIER, THE LESSER OF THE COVERAGE LIMITS OF SUCH INSURANCE OR THE AMOUNT ACTUALLY PAID TO TRITECH OR CLIENT BY THE APPLICABLE INSURANCE CARRIER FOR SUCH DAMAGE.

14.3 Except for actions for copyright, trade secret, or trademark infringement, no action or proceeding arising out of any claimed breach of this Agreement or transaction may be brought by either Party more than four (4) years after the cause of action has accrued.

14.4 IN NO EVENT SHALL EITHER PARTY OR ITS SUBCONTRACTORS OR SUPPLIERS BE LIABLE WHETHER IN CONTRACT OR IN TORT FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOST OR DAMAGED SOFTWARE, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF, OR OTHERWISE RELATED TO THIS AGREEMENT, REGARDLESS OF WHETHER A PARTY HAS NOTICE OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE.

15.0 INSURANCE

15.1 Beginning at the start of TriTech's performance under this Agreement, and ending when TriTech is no longer providing to Client Subscription Services, TriTech shall maintain in force a policy of General Liability Insurance with coverage limits of \$1,000,000 per occurrence, \$2,000,000 aggregate.

15.2 Upon the written request of Client, TriTech shall cause Client to be added as an additional insured to the above-described policy.

16.0 COPYRIGHT & TRADE SECRET INFRINGEMENT

16.1 TriTech will at its expense defend against any claim, action or proceeding by a third party (“Action” herein) to the extent due to claimed infringement by the TriTech Software or Subscription Services of copyright or trade secrets, provided that Client immediately notifies TriTech in writing of such Action and cooperates fully with TriTech and its legal counsel in the defense thereof. TriTech may in its discretion (i) contest, (ii) settle, (iii) procure for Client the right to continue using the TriTech Software and Subscription Services, or (iv) modify or replace the TriTech Software so that it no longer infringes (as long as substantially all the functionality and performance described in the Specifications remains). Client may participate in the defense of such Action at its own expense. If TriTech concludes in its sole judgment that none of the foregoing options are commercially reasonable, and Client’s use of the TriTech Software and Subscription Services is permanently enjoined as a result of a judgment of a court of competent jurisdiction in such Action, then TriTech will return to Client the fee(s) for the Subscription Services paid by Client under this Agreement less a prorated portion of said fee(s) for Client’s use of the Subscription services (calculated by multiplying the ratio of the number of months of actual Use in Live Operations to thirty-six (36) months times the Subscription Service fees paid) and the subscription granted in this Agreement shall terminate. In addition, in the event such Action results in a money judgment against Client which does not arise, wholly or in part, from the actions or omissions of Client, its officers, directors, employees, contractors, agents, or elected officials, or a third party, TriTech will, subject to Section 14.0 herein, indemnify Client therefrom to the extent indemnification for such judgment is not provided under Client’s insurance policies (unless Client is self-insured in which case the preceding clause shall not apply).

16.2 Notwithstanding the above, TriTech shall have no duty under this Section 16.0 with respect to any claim, action or proceeding (i) arising from or related to infringements by System Software, Subcontractor Hardware or Software, or Equipment, (ii) arising out of modifications to the TriTech Software and/or Documentation not made by or under the direction of TriTech, (iii) resulting from use of the TriTech Software to practice any method or process which does not occur wholly within the TriTech Software, or (iv) resulting from modifications to the TriTech Software or Documentation prepared pursuant to specifications or other material furnished by or on behalf of Client. This Section 16.0 states the entire obligation of TriTech regarding infringement of intellectual property rights, and it will survive the termination of this Agreement.

17.0 DISPUTE RESOLUTION

17.1 The Parties desire to first attempt to resolve certain disputes, controversies and claims arising out of this Agreement or any Addenda hereto before a Party begins litigation. Prior to commencing litigation, at the written request of either Party, the Parties agree to meet onsite at either TriTech’s or the Client’s location as determined by the Parties, and negotiate in good faith to resolve any dispute arising under this Agreement. Each Party shall be responsible for its associated travel costs. If the above negotiations do not resolve the dispute with sixty (60) days of the initial written request, either Party may take appropriate legal action.

18.0 SALES, USE AND PROPERTY TAX

18.1 Unless exempt from such taxes, Client shall be solely responsible for payment or reimbursement to TriTech of all sales, use, value added or other taxes imposed upon this Agreement by any level of government, whether due at the time of sale or asserted later as a result of audit of the financial records of either Client or TriTech. If exempt, Client shall provide to TriTech written evidence of such exemption. Client shall also pay any personal property taxes levied by government agencies based upon Client's use or possession of the items acquired or licensed in this Agreement.

19.0 SEVERABILITY

19.1 If any term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement is held to be invalid or unenforceable, for any reason, it shall not affect, impair, invalidate or nullify the remainder of this Agreement, but the effect thereof shall be confined to the term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement so adjudged to be invalid or unenforceable.

20.0 FORCE MAJEURE/EXCUSABLE DELAY

20.1 Neither Party shall be responsible for failure to fulfill its obligations hereunder or liable for damages resulting from delay in Delivery or performance as a result of war, acts of terrorism, fire, strike, riot or insurrection, natural disaster, delay of carriers, governmental order or regulation, complete or partial shutdown of plant, unavailability of equipment or software from suppliers, default of a subcontractor or vendor (if such default arises out of causes beyond its reasonable control), the actions or omissions of the other Party or its officers, directors, employees, agents, contractors or elected officials and/or other similar occurrences beyond the Party's reasonable control ("Excusable Delay" herein). In the event of any such Excusable Delay, Delivery or performance shall be extended for a period of time as may be reasonably necessary to compensate for such delay.

21.0 CONSTRUCTION AND HEADINGS

21.1 The division of this Agreement into sections and the use of headings of sections and subsections are for convenient reference only and shall not be deemed to limit, construe, affect, modify, or alter the meaning of such sections or subsections.

22.0 WAIVER

22.1 The failure or delay of any Party to enforce at any time or any period of time any of the provisions of this Agreement shall not constitute a present or future waiver of such provisions nor the right of either Party to enforce each and every provision.

22.2 No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the Party claimed to have waived or consented. Any consent by any Party to, or waiver of, a breach by the other, whether expressed or implied, shall not constitute a consent to, waiver of or excuse for any other, different or subsequent breach.

23.0 ENTIRE AGREEMENT

23.1 This Agreement and its Addenda or Amendment(s) represent the entire agreement between the Parties hereto and a final expression of their agreements with respect to the subject matter of this Agreement and supersedes all prior written agreements, oral agreements, representations, understandings or negotiations with respect to the matters covered by this Agreement.

24.0 APPLICABLE LAW

24.1 Except to the extent that this Agreement is governed by the laws of the United States, this Agreement shall be governed, interpreted and enforced in accordance with the laws of the State of California without regard to its conflict of laws provisions.

25.0 ASSIGNMENT

25.1 Neither this Agreement nor any rights or obligations hereunder shall be assigned or otherwise transferred by either Party without the prior written consent of the other Party, which consent will not be unreasonably withheld; provided however, that in the event of a merger or acquisition of all or substantially all of TriTech's assets, TriTech may assign this Agreement to an entity ready, willing and able to perform TriTech's executory obligations hereunder, upon the express written assumption of the obligations hereunder by the assignee.

26.0 NOTICES

26.1 All notices required to be given under this Agreement shall be made in writing by (i) first-class mail, postage prepaid, certified, return receipt, (ii) by regularly scheduled overnight delivery, (iii) by facsimile or e-mail followed immediately by first-class mail, or (iv) by personal delivery, to the address set forth below, or such other address as provided in writing. Such notices shall be deemed given three (3) days after mailing a notice or one (1) day after overnight delivery thereof.

To Client:

Attn: _____

To TriTech:

TriTech Software Systems
1000 Business Center Drive
Lake Mary, FL 32476
Attn: Contracts

27.0 ORDER OF PRECEDENCE

27.1 The following documents shall comprise the Agreement between the Parties concerning the subject matter of this Agreement, and in the event of any dispute arising from or related to this Agreement, shall have the following order of precedence:

A. This Agreement and all Addenda and other documents attached to or incorporated by reference herein. In the event of a conflict between this Agreement and an Addendum, this body of this Agreement shall take precedence;

B. The applicable Specifications.

28.0 GENERAL TERMS

28.1 This Agreement shall be binding on and shall inure to the benefit of the heirs, executors, administrators, successors and assigns of the Parties hereto, but nothing in this paragraph shall be construed as consent to any assignment of this Agreement by either Party except as provided in the ASSIGNMENT section of this Agreement.

28.2 This Agreement shall not become a binding contract until signed by an authorized officer of each Party, and it is effective as of the date so signed.

28.3 This Agreement may be executed in any number of identical counterparts, and each such counterpart shall be deemed a duplicate original thereof.

28.4 The provisions contained herein shall not be construed in favor of or against either Party because that Party or its counsel drafted this Agreement, but shall be construed as if all Parties prepared this Agreement.

28.5 Whenever the singular number is used in this Agreement and when required by the context, the same shall include the plural, and the use of any gender, be it masculine, feminine or neuter, shall include all of the genders.

28.6 A facsimile or scanned signature copy of this Agreement, its exhibits and amendments, and notices and documents prepared under this Agreement shall be treated as an original in all respects; the Parties agree that any document in electronic format or any document reproduced from an electronic format shall not be denied legal effect, validity, or enforceability, and shall meet any requirement to provide an original or hard copy.

28.7 This Agreement is made for the benefit of the Parties, and is not intended to benefit any third party or be enforceable by any third party. The rights of the Parties to terminate, rescind, or agree to any amendment, waiver, variation or settlement under or relating to this Agreement are not subject to the consent of any third party.

28.8 EACH PARTY’S ACCEPTANCE HEREOF IS EXPRESSLY LIMITED TO THE TERMS OF THIS AGREEMENT AND NO DIFFERENT OR ADDITIONAL TERMS CONTAINED IN ANY PURCHASE ORDER, CONFIRMATION, BUSINESS FORM OR OTHER WRITING SHALL HAVE ANY FORCE OR EFFECT UNLESS EXPRESSLY AGREED TO IN WRITING BY THE PARTIES.

CLIENT

TRITECH SOFTWARE SYSTEMS

Accepted By (Signature)

Accepted By (Signature)

Printed Name

Printed Name

Title

Title

Date

Date

[Client]

ADDENDUM A

PROPRIETARY INFORMATION¹

SUMMARY OF CONTENTS

<u>Addendum No.</u>	<u>Description</u>
A-1	Statement of Work, with attached Subcontractor Statements of Work which are incorporated herein by reference
A-2	Subscription Fees, Number of Authorized Users, and Designated Location
A-3	TriTech Services, and Miscellaneous
A-4	Subcontractor Software, Hardware and Services, if applicable
A-5	Payment Terms
A-6	Contract Price Summary

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-1

PROPRIETARY INFORMATION¹

STATEMENT OF WORK

(Attached)

DRAFT

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-2

PROPRIETARY INFORMATION¹

SUBSCRIPTION FEES, NUMBER OF AUTHORIZED USERS,
AND DESIGNATED LOCATION

DESIGNATED LOCATION

[Address]

[Address]

[Address]

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-3

PROPRIETARY INFORMATION¹

TRITECH SERVICES, AND MISCELLANEOUS

1. Please refer to the Inform Hosted Solution Systems Planning Document

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ADDENDUM A-4

PROPRIETARY INFORMATION¹

SUBCONTRACTOR SOFTWARE, HARDWARE AND SERVICES, THIRD PARTY
PRODUCTS

[Insert if applicable]

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-5

PROPRIETARY INFORMATION¹

PAYMENT TERMS

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-6

PROPRIETARY INFORMATION¹

CONTRACT PRICE SUMMARY²

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

² Shipping costs, travel costs and any applicable sales, use value added or similar taxes shall be paid by Client. Unless such costs or taxes are listed as a line item herein, they shall be invoiced separately, payable on receipt of the invoice therefor.

ADDENDUM B

SUBCONTRACTOR WARRANTY, SUPPORT AND MAINTENANCE AGREEMENTS

(ATTACHED, IF APPLICABLE)

ADDENDUM C

SUBCONTRACTOR LICENSE AGREEMENTS

(ATTACHED, IF APPLICABLE)

ADDENDUM D

SUBSCRIPTION SERVICES SUPPORT

1.0 DEFINITIONS

1.1 All capitalized terms used in this Addendum and not otherwise defined herein shall have the meanings given them in the Agreement, which section is incorporated by reference herein as though set forth in full.

2.0 SOFTWARE ERROR CORRECTION AND ACCESS

2.1 If, during the term of this Addendum, Client determines that Software Error(s) exist, it will first follow any error procedures specified in the TriTech Documentation. If following the error procedures does not correct the Software Error, Client shall promptly notify TriTech pursuant to the guidelines and procedures described below, setting forth the defects noted with specificity requested by TriTech. Upon notification of a reported Software Error, TriTech shall attempt to reproduce and verify the error and, if so verified, will manage the Software Error(s) in accordance with this addendum.

3.0 LIMITATIONS

3.1 TriTech shall not be obligated to provide Support if Client is not current on the payment of all Subscription fees and expenses.

3.2 If any of the following circumstances exist, TriTech shall be entitled to charge additional Subscription fees plus expenses at its then current rates:

3.2.1 Problems in the TriTech Software are caused by modification of the TriTech Software, Subcontractor Software or Hardware, by Client or a third party.

3.2.2 Problems in the TriTech Software are caused by the TriTech Software not being used in accordance with the TriTech Documentation, or other written instructions provided by TriTech, or by misuse or neglect.

3.2.3 Problems in the TriTech Software are caused by software not provided by TriTech, not approved by TriTech in writing or not specified as compatible in the TriTech Documentation. (The procedures for loading third party software on a Workstation are set forth in paragraph 3.4 of this Addendum.)

3.2.4 Problems in the TriTech Software are caused by Client provided equipment which does not meet TriTech's minimum recommended specification (e.g., Workstations), or Client does not maintain the site and facility as specified in the TriTech Documentation.

[Client]

3.2.5 Problems in the TriTech Software are caused by one or more computer viruses that have not been introduced into Client's system by TriTech. Client shall maintain up to date virus checking software in accordance with TriTech Documentation.

3.2.6 Problems in the TriTech Software are caused by Subcontractor Software.

3.2.7 Problems in the TriTech Software are caused by equipment or software provided by Client or third parties with which the TriTech Software interfaces or operates (including but not limited to Subcontractor Software or Hardware), including but not limited to problems caused by changes in such equipment or software.

3.3 If, at any time after installation of the System, Client desires to load on a Workstation any software not provided by TriTech, it shall, before loading such software, follow the procedures regarding third party software compatibility in the TriTech Documentation, and contact the TriTech Customer Service Department at the telephone numbers listed below for assistance as required. **Such action shall not constitute approval, express or implied, for the loading of specific software on a Workstation, nor any express or implied warranty, representation or other obligation by TriTech with respect to such software, including but not limited to its suitability, operability or capability to meet Client's needs or expectations.** Client agrees that if the loading of such third party software degrades the performance of the System, Client shall immediately uninstall such software. TriTech shall not have any obligations or liabilities related to operation or performance of the System, the TriTech Software, Subcontractor Software, or any other item provided by TriTech under this Addendum, including but not limited to any liabilities for damages related thereto in connection with the installation of such third party software.

3.4 Support under this Addendum, or any renewal or extension thereof, shall not include design, engineering, programming, testing, implementation or other services rendered necessary by changes in Subcontractor Software or Hardware, or in any other hardware, firmware or software provided by third parties or Client ("Third Party Changes"). Any such services shall be subject to additional charges by TriTech and the mutual written agreement of the parties as to the terms and conditions under which such services are rendered. Absent such agreement, TriTech shall be under no obligation, express or implied, with respect to such Third Party Changes.

3.5 Client is responsible for maintaining the required certifications for access to Client's state CJIS system(s), NCIC and/or other local state, federal and/or other applicable systems.

4.0 EQUIPMENT, SUBCONTRACTOR SOFTWARE AND HARDWARE, AND SYSTEM SOFTWARE

4.1 TriTech will provide a hosted solution for Client's Production, Test/Training, and Disaster Recovery instances as described in the SOW and will manage support and maintenance for this hosted solution as further defined in this addendum. Client is responsible for all other equipment for the Project.

[Client]

4.2 Maintenance and support for Subcontractor Software, Subcontractor Hardware, or other Third Party items sold or licensed under the Agreement shall be subject to and provided in accordance with any maintenance agreements between Client and the suppliers thereof, or other third party maintenance providers, or the provisions of the applicable Subcontractor support terms provided at Addendum B to the Agreement if continued annual support for the applicable Subcontractor Software is provided under this Addendum as further defined herein. If Client determines that an item of Subcontractor Software or Hardware, or Third Party item provided under the Agreement does not perform as provided in the applicable Vendor's specifications, Client may contact TriTech using the procedures described in this addendum. TriTech shall thereupon provide Help Desk services to Client with respect to the reported problem and provide reasonable assistance to Client in determining the causes of the reported problem. Reasonable assistance consists of an evaluation of the reported problem in order to determine if the problem is being caused by a TriTech Software issue or an issue with a Third Party Item that needs to be addressed by the applicable Vendor. As part of the evaluation process, TriTech will share with the Client non-proprietary information related to the diagnosis such as error messages, database trace information and other information that led TriTech to diagnose the Third Party Item as the likely cause and which may aid the Client in seeking a resolution from the applicable manufacturer or Vendor. For issues involving Windows O/S software (Microsoft) that generally affects the operation of the TriTech Software and is not caused by a Client specific installation or configuration of the O/S, TriTech will work with Microsoft to coordinate the resolution. Notwithstanding the above, TriTech is not and shall not be a party to such third party maintenance agreements nor shall TriTech have any obligation or liability thereunder.

**SOFTWARE ERROR CORRECTION
GUIDELINES AND PROCEDURES**

Support for Inform CAD is provided on a 24 x 7 basis.

Option:

As further defined herein, standard Support for Inform RMS/FBR, is provided on an 8x5 basis. Subscription fees for 8x5 support is calculated at a lesser rate than 24x7 support. However, as an optional upgrade, Client may purchase Support for these TriTech Software applications on a 24x7 basis with the applicable adjustment in the subscription fee. **If this option has been chosen, check the box below:**

Optional Support Upgrade to 24x7 for Inform RMS/FBR Yes ☐

(1) All TriTech Software Errors reported by Client's personnel shall be resolved as set forth below. The response and resolution plan will be based upon the Service Level Agreement terms specified below by product. The Client may elect to downgrade the urgency of the issue if the operational impact is not severe. The Client may also request an upgraded response to a lower priority issue if the issue has a significant operation impact by requesting to speak to a supervisor/manager from TriTech's Customer Service Group.

(2) If Client determines a Software Error exists, Client shall immediately notify TriTech by telephone, followed by an error report in writing, setting forth the defects noted with specificity requested by TriTech.

Note (a): Critical Priority and Urgent Software Errors must be reported via telephone at the number listed in the Support Issues Priority and Response Matrix under section (9) below. If Critical Priority or Urgent Priority Software Errors are not reported via the telephone, the stated response and resolution times will not apply.

Note (b): High, Medium, and Lower Priority Software Errors may be reported via email to the address listed in the matrix below, or through TriTech's Support website via the Customer Service portal on TriTech's website.

(3) "Normal Customer Service Hours" (Business Hours) are 7:30a.m. through 7:30p.m. (Central), Monday through Friday, excluding TriTech holidays.

(4) The main support line will be answered by TriTech's Customer Service Department, or TriTech's answering service, depending on the time/day of the call. During Normal Customer Service Hours, a Customer Service Representative will directly answer the support telephone call. If a Customer Service Representative is not available to answer your call during Normal Customer Service Hours, the call will automatically be routed to the TriTech operator. If all Customer Service Representatives are busy, the operator will offer the option to leave a message, or in the case of a Critical Priority problem, as described below, locate a Customer Service Representative.

[Client]

Subscription Agreement – Inform RMS

(5) Following Normal Customer Service Hours, the call will be automatically routed to TriTech's answering service. Any calls routed to the answering service will be escalated to an on-call Customer Service Representative on-call for prompt follow-up and resolution, if required.

(6) During Normal Customer Service Hours, each issue will be assigned a ticket number. This number should be used for all subsequent inquiries relating to the original reported issue. Problems reported after Normal Customer Service Hours will be logged and assigned an issue number the next business day. Enhancement requests should be emailed to support@tritech.com.

(7) TriTech has approved Bomgar as the sole primary form of support connectivity for TriTech's software applications. Bomgar provides for passwords, advanced authentication, encryption and logging that meet or exceed FBI CJIS standards. The data is stored in a secure technology facility meeting FBI standards. The Client has access to log information through the TriTech support ticket management system Client portal on TriTech's website. Backup support connectivity is also required.

(8) Reported software errors will be responded to and resolved in accordance with the Priorities and Response Matrix in Section 12 below. If requested or specified in the response time criteria below, a TriTech representative will return the call in a manner consistent with the priority and order in which the call was received. Client will make every effort to respond to TriTech in a timely fashion when requests are made for follow-up calls or additional documentation on the reported problem.

- a. If a response is not received, or a resolution is not provided in accordance with the Priorities and Response Matrix, the Client may request escalation of the issue in accordance with the TriTech Documentation.

(9) TriTech will provide a CJIS compliant hosted solution for off-site (Cloud) storage and backup of all related database information for the Production, environment (each an "Instance") within the Virtual Privacy Cloud ("VPC") as further defined in TriTech's Cloud Solutions System Planning Document. TriTech's CJIS compliant, cloud based solution leverages virtualization technology, secure networks, hardened hosting facilities and advanced monitoring capabilities to maximize system security and availability.

Costs for computer workstations, barcode scanners, printers, etc. and all other hardware related to the project are the responsibility of Client.

Client is responsible for setting up Internet connectivity at all locations; all communication lines, modems, hubs, routers, cabling and other components necessary for system operation and maintenance are not provided by TriTech.

(10) Scheduled Maintenance. Subscription Services may be unavailable periodically for system maintenance. Regular system maintenance includes installation of the Subscription Services

[Client]

Updates, operating system updates/patches and updates to other third party applications as needed. Clients will be notified of maintenance periods via an email message.

(11) **TriTech Service Commitment**

Provided that Client remains current on payment of its Subscription fees and provides applicable equipment and remote connectivity that meet TriTech's recommended specifications, TriTech shall:

- Maintain the Subscription Services hosting infrastructure.
- Provide product version updates within thirty (30) days of general availability for Cloud operations.
- Perform daily backups of application files.
- Perform daily database backups.

(12) **Priorities and Support Response Matrix (Service Level Agreement)**

The following priority matrix relates to software errors resulting from the TriTech Software as further defined in this Agreement. Causes related to non-covered causes - such as hardware, network, and third party products, except as expressly set forth in this Addendum - are not included in this priority matrix and are outside the scope of this Addendum.

Inform CAD, and Interfaces, as applicable

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	24x7 Support for live operations on the production system: A system down event which severely impacts the ability of Users to dispatch emergency units. This is defined as the following: • Loss of ability for all Inform CAD users to log onto the system. • Complete interruption of call taking and/or dispatch operations • Loss of transactional data & transactional data corruption These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: Thirty (30) minute callback after client telephone contact to 800. 987.0911. Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 2 – Urgent Priority	24x7 Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users to enter incoming calls for service and/or dispatch emergency units. Such errors will be consistent and reproducible. A significant number of the Inform CAD workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform CAD workstations). These Software Errors are defined in more detail in Special Note #2, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: One (1) hour callback after client telephone contact to 800. 987.0911. Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from entering incoming calls for service and/or dispatching emergency units, or perform a common call taking or dispatch function. Such errors will be consistent and reproducible. A significant number of Inform CAD workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations or users).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via support@tritech.com. High Priority Issues are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User from entering incoming calls for service and/or dispatch emergency units, or perform a common call taking or dispatch function. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via support@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.

Priority	Issue Definition	Response Time
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via support@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

[Client]

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform CAD:
 - a. Users are unable to enter new requests for service via the emergency or scheduled call taking screen.
 - b. All users are unable to verify an address from within the emergency or scheduled call taking screen.
 - c. The Inform CAD System is down and all workstations will not launch or function.
 - d. The Inform CAD System is inoperable due to transactional data corruption caused by TriTech Software.
 - e. The Inform CAD Reporting and Archiving Server is down and the system is configured to use the Reporting Server for dispatching functions (e. g., Premise History).
 - f. Law enforcement users are unable to send or receive justice queries (this priority applies if the functionality is available through no other available methods).

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform CAD:
 - a. Inform CAD users are severely impacted due to one of the following conditions:
 - i. A significant number of users (50% or more) are unable to verify an address from within the emergency or scheduled call-taking screen.
 - ii. The inability to view/edit premise or caution note information.
 - iii. The inability to send and receive text messaging (within CAD, CAD to Mobile, or Mobile to Mobile).
 - iv. The system does not perform unit recommendations.
 - v. Inability to assign a unit to an incident.
 - vi. Inability to change a unit's status.
 - vii. Inability to close an incident.
 - viii. Inability to view incident information needed to dispatch an incident.
 - ix. Disaster Recovery System, following a test failover is inoperable for more than one (1) business day
2. Inform CAD Interfaces:
 - a. An Inform CAD Station Alerting Interface is down or Inform CAD Station Alerting Interface repeatedly fails to process a station alert, as part of a unit assignment, or if there is a reoccurring significant delay in the interface processing a station alert as part of a unit assignment (once it is diagnosed that is not being caused by the station alerting system).
 - b. An Inform CAD Paging Interface is down.
 - c. An interface used for personnel rostering is down.
 - d. A CAD-to-CAD interface is down or repeatedly fails to process information into an incident.
 - e. An Inform CAD Paging Interface repeatedly fails to process a unit alert as part of a unit assignment.
 - f. An ANI/ALI interface repeatedly fails to process information into an incident.
 - g. An interface to an external rostering system used to logon units is down.
 - h. An AVL interface fails to process updates for over 50% of units.
 - i. A Standard CAD to External System Incident Data Transfer Interface License (RMS) is down.

Additional Information:

- Disaster Recovery and Training CAD Systems do not generally qualify for after Normal Customer Service Hours support. This would change if the Production System has failed over to the Disaster Recovery System, or during a failover of the Disaster Recovery System, the Disaster Recovery System will be supported as the Production System. Following a test failover if the Disaster Recovery System is inoperable for more than one (1) business day, TriTech will work to resolve the problem according to the Priority 2 response and resolution criteria included above.
- Modifications to installed Inform CAD Licensed Software that operates with State and National Criminal Justice Information Systems (State CJIS/NCIC) systems to accommodate Government Mandated Changes, as necessary, dictated by State and Federal agencies having authority over these programs will be provided in a subsequent update.

Inform RMS/FBR,

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	Normal Customer Service Hours Support for live operations on the production system: A system down event which severely impacts the ability of Users to log on the system. This is defined as the following: • Loss of ability for all Inform RMS/FBR, users to log on to system • Loss of transactional data & transactional data corruption These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. <i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS/FBR is not managed after Normal Customer Service Hours.</i> <i>If optional 24x7 support is contracted, after Normal Customer Service Hours: Thirty (30) minute call back after Client telephone contact to 800.987.0911.</i> Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 2 – Urgent Priority	Normal Customer Service Hours Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function. Such errors will be consistent and reproducible. • Loss of ability for Inform RMS/FBR users to enter Case (Incident, Arrest and Custody) records into the system A significant number of the Inform RMS/FBR workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform RMS/FBR workstations). These Software Errors are defined in more detail in <i>Special Note #2</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. <i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS/FBR is not managed after Normal Customer Service Hours.</i> <i>If optional 24x7 support is contracted, after Normal Customer Service Hours: One (1) hour call back after Client telephone contact to 800.987.0911.</i> Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response

Priority	Issue Definition	Response Time
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common Inform RMS, Inform Jail, or Inform FBR function. Such errors will be consistent and reproducible. • Loss of Non-Critical Data (with “Non-Critical” being defined as not causing an error classified as a P1 or P2 error (above). • NIBRS State reporting issues that cause agency reports to exceed State error submission limits • UCR reporting multiple occurrence of inaccurate data A significant number of Inform RMS/FBR workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. High Priority issues are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.

[Client]

Priority	Resolution Process	Resolution Time
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform RMS/FBR System:
 - a. The Inform RMS/FBR System is down and unavailable for queries.
 - b. The Inform RMS/FBR is inoperable due to data corruption caused by TriTech Software.
 - c. Law enforcement users are unable to send or receive justice queries and transactions (this Priority applies if the functionality is available through no other available methods within the TriTech Software).

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform RMS/FBR:
 - a. The inability to create, save, access, or close records.
 - b. The inability to enter property in the evidence module.
 - c. The inability to move a piece of property to another location.
 - d. The inability to assign a case to an investigator.
 - e. The inability to create UCR/NIBRS State Reports.
 - f. The inability to complete an expungement on a name record.
 - g. The system does not display active master name alerts.
 - h. The system does not display active warrants for a master name.
 - i. The inability to provide master resolution during entry.
 - j. A report is unable to complete the approval workflow.

Additional Information:

- State and Federal mandates relating to justice queries and reporting change from time to time. The following changes are considered covered support items:
 - A. Modifications to installed Uniform Crime Reporting (UCR) Program or National Incident Based Reporting System (NIBRS) facilities within the Inform RMS Licensed Software, as necessary, in order to accommodate Government Mandated Changes dictated by State and Federal agencies having authority over these programs. Such modifications do not include fees associated with the development and implementation for transition from UCR to NIBRS, or costs for new hardware if applicable. TriTech will provide a quotation for associated services or hardware

IQ Search, CrimeView, FireView, Crimemapping, NEARMe, Advanced Reporting Module

Note: Normal Customer Service Hours are 7:30am to 7:30pm (Central Time) on weekdays excluding holidays. Support after Normal Customer Service Hours is offered weekends, nights and holidays for Critical Priority issues only. Critical Priority (Priority 1) issues should always be reported via telephone at 800-987-0911.

Software Errors for other than Critical Priority may be reported via the web portal: TriTech.com; or email: CH_ClientServicesTriage@tritech.com. For CrimeView Dashboard: CrimeViewSupport@tritech.com; FireView Dashboard: FireViewSupport@tritech.com; IQ CrimeMapping.com; IQ NEARme: omega-support@tritech.com.

Priority	Priority Definition	Response Times
Priority 1 – Critical Priority	IQ Search. 24X7 Support for live operations on the production system. This is defined as the following: • The applicable IQ server is down and all workstations will not launch or function; the Client is experiencing complete interruption of ability to do perform queries. • The applicable IQ system is inoperable due to data loss or corruption caused by TriTech Software This means that one or more TriTech server components are down or inaccessible, disabling all usability of Client's IQ workstations These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered immediately and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: Thirty (30) minute callback after client telephone contact to 800.987.0911. Priority 1 issues must be called in via 800.987.0911 to receive this level of response. There are no Priority 1 issues for: CrimeView Dashboard FireView Dashboard CrimeMapping.com INEARme Advanced Reporting Module
Priority 2 – Urgent Priority	Normal Customer Service Hours Support: A serious software error with no workaround and not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function. Such errors will be consistent and reproducible. Generally, this means that a significant number of the system IQ workstations are negatively impacted by this error (e.g. does not apply to a minimal set of IQ workstations). These Software Errors are defined in <i>Special Note #2</i>, below.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative but not longer than 5 minutes. Priority 2 issues for IQ Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, NEARme, and Advanced Reporting Module are not managed after Normal Customer Service Hours.

Priority	Priority Definition	Response Times
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, which has a workaround available, but which does negatively impact the User from performing common IQ system functions. Such errors will be consistent and reproducible. • The IQ system is unable to transfer data from external system to IQ • The IQ system update causing system functions to be inoperative with no workaround A significant number of IQ workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative. Priority 3 issues for IQ Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, NEARme, and Advanced Reporting Module are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User from the use of the system. This includes system administrator functions or restriction of User workflow but does not significantly impact their job function.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative. Priority 4 issues for IQ Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, NEARme, and Advanced Reporting Module are not managed after Normal Customer Service Hours.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions would be a part of this level.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative. Priority 5 issues for IQ Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, NEARme, and Advanced Reporting Module are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration impact of the issue on the Client, TriTech's User base, and the date of submission. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 – IQ Search Critical Priority issues meeting the previously noted criteria are defined as follows:

- a. The IQ server is down and all workstations will not launch or function; the Client is experiencing complete interruption of ability to do perform queries.
- b. The IQ system is inoperable due to data loss or corruption caused by TriTech Software

There are no Priority 1 issues for CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, NEARme, or Advanced Reporting Module.

Special Note #2: Priority 2 Urgent Priority issues meeting the previously noted criteria are defined as follows:

- a. The applicable Subscription Service has a serious Software Error that severely impacts the ability of Users to perform critical work functions. Such errors will be consistent and reproducible.
- b. The applicable Subscription Service is unable to generate and render reports

[Client]

Subscription Agreement – Inform RMS

SECTION 10 – HARDWARE/SYSTEM SOFTWARE

Vendor shall provide the Agency with minimum recommended configuration requirements for the workstation-based computer equipment and network communications infrastructure needed to support proposed application software products and related interfaces while providing the level of availability and performance specified in this RFP.

CentralSquare Response:

CentralSquare has provided system configuration information, workstation requirements and network requirements later in this section.

As the application software provider and systems integrator, Vendor is expected to assume the following responsibilities for all third-party products and services through final system acceptance:

- **Negotiate/administer contracts with all third-party subcontractors.**
- **Provide a single point of contact for vendor and all third-party subcontractors.**
- **Coordinate assignments/deliverables of vendor and all third-party subcontractors.**
- **Create/administer a Statement of Work for vendor and all third-party subcontractors.**
- **Create/manage overall project schedule for vendor and all third-party subcontractors.**
- **Manage all communications between City of Twin Falls, vendor, and third-party subcontractors.**
- **Assume the risk for accuracy, completeness, and quality of all third-party subcontract deliverables.**
- **Resolve inconsistencies in third-party deliverables and contractual requirements.**
- **Ensure that all vendor and third-party deliverables are delivered completely, as defined in the resulting agreement between City of Twin Falls and vendor.**
- **Assume the risk for the faithful performance of all third-party subcontractors.**

CentralSquare Response:

CentralSquare will act as the Prime Contractor for this project, and act as the central point of contact to provide project management services, including coordination and monitoring of all subcontractor activities with respect to the project subcontract with certain vendors that provide hardware, software, and/or services in connection with the project (as more fully described in the Statement of Work) pass through to the City warranties received from the vendors thereof. The proposed CentralSquare solution does not include any subcontractors.

This section of the proposal shall include:

1. **A thorough overview of how the vendor will comply with the Systems Integration requirements defined above.**

CentralSquare Response:

Should the final project Statement of Work and/or Contract include the services of any subcontractors, CentralSquare will rely on our well-established implementation methodology, communication, and risk management plans to monitor the performance of the subcontractors.

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In addition, support and maintenance for subcontractor applications is provided in accordance with the applicable subcontractor's support terms. As the Prime Contractor, CentralSquare will manage support for the proposed subcontractor applications during the initial term of annual support.

Support for system software and similar third party applications is not provided under the CentralSquare annual support. CentralSquare will provide Help Desk support for third-party items provided by CentralSquare as further defined in section 8.2 of TriTech's Software Support Agreement:

"8. 2 Maintenance and support for Subcontractor Software, Subcontractor Hardware, or System Software sold or licensed under the Purchase Agreement shall be subject to and provided in accordance with any maintenance agreements between Client and the suppliers thereof, or other third party maintenance providers, or the provisions of the applicable Subcontract support terms provided hereto at Addendum C if continued annual support for the applicable Subcontractor Software is provided under this Agreement as further defined herein. If Client determines that an item of Subcontractor Software or Hardware, or System Software provided under the Purchase Agreement does not perform as provided in the applicable Specifications, Client may contact TriTech using the procedures described in Addendum B. TriTech shall thereupon provide Help Desk services to Client with respect to the reported problem and provide reasonable assistance to Client in determining the causes of the reported problem. Reasonable assistance consists of an evaluation of the reported problem in order to determine if the problem is being caused by a TriTech Software issue or an issue with a Third Party Item that needs to be addressed by the applicable Vendor. As part of the evaluation process, TriTech will share with the Client non-proprietary information related to the diagnosis such as error messages, database trace information and other information that led TriTech to diagnose the Third Party Item as the likely cause and which may aid the Client in seeking a resolution from the applicable manufacturer or Vendor. For issues involving Windows O/S software (Microsoft) that generally affects the operation of the TriTech Software and is not caused by a Client specific installation or configuration of the O/S, TriTech will work with Microsoft to coordinate the resolution. Notwithstanding the above, TriTech is not and shall not be a party to such third party maintenance agreements nor shall TriTech have any obligation or liability thereunder."

Clients are responsible for installation of operating system upgrades.

2. A thorough overview of the proposed hardware/system software solution.

CentralSquare Response:

The Public Safety Suite Enterprise contains multiple, loosely coupled application modules and commercial third-party components that are deployable in a wide range of platform architectures. This open design affords optimum flexibility and maximum scalability at time of deployment and over the life of the CentralSquare solution.

CentralSquare systems operate on a virtualized platform with commodity servers based on the Intel 64-bit x86 architecture using VMware vSphere ESXi hypervisors, Microsoft Windows Server operating system software and Microsoft SQL Server Relational Database Management

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System software deployed with a common shared storage system. The information supplied below in response to the City's specifications and requirements illustrate the robustness and breadth of the recommended hardware and commercial software components that include tier one products from acclaimed industry leaders such as Intel, Nutanix, Microsoft, VMware and others.

The choice of specific products represents one of many options for the deployment of a CentralSquare solution. Our solutions are vendor-agnostic and we can work with an extensive catalogue of commercial enterprise computing products.

The solution proposed for the City includes hardware and software combined to provide four distinct operating environments:

- Primary Production System with High-Availability Local Back Up (within the Primary Data Center framework)
- Disaster Recovery System for the Production Environment (Optional)
- Test Environment (at the Primary Data Center)
- Training Environment (at the Primary Data Center)

In the example configuration, there are sufficient computer resources available to operate the production, test and training environments, and for the production systems to survive the failure of any component all the way to a complete physical server. The primary data center has been designed to withstand scheduled system upgrades and survive unplanned failures that disable, in many instances as much as 33% of the server, network and storage resources.

The following information includes references to specific makes and models of equipment that are comprised of proven components from the leaders in each area of specialty. CentralSquare's products can be operated on compatible hardware systems from other manufacturers. We will be pleased to work with the City to install our software on an equivalent operating platform that satisfies City standards and is aligned to any City vendor preferences.

Components and interconnectivity within the CentralSquare solution are conceptually divided into five layers:

Compute	Contains the components that provide the computing power within the CentralSquare operating platform. CentralSquare is proposing a Nutanix hyperconverged solution. Nutanix delivers an enterprise cloud platform that natively converges compute, virtualization and storage into a resilient, software-defined solution with rich machine intelligence. The world's most advanced enterprise datacenters rely on Nutanix technology to power their mission-critical workloads at any scale. These servers host the virtual machines, the VMware vSphere suite of virtualization products and the Microsoft Windows operating system software for the virtual servers.
Network	Contains the components that provide switching, routing and network security within the CentralSquare operating platform and between the CentralSquare operating platform and the end user networks operated by the City. In absence of a client preference, CentralSquare promotes Cisco and Mellanox network hardware.

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Storage	Contains the components that provide shared storage. Application and user data is automatically and intelligently placed in the optimal storage tier — flash or HDD — to yield the fastest possible performance and to optimize capacity in the cluster. CentralSquare supports the use of Microsoft SQL Server Relational Database Management System.
Disaster Recovery	Contains the components that enable the continuation of vital technology infrastructures and systems following a natural or human-induced disaster. CentralSquare recommends Arcserve and Zerto virtual replication and disaster recovery products.
Client	Contains the components that provide end-user access to the suite of CentralSquare applications. Some CentralSquare applications have a purpose-built user experience based on Microsoft Windows client operating system while others leverage the universal features of supported browser software on Windows and iOS devices.

The following illustrates CentralSquare's recommended solution within the context of each layer introduced in the table above.

COMPUTE LAYER

Virtualization Hosts

CentralSquare recommends a high performance hyperconverged platform from Nutanix that integrates server, storage and virtualization in a simplified infrastructure stack.

Nutanix web-scale solutions employ a variety of advanced mechanisms to drive the highest possible performance for a wide range of virtualized workloads. Server-attached flash storage is used both as a high-performance read cache, as well as a persistent data tier in a Nutanix hyperconverged system.

The Nutanix solution will be installed at both the Production and the optional Disaster Recovery locations. The Production environment includes the Test and Training environments.

NETWORK LAYER

Network Essentials

CentralSquare's applications communicate with each other and with most external systems using Microsoft's implementation of the Internet Protocol (IP) suite, which encompasses TCP, IP, UDP, HTTP, FTP, POP3, and others, over a client-managed wired and wireless local, wide, and metropolitan area Ethernet network infrastructure.

Network Switches

CentralSquare recommends a redundant pair of Mellanox Ethernet switches for the primary data center and a second pair at the backup data center for data and storage traffic. These switches provide ample bandwidth and capacity for top-of-rack placement and supports the redundant networking requirements of mission-critical systems.

STORAGE LAYER

The storage is a hybrid of SSD and HDD drives for optimum performance. Nutanix employs a variety of advanced technologies to drive the highest possible performance for virtualized workloads. Performance acceleration capabilities include Intelligent Distributed Data Tiering and Data Localization.

Distributed Data Tiering

Application and user data is automatically and intelligently placed in the optimal storage tier — flash or HDD — to yield the fastest possible performance and to optimize capacity in the cluster. The most frequently accessed data ('hot' data) is placed in the SSD or cache tier for near instantaneous access by VMs. As data becomes 'cold,' it is demoted into the higher capacity HDD tier for more efficient storage. This ensures that SSD and cache capacity remains available for new 'hot' data. MapReduce technology is leveraged across all nodes in a Nutanix web-scale cluster, and manages data placement as a distributed, background process to ensure negligible impact to real-time performance.

Data Localization

Performance acceleration capabilities also include Data Localization. A core web-scale design principle of the Nutanix platform is data localization. It keeps data proximate to the VM and allows write I/O operations to be localized on that same node. Each Nutanix Controller VM (CVM) continually analyzes whether I/O requests are satisfied by storage resources local on that node, or from another node in the cluster. For example, if a VM migrates to another host for load balancing in an active migration scenario such as vMotion in VMware environments hot data automatically follows the VM so it maintains the highest performance. After a certain number of read requests made by a VM to a controller that resides on another node, Nutanix data localization transparently moves the remote data to the local controller. The read I/O is served locally, instead of traversing the network. Data localization is managed as a MapReduce job to take full advantage of all cluster resources, and not impact system performance.

CentralSquare has included the necessary Microsoft SQL Server 2014/16 Standard and Express Edition licenses for the production and disaster recovery systems as well as the test and training environments.

DISASTER RECOVERY LAYER

Should the Primary Data Center experience a catastrophic systems or facility failure, CentralSquare has included an optional full-feature (exclusive of the test/training systems and some single-ported interfaces) "lights out" Disaster Recovery solution that can provide production services when needed.

The chosen data replication technology first synchronizes the data of the primary production system with a second data store at the backup site. Once synchronized, the solution continuously replicates ongoing changes from the primary data center to the DR data center. The disaster recovery technology provides real-time server and application monitoring, automatic and push-button failover, automated end-user redirection and push-button fallback functionality to help reduce system downtime. These functions are sometimes provided by a single product and in other scenarios are separate products.

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CentralSquare typically leverages one of three solutions for disaster recovery depending on factors unique to the client such as available network bandwidth, Recovery Point Objective (RPO) and Recovery Time Objective (RTO) needs, budget constraints and others. The technologies endorsed by CentralSquare for managing data replication and failover/failback functions associated with the Disaster Recovery (DR) backup site include EMC RecoverPoint with VMware vCenter Site Recovery Manager (SRM), ARCserve High Availability, and Zerto.

CLIENT LAYER

Client Device Requirements

Workstation	Specifications
CAD Enterprise	Processor: Single Dual Core 2.0 GHz or faster RAM: 4GB or more Available Disk Space: 120GB Video Displays: 64Mb graphics card, Multi Monitor capable (dual, triple or quad) Network: 100/1000 Mbps Operating System: Windows 7 SP1 (64 bit) Windows 10 Pro/Enterprise (64-bit)
Mobile Enterprise	Processor: Single 1.06 GHz or faster RAM: 4GB or more Available Disk Space: 2GB minimum Video Displays: Touchscreen (recommended) 1024x768 24 or 32 bit color depth recommended Network: Broadband Wireless Network Operating System: Windows 7 SP1 (64 bit) Windows 10 Pro/Enterprise (64-bit)
CAD Browser and Records Enterprise Web	CentralSquare's web-based applications are browser-agnostic and are currently endorsed for use with many commercial HTML5-compatible browsers, including: • Microsoft Edge 17 and higher • Microsoft Internet Explorer 10 and higher • Google Chrome 31 and higher • Apple Safari 6.1 and higher

3. An Architectural Drawing of the proposed solution, with all servers, interfaces and workstation types clearly identified.

CentralSquare Response:

The following diagram illustrates the major components of the operating platform recommended for deploying CentralSquare's Public Safety Suite Enterprise. Please note that the quantity of

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some components is less than the quantity described in the body of the description solely to enhance the legibility of the diagram.

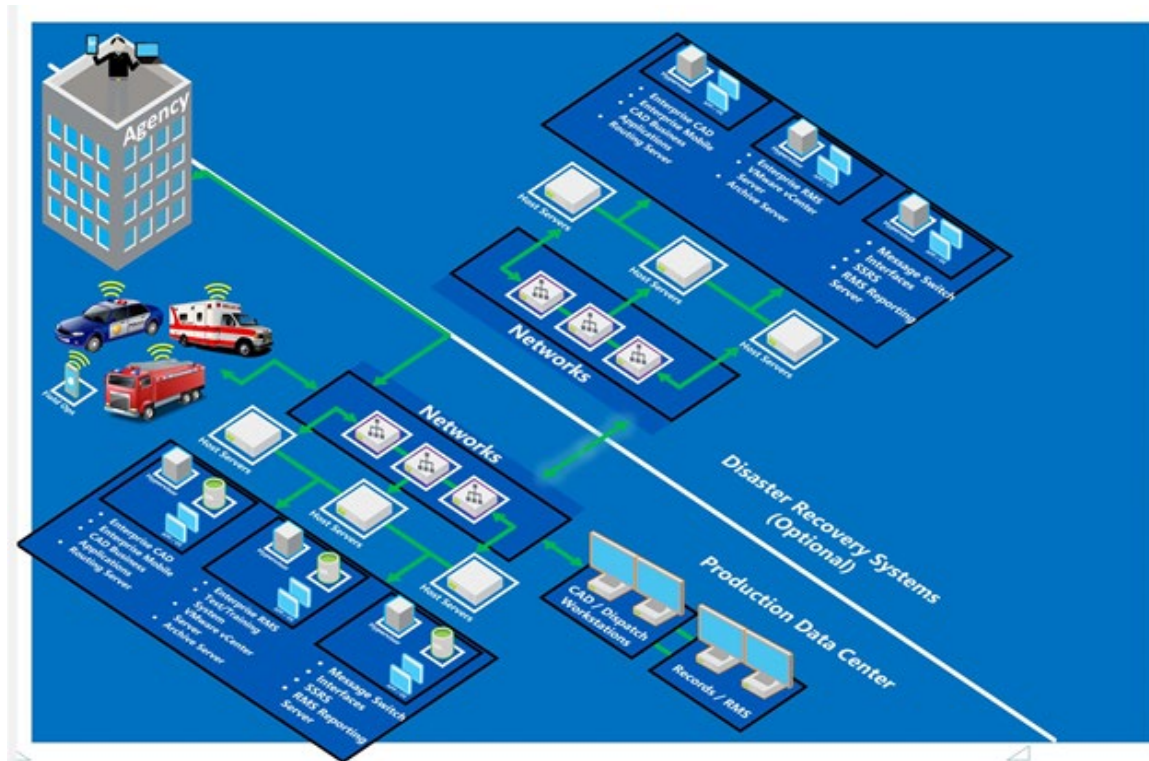


Figure 18. Major Components of the Operating Platform

The below table provides information on the City's requested interfaces and CentralSquare's approach to each interface.

Interface Name	Proposed Approach
CAD Interfaces	
CAD2CAD with Southern Idaho Regional Communications (Zuercher)	No other CAD vendor is as qualified as CentralSquare for a CAD to CAD with Southern Idaho Regional Communications (SIRCOMM). CentralSquare recently acquired Tellus Safety Solutions, the leader in connecting multiple CAD systems used by emergency responders. With this acquisition, CentralSquare is promoting “public safety without borders” by building a single, virtual dispatch system across North America – where multiple agencies on disparate 911 software solutions can operate and communicate with each other as if they are on a single system – thereby reducing response time and saving lives. We look forward to implanting this capability with Twin Falls and SIRCOMM. CentralSquare has included the Tellus Aware CAD to CAD solution in it's proposal. Aware delivers live situational awareness of incidents and units shared from each integrated agency's CAD system using an application called

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Interface Name	Proposed Approach
	Portal. Portal runs on a Windows-based machine and displays incidents and units in list views as well as on a map. Administrators control the level of detail visible to each Portal user. Depending on group settings selected by the administrator, individual Portal viewers can use filters to restrict the type of incidents or units displayed in the lists and on the map. Portal is designed using movable, resizable “panes” that can be easily configured. Portal can be installed on individual workstations in a PSAP, on a Windows desktop in a police department or fire station, and on a laptop for mobile command. Portal is often installed on a large monitor visible to the entire PSAP so all telecommunicators can see neighboring incident and unit information in real time. Incident and unit details shared to the Hub and visible to connected agencies are determined by configuration settings and the security policy of each connected PSAP or agency. Details are displayed in list view using columns that can be added or removed based on user permissions. Additionally, Portal users can highlight individual incidents in Portal to see detailed information related to a call, including: • Nature Code • PSAP • Local Call/Incident Number • Priority • Responding Agency(ies) • Responding Unit(s) • Address • LAT/LON • Caller Name • Caller Number • Call Comments/Narrative • Radio Channel ID • Units/Officers Assigned • Status of Responding Units Each CAD system is connected to the Aware Hub using a one-way (publish-only) adapter. The adapter is designed to automatically transmit call/incident and unit/vehicle data from the connected CAD system to the Hub.
Powerphone EMD	CentralSquare provides a standardized EMD capability that has been included in our proposal.
Vesta ANI/ALI	CentralSquare has included cost for a unidirectional, real-time interface from the City’s existing Vesta E9-1-1 telephone system to receive ANI/ALI information associated with each 9-1-1 call.

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Interface Name	Proposed Approach
	CentralSquare's standard E9-1-1 ANI/ALI Interface accepts landline, wireless Phase I, and wireless Phase II data packets. ANI/ALI data is imported through the interface making caller information available for call takers to prefill an Enterprise CAD incident form with location, subscriber and other information available from the 9-1-1 ANI/ALI message. Caller location, including calls initiated using wireless networks, are also illustrated on the associated CAD map. When a wireless Phase II ANI/ALI location is accepted, Enterprise CAD automatically performs a reverse lookup using the latitude and longitude position information to provide the closest identifiable street address for the coordinates. The CentralSquare ANI/ALI Interface provides several features to assist with translation of ANI/ALI data for use in Enterprise CAD: • Converting street types provided in the ALI data to street types recognized in Enterprise CAD (e.g., 'HY' to 'HWY', 'BLVD' to 'BL', etc.) • Converting numerical street names to an Enterprise CAD standard nomenclature (e.g., 'SECOND ST' or '2 ST' to '2nd ST') • Identifying and replacing text strings within an address to account for abbreviations or problematic names for Enterprise CAD to process • Converting city codes or abbreviations into a format recognized in Enterprise CAD Interface statuses are automatically recorded to an E9-1-1 ANI/ALI Interface log and are accessible for searching and viewing by authorized users.
Vesta ANI/ALI Text-to-911	CentralSquare has included cost for an interface that records the text-to-911 dialogue to the Enterprise CAD incident record. Our ability to deliver this interface depends on the capabilities of the Vesta ANI/ALI text-to-911 to support the standard CentralSquare interface.
Paging	CentralSquare's Cost Proposal includes licensing, deployment and warranty support of a real-time, unidirectional interface to a single alphanumeric text paging terminal or commercial paging service for the manual and automated generation of text messages and dispatch notifications. Protocols supported by CentralSquare's Alphanumeric Paging Interface for sending messages to an alphanumeric paging terminal or service include: • TAP (Telelocator Alphanumeric Protocol)/PET (Motorola Page Entry); requires a dialup or persistent

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Interface Name	Proposed Approach
	(recommended) serial connection to a client-provided paging terminal or service • SNPP (Simple Network Paging Protocol); requires a TCP/IP connection to a client-provided paging terminal or service • WCTP (Wireless Communications Transfer Protocol) used on Narrowband PCS networks with HTTP as the transport carrier; requires an Internet (WWW) connection to a client-provided paging terminal or service • SMTP (Simple Mail Transfer Protocol); requires IP connection to a client-provided email server or other email transfer agent, or SMTP relay service (also used for SMS messaging when an SMTP-to-SMS gateway is provided by the paging service) Alphanumeric pages can be addressed to one or more resources and/or destinations including: • Individual Personnel and/or Predefined Teams of Personnel • Individual Stations/Quarters or Predefined Groups of Stations/Quarters • Individual Units/Apparatus or Predefined Groups of Units/Apparatus • Unique Response Locations or Predefined Groups of Unique Response Locations • Any Combination of Above Resources and Destinations User-initiated pages with a free-form text message can be initiated from the Enterprise CAD Command Line or from the Page Distribution Utility by any authorized user. The use of "shorthand text" is supported and is expanded to the corresponding full text when entered. The Enterprise CAD Alphanumeric Paging Interface automatically generates a page to responding pager-equipped resources at time of dispatch based on business rules configured by the client system administrator. Additional pager-equipped personnel can automatically be paged at the time of dispatch depending on the incident location, response area for the incident location, incident type, alarm level and/or other administrator-managed criteria. The format and content of the dispatch page message are defined by the client system administrator and may be unique for each jurisdiction. The Enterprise CAD Alphanumeric Paging Interface can be configured by the client system administrator to automatically initiate a jurisdiction-specific message to assigned pager-equipped resources and select pager-equipped personnel

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Interface Name	Proposed Approach
	upon certain changes in incident status including, among others: • Time in Pending (Awaiting Dispatch) Status Exceeds Predefined Threshold • Incident Location Changed • Incident Priority Changed • Incident Comment Added • Unit Response Times When Call is Completed or Cancelled The Enterprise CAD Alphanumeric Paging Interface can be configured by the client system administrator to automatically initiate a jurisdiction-specific message to assigned pager-equipped resources and/or select pager-equipped supervisory personnel upon certain unit events or changes in unit status including, among others: • Time Between Dispatch and Enroute/Responding Exceeds Predefined Threshold • Time Between Dispatch and At Scene Exceeds Predefined Threshold • Time At Scene Exceeds Predefined Threshold • Time at Transport Location Exceeds Predefined Threshold For EMS users, the Enterprise CAD Alphanumeric Paging Interface can be configured by the client system administrator to automatically initiate a jurisdiction-specific message to select resources and personnel upon certain changes in system status including: • Facility (Hospital) Divert • System Status Management Level Change • Change in Resource Post Assignment Preformatted paging messages can be manually initiated by any authorized user for select message types including, among others: • Incident Information (Dispatch Message) • Incident Comments • Unit/Apparatus Response Times
Higher Ground Logging Recorder	CentralSquare 's solution includes a unidirectional export utility that transmits select CAD incident data to a Higher Ground logging system where it is used to link CAD activities with the logging recorder files. This functionality assumes it is supported by Higher Ground.

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Interface Name	Proposed Approach
	The system is capable of providing CAD incident record data to the Logging Recorder via the interface. The system is capable of attaching the Logging Recorder link to the recording on the Higher Ground logging recorder system, if supported by Higher Ground. The following CAD event data is transferred over to the logging recorder: • Unique CAD event number. • Unique incident number per agency • User ID of the individual entering the call. • User ID of each individual dispatching units, adding information or making other changes to the event, and associated time stamp information. • Event location • Alphanumeric apartment or suite number, minimum 8 characters • Alphanumeric floor, minimum 8 characters • Location description, qualifier or proximity field • Caller name • Caller address • Caller home phone • Caller mobile phone • Source of the call (such as E9-1-1, phone, radio, self etc.) • Alternate call back number • Map Grid Number • Call back field (date and time) • Notes/Narrative • Initial event type • Event Sub-type (to further define or clarify the event) • The event priority.
AvTec Radio Console	CentralSquare's Cost Proposal includes licensing, deployment, initial configuration and first-year warranty support of a unidirectional, real-time interface between a CentralSquare Enterprise CAD system and an AvTec Scout radio console system in conformance to AvTec's Scout CAD Programming Guide, for the purpose of receiving push-to-talk indications and emergency signals from radio-equipped users and units. Push-to-talk (PTT) events originate at the radio console system and are passed from the radio system to the CentralSquare Push-to-Talk Interface through the AvNet interface. Enterprise CAD workstations display push-to-talk events within the PTT Event Viewer following the constraints of the dispatcher's Enterprise CAD permission settings and user-selected filtering choices.

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Interface Name	Proposed Approach
	Push-to-talk event filtering limits the display of PTT events to those from radios that are of importance to the individual dispatcher. The filtered push-to-talk event viewer becomes pertinent to the dispatcher's radio responsibilities. Selected filter options are inclusive but only display a PTT event once, even when a PTT event is covered by multiple filter settings. Filtering options include: • PTT events based on talk group assignment of the associated unit • PTT events based on dispatcher control of the associated unit • PTT events from radios without a current Enterprise CAD unit association In addition to the unit name associated with the transmitting radio, a displayed PTT event may include supplemental information based on radio console system capabilities and the Enterprise CAD PTT Event Viewer configuration settings, including: • Radio ID (displayed in native decimal or hexadecimal format) • Transaction date (the date the push-to-talk event is processed by the radio interface) • Transaction time (the time the push-to-talk event is processed by the radio interface) • Radio alias or radio code (when supported by radio console system) • Current talk-group affiliation (when supported by radio console system) • Unit name, code, or alias when the radio interface identifies the radio is associated with a unit within Enterprise CAD, by direct assignment, or assignment of the radio to a person actively logged on a unit • Employee name or identification number when the radio interface identifies the radio as being associated with a personnel record in Enterprise CAD Each PTT event is displayed in the CAD PTT Event Viewer as a single line of data. Any optional supplemental data is displayed in columnar format. The CAD PTT Event Viewer will show the most recent PTT event to be viewed as the top line of the display. As new PTT events occur, the older information is shifted down creating a "scrolling marquee" of PTT events. The client system administrator can limit the number of rows included in the CAD PTT Event Viewer up to a maximum of 100 lines.

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Interface Name	Proposed Approach
Station Alerting/Toning	In accordance with the clarification provided by the City's RFP Question Responses, CentralSquare is including alerting capability that is provided with the Avtec console. Per the ScoutCAD Programming Guide, alert tones are specified as file names that represent a wav file. The file must be part of the City's current alerting with Avtec. The station alerting/toning with the Avtec console is predicated on the City including the Avtec paging interface. Alternatively, CentralSquare has a standard interface with the most common station alerting vendors such as Locution, Zetron, WestNet and US Digital Designs Phoenix G2. CentralSquare would be pleased to provide additional information and pricing for a standard fire station alerting.
Suppression Systems	CentralSquare can interface with an alarm system so that when an alarm is detected, CAD creates a call for service. This would require that City's alarm provider, to provide an interface with enough information to create a CAD incident. CentralSquare welcomes the opportunity to discuss and price such an interface after further discussion with the City and the alarm provider.
ESRI	Enterprise CAD does not interface with ESRI per se, however it uses the ESRI geofile and creates a geofile for use within Enterprise CAD.
RMS Interfaces	
SPIDR Tech - Victim Notification	CentralSquare's Cost Proposal includes licensing, deployment, initial configuration and first year warranty support of a data publisher to export select data for consumption by SPIDR Tech victim notification application. Extracts of select Enterprise RMS Name, Vehicle, Incident, Property and Narrative data are submitted when the incident record is created in RMS. The standard implementation of the Universal RMS Data Publisher submits files for consumption by SPIDR Tech in near real time based on event triggers such as record creation and record modify. The exported data is published to a shared network directory where the data is available for import by the SPIDR Tech application. As proposed, the CentralSquare RMS Data Publisher supports data extracts in a single format and the extracts are published using the CentralSquare XML schema.
eIMPACT Crash	CentralSquare's Cost Proposal includes licensing, deployment, initial configuration and warranty support of a unidirectional import utility that ingests motor vehicle crash data captured using the State's eIMPACT system to the

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Interface Name	Proposed Approach
	Enterprise RMS database. The import feature is designed to eliminate redundant data entry at the RMS for crash information captured while using eIMPACT. CentralSquare's Automated Motor Vehicle Crash Data Importer is a Windows Service providing one-way data transfer from the eIMPACT system to Enterprise RMS. CentralSquare's Automated Motor Vehicle Crash Data Importer Interface will monitor a shared network directory for new submissions. Once detected the data will be transformed for import into Enterprise RMS. Crash data is to be published by eIMPACT to files in a shared network directory where the data is available for import by Enterprise RMS. The data is to be provided in fully documented, machine-readable XML schema along with a PDF of the officer's report. As proposed, the CentralSquare Automated Crash Data Importer supports data imports in a single format. Updates from eIMPACT to existing records in Enterprise RMS is not included as part of this proposal. If updates are desired, further conversation needs to occur for documenting and scoping that functionality. The CentralSquare Automated Motor Vehicle Crash Data Importer provides master indices resolution for crash data programmatically imported into Enterprise RMS. The crash data imported from the eIMPACT system is available to access through the Enterprise RMS client upon successful import into Enterprise RMS. PDFs, if available from eIMPACT, will be attached to the associated record in Enterprise RMS and will remain unchanged by the interface. New PDF copies of an existing report in Enterprise RMS will be added and attached to the associated record.
APS Citations	CentralSquare's Cost Proposal includes licensing, deployment, initial configuration and warranty support of a unidirectional import utility that ingests citation data captured using the City's APS citation system to the Enterprise RMS database. The import feature is designed to eliminate redundant data entry at the RMS for citation information captured while using APS citation system. CentralSquare's Automated Citation Data Importer is a Windows Service providing one-way data transfer from the APS system to Enterprise RMS. CentralSquare's Automated Citation Data Importer Interface will monitor a shared network directory for new submissions. Once detected the data will be transformed for import into Enterprise RMS. Citation data is to be published by APS or the City, to files in a shared network directory where the data is available for import by Enterprise RMS. The data is to be provided in fully documented, machine-readable XML schema. As proposed,

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Interface Name	Proposed Approach
	the CentralSquare Automated Citation Data Importer supports data imports in a single format. Updates from APS to existing records in Enterprise RMS is not included as part of this proposal. If updates are desired, further conversation needs to occur for documenting and scoping that functionality. The CentralSquare Automated Citation Data Importer provides master indices resolution for crash data programmatically imported into Enterprise RMS. The citation data imported from the APS system is available to access through the Enterprise RMS client upon successful import into Enterprise RMS.
Odyssey Courts – Status, Warrants and Citations	CentralSquare has included a unidirectional Court exchange interface that imports warrant and citation data from the Odyssey Court system to import new warrant and citations records or update existing warrant records in the Enterprise RMS. Imported warrant data consists of new and updated arrest warrant information when warrants are submitted, issued, served and/or recalled. Imported warrant data also consists of warrant disposition information. Imported citation data consists of new citations to be imported into Enterprise RMS. The Court exchange interface includes a Windows Service that checks the shared network directory for new submissions on a scheduled basis and consumes any new records and deletes them from the holding file upon successful import. CentralSquare has also included an import of APS citation data. It is anticipated that the Court is only sending citations that were not written by the APS citation system. Separate style sheets are configured for warrant and citation data to map the relevant data elements from the Odyssey system output file to the Enterprise RMS data structure. The data supplied by the Odyssey system must be sufficient to complete the associated Enterprise RMS record update. Data in an export from the Odyssey system that is not supported by the Enterprise RMS database will be retained and added as part of the Narrative area of the Enterprise RMS record if possible. The City will identify the proper code translations between data received from the Odyssey Court system and equivalent code values in the Enterprise RMS system. If desired by the City, CentralSquare can also provide a bidirectional interface with the Court and welcomes the opportunity to expand the scope of the Odyssey Court interface after further discussions with the City regarding workflow and requirements.

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Interface Name	Proposed Approach
Laserfiche	CentralSquare's proposal includes integration with Laserfiche Document Imaging Application in order to view pertinent case related documents from within Enterprise RMS. This integration will be achieved utilizing the Laserfiche SDK . Users will have the ability to query the Laserfiche application to determine if there are documents associated with the case, incident or warrant record that the user has opened. If there are documents associated with that record then the Laserfiche client application will open to display associated documents as per the Laserfiche SDK documentation.
Fusion	Today, the transcriptionist transcribes out of fusion into a Word document that is copied and pasted into RMS. CentralSquare's solution includes a capability similar to the City's current process. The transcriptionist can continue to transcribe out of Fusion into a Word document and copy and paste into RMS. As a possible alternative, the transcriptionist may transcribe directly into Enterprise RMS Incident narrative with the proper authorization levels. CentralSquare's solution also includes the ability for users to attach a Word document or audio file to the incident record at the completion of the transcription process. The user would follow the standard process for attaching files to an RMS Incident record.
Evidence.com-Axon	CentralSquare's Cost Proposal includes licensing, deployment, initial configuration and first-year warranty support of a unidirectional interface with Evidence.com based on their CAD-RMS Integration Service Guide Revision D, published May 2016. Enterprise CAD will create a comma-separated values (CSV) file for each incident containing the Event ID (Incident Number), Event Type, Officer ID and Officer Dispatched and Cleared Times. Per Evidence.com documentation the file will be created once every 24 hours and placed into a mutually accessible network share for consumption by Evidence.com Additional integration capabilities exist with this interface such as creating a link between a video file in Evidence.com and an Enterprise RMS Incident or a Citation using the Report Number included with the metadata and the unique Evidence.com media file identifier received from Evidence.com. Enterprise RMS users can access videos in Evidence.com related to Incidents with Report Numbers using clickable links in the Enterprise RMS Incident module. Users can access videos related to Citations with Report Numbers using clickable links in the Enterprise RMS Citation module. To emphasize, any Evidence.com video link must contain an Enterprise RMS Report (Case) Number.

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Interface Name	Proposed Approach
	When a user clicks on a link to a video file, the Evidence.com application will launch within a browser and the user will be presented an Evidence.com logon screen, unless they are already logged on. Upon successful logon, the selected video will be presented in a Windows viewer within the Evidence.com application environment. The actual video file never enters the Enterprise RMS environment. CentralSquare can include this additional RMS capability and related The exchange, format and content of data will conform to the Axon Evidence.com API. The features, functions and workflow described here are predicated on the Axon Evidence.com API being able to support these capabilities.
State Lab	CentralSquare has interfaced with several property processing systems to include functions such as sending property to an evidence/property system, receiving property movement information and receiving property disposition information. CentralSquare has included a unidirectional Lab notification/disposition interface that imports lab notification and disposition of evidence from the State lab system to the property and evidence module in the Enterprise RMS. The State lab exchange interface includes a Windows Service that checks the shared network directory for new submissions on a scheduled basis and consumes any new records and deletes them from the holding file upon successful import. The data supplied by the State lab system must be in CentralSquare format and be sufficient to complete the associated Enterprise RMS record update.
ESRI	Enterprise RMS does not interface with ESRI per se, however it uses the same ESRI based geofile that is created for and used with Enterprise CAD.
NIBRS/IBR/ILETS	ILETS CentralSquare's Cost Proposal includes optional licensing, deployment, initial configuration and first year warranty support of a bidirectional, real-time interface with ILETS/NCIC for querying and updating state and national "hot files" and accessing other communications features of ILETS. The proposed CentralSquare ILETS/NCIC interface supports transactions with other criminal justice systems and networks accessible through the ILETS network including National Crime Information Center (NCIC) and National Law Enforcement Telecommunications System (NLETS). As part of the basic CentralSquare ILETS interface, qualified users of Enterprise CAD and RMS systems can be granted

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Interface Name	Proposed Approach
	authorization to query persons, vehicles, firearms, property and other state and federal hot files and databases directly from within the application. CentralSquare's ILETS interface relies on the Message Switch (TTMS), which communicates with the ILETS network using TCP/IP messages formatted to ILETS and NCIC specifications in effect at the time of contract execution. Connectivity between the ILETS network and the City's local area network is the responsibility of the City or parties designated and managed by the City. The TTMS provides store-and-forward message processing for queries, updates and responses as well as unsolicited messages. It includes the configuration files for managing client device identifiers/mnemonics, originating agency identifiers (ORI), keywords used to identify and process "hit" responses and message routing options (when deployed with Enterprise CAD). Enterprise RMS users are provided the option of initiating ILETS/NCIC queries and updates from select Enterprise RMS screens without reentry of data. To minimize data entry, the TTMS facilitates the automatic insertion of select data into each ILETS transaction depending on the requirements of the transaction and the availability of the data. Data is applied automatically for the following: • ILETS user identification and password for the registered user of the associated CentralSquare application • Default State code (e.g., ID) • Transaction entry date/time The enhanced CentralSquare ILETS interface also supports the programmatic transfer of data from ILETS/NCIC query responses into Enterprise RMS screens or forms. CentralSquare applications cull, catalogue and expose select information from ILETS/NCIC transactions and other routine functions for easy insertion into field reports. ILETS/NCIC queries, responses and messages are automatically recorded to an ILETS interface log and are accessible for searching and viewing only by authorized users. Query responses are stored using hashed encryption. NIRS/IBR Enterprise RMS provides agencies with a robust reporting solution that provides NIBRS valid reports upon officer submission to the approval workflow. As the user inputs data into the report, the report conducts validation checks in the background as the report is being

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Interface Name	Proposed Approach
	entered. When a validation error is present, users are presented with an icon on the affected section of the report in the shape of a yellow triangle. The user can also navigate to a dedicated Validate tab within the report that contains details of the validation errors. A user can click on the applicable error in the Validate tab and be instantly transported to the affected item within the report. Upon correction, the validation error immediately disappears. Also see CentralSquare's requirements matrix responses related to NIBRS.
Fire RMS Interfaces	
ZOLL Fire RMS	CentralSquare's Cost Proposal also includes licensing, deployment, initial configuration and first year warranty support of a unidirectional export utility that publishes CAD Incident and Unit data for consumption by a Zoll Fire RMS System. The export feature is designed to eliminate redundant entry of CAD Incident data at the Fire RMS System. CentralSquare's Fire RMS Interface can be configured to publish incident and/or assignment (unit) data relative to the Fire RMS operations based on one or more triggers to include: • Incident Creation • Select Incident Updates • Assigned Unit Status Updates • Assigned Unit Clears Incident • Incident Closed Additionally, a user-entered CAD transaction is available for situations where a manually-initiated export of data from one or more incidents is needed. Each incident and assignment export is published as a record package to a shared network directory. The Fire RMS extracts and processes each record package and manages the files in the shared directory (e.g., deletion of successfully imported files). CentralSquare's Fire RMS Interface can also be configured to include or exclude incidents and assignment records from being exported based on several criteria including: • Incident Jurisdiction • Unit Jurisdiction • Incident Type/Nature
EMS Charts	CentralSquare's Cost Proposal also includes licensing, deployment, initial configuration and first year warranty support of a unidirectional export utility that publishes CAD

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Interface Name	Proposed Approach
	Incident and Unit data for consumption by the EMS Charts System. The export feature is designed to eliminate redundant entry of CAD Incident data at the EMS Charts System. CentralSquare's EMS Charts Interface can be configured to publish incident and/or assignment (unit) data relative to the Fire EMS operations based on one or more triggers to include: • Incident Creation • Select Incident Updates • Assigned Unit Status Updates • Assigned Unit Clears Incident • Incident Closed Additionally, a user-entered CAD transaction is available for situations where a manually-initiated export of data from one or more incidents is needed. Each incident and assignment export is published as a record package to a shared network directory. The EMS Charts system extracts and processes each record package and manages the files in the shared directory (e.g., deletion of successfully imported files). CentralSquare's EMS Charts Interface can also be configured to include or exclude incidents and assignment records from being exported based on several criteria including: • Incident Jurisdiction • Unit Jurisdiction • Incident Type/Nature
LiveScan	The City's RFP Question Responses indicate that a LiveScan interface is required. Therefore, CentralSquare's proposal includes a bidirectional utility that gathers appropriate data elements and transport them via an XML file to a network share that is accessible by both source and target systems. The export from RMS is triggered by a user pressing the Livescan button in the Enterprise RMS application. The import to Enterprise RMS from Livescan utilizes a Windows Service that checks the share for data to be imported to Enterprise RMS. The unique identifier that was provided by CentralSquare via the publisher is required in order to import the FCN number and the image associated to the arrestee. Data not supported by the Enterprise RMS database is not imported. The data is to be in a XML file format and placed on the network file share for consumption by Enterprise RMS.

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Interface Name	Proposed Approach
Assumptions	The functions described for these interfaces are predicated on the third party system providing the necessary data in a supported format. Deployment and operation of these interfaces, as described above, does not require modifications to existing CentralSquare products and no product modifications are proposed. The CentralSquare Cost Proposal assumes the City will support any component and/or integration testing required to facilitate the timely delivery of these interfaces. Timely approval of interface documentation, support of remote deployment tasks (to include providing secure and reliable remote network access for installation, training and support) and execution of any acceptance testing will be incorporated as part of any resulting contract with CentralSquare. The CentralSquare Cost Proposal does not include any products, services or other fees that might be assessed by the third-party interface vendor or any other third-party for enabling the CentralSquare interfaces as described.

4. A complete listing of all hardware, system software and related third-party elements included in the proposed price.

CentralSquare Response:

Below is a listing of all hardware, system software and related third-party elements for the proposed solution.

Primary Site

Part	Product Description	Quantity
Nutanix NX-1365-G6 (~12TB Usable) with 3 Nodes, each Node includes (2) 2.2GHz 10 Core Processors, 256GB RAM, (2) 4TB Hard Drives, (1) 1920GB SSD Drive, and Production System Support		
NX-1365-G6-22321	NX-1365-G6 Nutanix Hardware Platform 3 Node	1
C-NIC-10GSFP2-A	10GbE Dual SFP+ Network Adapter	3
S-PRD-1065-G6-1YR	1YR Production System Support for NTNX NX-1065-G6 (Hybrid)	3
C-CBL-NONE	Spare Cable	1
C-HDD-4TB-A5-A	4TB 3.5"-A5-A HDD	6
C-SSD-1.92TB-A5-A	1920GB 3.5-C SSD	3
C-CPU-4114	Intel Skylake Processor 2.2GHz 10-core Skylake 4114 CPU	6

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Part	Product Description	Quantity
C-MEM-32R4-26A	32GB DDR4 Memory Module	24
Mellanox- (2) 48-port 10Gbps switches each with (12) 40Gbps ports (1) rail kit and (2) power supplies. Also included is 3yr silver support, (2)1M 40Gb stacking cable, (6) 3M SFP+ cables, (7) 1000base-T adapter, (4) 1Gbps optical SR LC transceiver, (4) 10Gbps optical SR LC transceiver, (1) Spare fan module, and (1) Spare power supply		
MSN2410-BB2F	Spectrum Based 10GBE/40GBE 1U	2
SUP-SN2000-1S	1 Year Silver Technical Support and Warranty for SN2000 Series Switch	6
MCP1600-C001	1M Passive Copper Cable Ethernet 100GBE 100GB/S QSFP LSZH	2
MC3208411-T	Ethernet Module 1GBE 1GB/S SFP Base-T up to 100M	6
MC3208011-SX	Optical Module Ethernet 1GBE 1GB/S SFP LC-LC SX 850NM up to 500M	4
MFM1T02A-SR	SFP+ Optical Module for 10GBASE-SR	4
MTEF-FANF-A	Spare Fan Module with P2C Air Flow	1
MTEF-PSF-AC-A	Spare 460W AC Power Supply with P2C air flow	1
SFP-H10GB-CU3M	3m (10ft) 10G SFP+ Passive Direct Attach Copper Twinax Cable	6
Software		
9EA-00643	Microsoft Windows Server Datacenter 2016 OLV 2-Core SNGL LIC/SA PK Minimum qty 8 - 3 year Open Value, Full Pay up front 2LIC/SA NL 3YR AQY1	30
228-04778	Microsoft SQL Server 2016 Standard - License - 1 Server - CALs required - License with 3 years SA - Open Value full pay up front	9
VS6-EPL-AK-C	VMware vSphere Enterprise Plus Acceleration Kit (6 Processors)	1
VS6-EPL-AK-P-SSS-C	VMware Support and Subscription Production for vSphere Enterprise Plus Acceleration Kit (6 Processors)	3

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Optional DR Site

Part	Product Description	Quantity
Nutanix NX-1365-G6 (~12TB Usable) with 3 Nodes, each Node includes (2) 2.2GHz 10 Core Processors, 256GB RAM, (2) 4TB Hard Drives, (1) 1920GB SSD Drive, and Production System Support		
NX-1365-G6-22321	NX-1365-G6 Nutanix Hardware Platform 3 Node	1
C-NIC-10GSFP2-A	10GbE Dual SFP+ Network Adapter	3
S-PRD-1065-G6-1YR	1YR Production System Support for NTNX NX-1065-G6 (Hybrid)	3
C-CBL-NONE	Spare Cable	1
C-HDD-4TB-A5-A	4TB 3.5"-A5-A HDD	6
C-SSD-1.92TB-A5-A	1920GB 3.5-C SSD	3
C-CPU-4114	Intel Skylake Processor 2.2GHz 10-core Skylake 4114 CPU	6
C-MEM-32R4-26A	32GB DDR4 Memory Module	24
Mellanox- (2) 48-port 10Gbps switches each with (12) 40Gbps ports (1) rail kit and (2) power supplies. Also included is 3yr silver support, (2)1M 40Gb stacking cable, (6) 3M SFP+ cables, (7) 1000base-T adapter, (4) 1Gbps optical SR LC transceiver, (4) 10Gbps optical SR LC transceiver, (1) Spare fan module, and (1) Spare power supply		
MSN2410-BB2F	Spectrum Based 10GBE/40GBE 1U	2
SUP-SN2000-1S	1 Year Silver Technical Support and Warranty for SN2000 Series Switch	6
MCP1600-C001	1M Passive Copper Cable Ethernet 100GBE 100GB/S QSFP LSZH	2
MC3208411-T	Ethernet Module 1GBE 1GB/S SFP Base-T up to 100M	6
MC3208011-SX	Optical Module Ethernet 1GBE 1GB/S SFP LC-LC SX 850NM up to 500M	4
MFM1T02A-SR	SFP+ Optical Module for 10GBASE-SR	4
MTEF-FANF-A	Spare Fan Module with P2C Air Flow	1
MTEF-PSF-AC-A	Spare 460W AC Power Supply with P2C air flow	1
SFP-H10GB-CU3M	3m (10ft) 10G SFP+ Passive Direct Attach Copper Twinax Cable	6

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Part	Product Description	Quantity
Software		
9EA-00643	Microsoft Windows Server Datacenter 2016 OLV 2-Core SNGL LICS/SA PK Minimum qty 8 - 3 year Open Value, Full Pay up front 2LICs NL 3YR AQY1	30
VS6-ESP-KIT-C	VMware vSphere Essentials Plus Kit (3 hosts, max 2 Processors per host) License	1
VS6-ESP-KIT-P-SSS-C	VMware Support and Subscription Production for vSphere Essentials Plus Kit (6 Processors)	3
ZVR-BASE-P	Base package: - Zerto (ZVM) Licenses - 15 Replicated VMs	1
ZVR-MS-PRM-BASE-1Y	1 Year of premium M&S for Base Package (15 VMs) 24x7 support	3
ZVR-VM-ZP-1VM	Zerto Replication License per VM single	3
ZVR-MS-PRM-ZP-1VM-1Y	1 Year of premium M&S for Per VM including 24x7 support	9
	Arcserve High Availability License - includes 3 years support/maintenance	2

CentralSquare did not include database backup hardware or software with the expectation that agencies already have a backup strategy and infrastructure in place.

Developed using Microsoft technologies, the CentralSquare Enterprise is neutral in its preference of backup technology providers. CentralSquare's clients use a variety of vendors, policies, and methods for their backup solutions. A typical backup plan contains the following steps:

- Full Database Backups Sent to Remote Disk Drive.
- Complete database backups of the Master, MSDB, Messaging, System and Streets databases are performed on a nightly basis.
- System Database Transaction Log Backups Sent to Remote Disk Drive.
- Incremental database backups of the transaction logs occur at practical intervals, such as every 30 minutes. Full and Transaction Log Backups Copied to an offline medium.
- Delete Aged Backup Files.

CentralSquare's systems are backup solution agnostic. We are not aware of any incompatibilities between our software and any backup solutions.

CentralSquare also promotes and offers cloud-based backup from CJIS Solutions that we would be pleased to discuss further with the City if desired. Salient features of the CJIS Solutions backup include:

- Fully compliant CJIS data storage solution.
- Created and owned by active members of the Law Enforcement community.
- Secure 256-bit, FIPS 140-2 encryption used for all operations, including data at rest, data in transit, VPN connections, remote support, and more.
- Data Center is a hardened, Certified Tier 3 Facility.
- 24x7x365 customer service with no blackout times.
- Verifiable NIST 140-2 certified encryption modules used for data backup. Client two-Factor Authentication for data browse/restore access
- Universal client web access with client data storage and operations.
- 2 Factor authentication servers residing with CJIS Solutions
- Product support utilizes FIPS 140-2 certified remote sessions and two-factor authenticated FIPS 140-2 VPN.

5. Provide a complete description of each server proposed and workstation recommended to support the proposed solution.

CentralSquare Response:

The proposed solution is based on Nutanix hyperconverged architecture that natively converges compute, virtualize and storage. Some of the benefits of the Nutanix hyperconverged architecture include:

- Storage optimization
 - Reduces the need to overprovision and increase storage utilization rates by providing storage as a single resource pool that can be easily moved between workloads
- Reduced datacenter footprint
 - Lower power consumption (50.6% on average) and datacenter space (67.2% on average)
- Enabling ease of Scalability
 - Many IT managers refer to Nutanix as Lego blocks. Instead of designing for scalability in a traditional deployment, simply add more Nutanix “blocks” increases capacity and compute power

Production and the optional DR site servers consist of a three (3) node cluster. Each node provides:

- Dual 10 core 2.2GHz processors for a total of 60 cores
- 256GB RAM for a total of 768GB total RAM for Production
- 192GB RAM for a total of 576GB total RAM for Disaster Recovery. Test and Training environments are not typically included at the DR site therefore, a lower amount of

Proposal for Twin Falls, Idaho

memory required. Test and Training can be added to the DR site if desired by the City.

- 8TB HDD, 1.92TB SSD for a total of 24TB HDD, 11.4TB SSD. Factoring the redundancy and Nutanix data replication, this translates to approximately 12TB useable storage.

Recommended Workstation Requirements

Workstation	Specifications
CAD Enterprise	Processor: Single Dual Core 2.0 GHz or faster RAM: 4GB or more Available Disk Space: 120GB Video Displays: 64Mb graphics card, Multi Monitor capable (dual, triple or quad) Network: 100/1000 Mbps Operating System: Windows 7 SP1 (64 bit) Windows 10 Pro/Enterprise (64-bit)
Mobile Enterprise	Processor: Single 1.06 GHz or faster RAM: 4GB or more Available Disk Space: 2GB minimum Video Displays: Touchscreen (recommended) 1024x768 24 or 32 bit color depth recommended Network: Broadband Wireless Network Operating System: Windows 7 SP1 (64 bit) Windows 10 Pro/Enterprise (64-bit)
CAD Browser and Records Enterprise	CentralSquare's web-based applications are browser-agnostic and are currently endorsed for use with many commercial HTML5-compatible browsers, including: • Microsoft Edge 17 and higher • Microsoft Internet Explorer 10 and higher • Google Chrome 31 and higher • Apple Safari 6.1 and higher

6. The warranty included with each proposed component.

CentralSquare Response:

Hardware and third-party software are warranted by the applicable vendor or manufacturer in accordance with their standard terms and conditions. CentralSquare will pass through to the City all such manufacturer warranties.

7. **A complete list of all assumptions being made by the vendor regarding the expectations of City of Twin Falls with respect to the computer equipment, system software, and network infrastructure required to support the proposed solution.**

CentralSquare Response:

Based on CentralSquare's understanding of the City RFP, we have made the following conclusions:

- Separate server clusters are provided for production and optional disaster recovery operations using a VMware virtualization platform
- Proposed datacenter hardware is provided by Nutanix and Mellanox (servers and network) and the operating platform consists of Microsoft Windows Server operating system software while SQL Server is included for database management
- Communications including data replication between the primary and secondary datacenters is transacted on the City's existing WAN
- End users are to access the CentralSquare applications through a combination of existing networks including a sophisticated City-managed LAN/WAN, cellular data services and the Internet
- At the Emergency Communications Center, which serves as the City's primary PSAP, Enterprise CAD users are to be directly connected to the City's LAN/WAN
- Separate production, test and training operating environments are available at the primary datacenter
- City is providing the data center and related infrastructure (HVAC, electrical, rack space, etc.)
- City will provide Windows Server and/or SQL CAL licenses as required.

Network Infrastructure Configuration (WAN & Internet)

Typical network infrastructure for each CentralSquare application includes:

- Full-feature Local CAD Enterprise Desktop Workstations: 1 Gb LAN
- Full-feature Remote CAD Enterprise Desktop Workstations: 512 Kb WAN using VDI¹
- Mobile Enterprise, Inform Me and Records Enterprise Mobile Users: LTE Wireless
- Records Enterprise Users: 100 Mb LAN/WAN

¹ Low-latency Layer 2 switched Ethernet network with a minimum 1 Gb throughput will support remote Enterprise CAD workstations without the need for a Virtual Desktop Infrastructure (not included in CentralSquare's proposal but can add if desired by the City).

Proposal for Twin Falls, Idaho

CentralSquare recommends that all users, including vendor support staff, connecting via the Internet or any type of open network connect using a Virtual Private Network appliance such as those offered by Cisco.

Data Network

The optimal network services for the CentralSquare solution include:

- Server to Top-of-Rack Switching: 10 Gb
- Top-of-Rack Switching to Storage: 10 Gb
- Top-of Rack Switching to End-user Network: 1 Gb multipath
- End-user Network to Local and Remote Full-feature Enterprise CAD Desktop: 1 Gb
- End-user Network to Enterprise CAD Browser and Enterprise RMS Workstations: 100 Mb
- Mobile Network for Mobile, Inform Me, and Enterprise RMS from laptops: 4G LTE Wireless

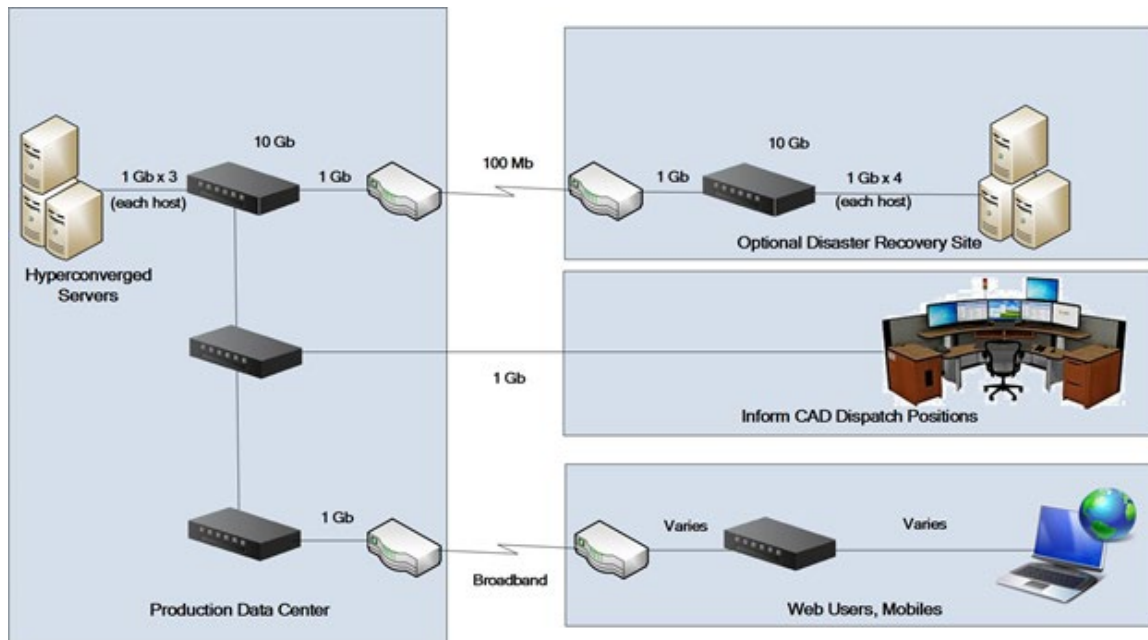


Figure 19. Data Network

Logical Network

A virtual network for isolating and securing “public safety” traffic is necessary for the effective operation of the proposed CentralSquare applications.

CentralSquare's applications communicate with each other and with most external systems using Microsoft's implementation of the Internet Protocol (IP) suite, which encompasses TCP, IP, UDP, HTTP, FTP, POP3, and others, over a client-managed wired and wireless local, wide, and metropolitan area Ethernet network infrastructure.

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SECTION 11 – SAMPLE LICENSE AGREEMENTS/ CONTRACTS

This section should include all applicable sample license agreements and maintenance support agreements for the proposed application software products and interfaces.

CentralSquare Response:

In Exhibits 11.1, 11.2, and 11.3, please find the standard CentralSquare Software Support Agreement, Public Safety Analytics Subscription License and Use Agreement, and System Purchase Agreement, respectively

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TriTech Software Systems
1000 Business Center Drive
Lake Mary, FL 32746
www.centralsquare.com

SOFTWARE SUPPORT AGREEMENT

TRITECH SOFTWARE SYSTEMS

CLIENTNAME

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Software Support Agreement
Inform

SOFTWARE SUPPORT AGREEMENT

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SOFTWARE SUPPORT AGREEMENT

Client:

Address:

City, State, Zip:

Phone, Fax:

Contact Name:

This Software Support Agreement (this “Agreement”) is made by and between TriTech Software Systems, referred to herein as “TriTech”, a CentralSquare Technologies, LLC company, with offices at 1000 Business Center Drive, Lake Mary, FL 32746, and the entity named above, referred to herein as “Client” (who together are referred to as the “Parties”, or individually as “Party” herein), with reference to the following facts.

A. WHEREAS, TriTech and Client have entered into a System Purchase Agreement dated _____, (the “Purchase Agreement”); and

B. WHEREAS, this Software Support Agreement (this “Agreement”) is entered into to provide Software Support for the TriTech Software for a period of one year, subject to annual renewal thereafter; and

C. WHEREAS, during the initial term of this Agreement, TriTech shall act as the Prime Contractor for maintenance of the System and shall provide the single point of contact with the Client as further defined herein;

NOW, THEREFORE, in consideration of the terms, promises, mutual covenants and conditions contained in this Agreement, TriTech and Client agree as follows:

1.0 DEFINITIONS

1.1 All capitalized terms used in this Agreement and not otherwise defined herein shall have the meanings given them in the Definitions section of the Purchase Agreement, which section is incorporated by reference herein as though set forth in full.

2.0 TERM AND TERMINATION

2.1 The initial term of Software Support services provided under this Agreement shall begin at first Go Live for the TriTech Software and end twelve (12) months thereafter. Software Support for subsequent annual terms shall be subject to renewal of this Agreement and payment of the renewal Software Support fees. Following the initial term, either party may terminate this Agreement upon written notice to the other party ninety (90) days prior to the end of the then

CLIENTNAME

current annual support term. Provided that notice of termination has not been provided, on or before the expiration of the then current support term, and at each annual anniversary thereof, TriTech shall provide to Client a Software Support Renewal Notice for signature. TriTech reserves the right to change the terms and conditions upon which Software Support shall be offered for renewal terms, subject to written notice to Client.

2.2 Following the initial term of this Agreement, either party shall have the option, upon prior written notice as provided in this section, to terminate support and maintenance for applicable Subcontractor Software which is provided through TriTech as the Prime Contractor. In such event the Client shall enter directly into Support Agreement(s) with the individual Subcontractor(s). In order to provide continuity of support, either party shall notify the other party at least ninety (90) days prior to the end of the initial term of this Agreement of its intentions for continuation through TriTech as the Prime Contractor of support and maintenance for such Subcontractor Software. Support for Subcontractor Software if applicable under this Agreement will be provided in accordance with the applicable Subcontractor's terms for support which are attached hereto at Addendum C.

2.3 Either party may terminate this Agreement upon written notice to the other party in the event that (i) the other party fails to comply with any material term or condition of this Agreement, provided that such failure has not been cured within thirty (30) days receipt of written notice of such failure; or (ii) the other party's business operations are disrupted or discontinued for more than thirty (30) days by reason of insolvency, bankruptcy, receivership or business termination; or (iii) written notice of termination for convenience is provided by one Party to the other Party within ninety (90) days' prior to the end of the then current support term.

3.0 SUPPORT FEE(S)

3.1 Software Support fee(s) to be paid by Client for the initial term of this Agreement are established based on the software licenses purchased under the System Purchase Agreement. The Software Support fee for the first renewal term shall be the amount specified in Addendum A hereto, subject to the adjustments as described in 3.2.

3.2 Unless otherwise terminated as provided herein, TriTech shall notify Client prior to the end of the initial support term of the Software Support fees for the first renewal term. Unless otherwise agreed in writing, Software Support fees shall be due on or before the commencement of each annual support term and are due for all TriTech Software applications and modules licensed to Client. Software Support fee for the first renewal term and all renewals thereafter shall be subject to increase on an annual basis at a rate of 5%. Additional licenses purchased by Client during any annual support period will result in additional support fees which shall be prorated to be coterminous with Client's then current support period.

3.3 Software Support fees do not include reasonable travel, food or lodging expenses incurred by TriTech for support services provided at Client's site or other locations remote from TriTech's principal place of business. Such expenses shall be paid by Client on receipt of TriTech's invoice for such expenses. Travel costs submitted for reimbursement will be actual costs, plus a five percent (5%) administrative fee.

3.4 If Client ceases to keep in force an annual Software Support Agreement, any resumption of such annual support shall be subject to payment by Client of all past unpaid Software Support fees in addition to the Software Support fee for the current support year. Payment of applicable fees for any additional services required to bring Client's system current, which fees shall be charged at TriTech's then current rates for such services, shall also be the responsibility of the Client. Client acknowledges and agrees that the preceding clause is reasonable in light of the fact that the expenses incurred and resources devoted by TriTech to further development, enhancement and support of the TriTech Software must be spread over TriTech's client base and fairly shared by all TriTech Software users.

3.5 All amounts due and payable to TriTech hereunder shall, if not paid when due, bear a late charge equal to one and one-half percent (1-1/2 %) per month, or the highest rate permitted by law, whichever is less, from fifteen (15) days after their due date until paid. Failure to pay annual Software Support fees when due may result in a notice of termination in accordance with section 2.3.

Remittance Address for Payments Only:

TriTech Software Systems
P.O. Box 203223
Dallas, TX 75320-3223

3.5.1 Payments may be made by check; wire transfer; or Automated Clearing House ("ACH"). TriTech will provide banking information if Client requests to pay by wire transfer or ACH.

3.6 Except for taxes for which Client provides TriTech with written certification of its tax-exempt status, if TriTech is required to collect or pay sales, use, property, value-added, or other such taxes based on the software or services provided under this Agreement, and/or Client's use thereof, then such taxes shall be invoiced to and paid by Client on receipt of such invoice.

4.0 SUPPORT SERVICES, POINT OF CONTACT, AND CODE OF CONDUCT

4.1 TriTech will provide support services as more fully described in Addendum B.

4.2 Client shall appoint a principal point of contact with a level of knowledge of the TriTech Software and Client's computer environment to manage the reporting of Software Errors to TriTech in accordance with the Software Error Guidelines and Procedures set forth in Addendum B. TriTech reserves the right to request that Client appoint a replacement point of contact upon reasonable written notice to Client.

4.3 At all times during the term of this Agreement or any renewal period, each party shall ensure that its employees do not engage in a disrespectful, disruptive, demeaning, or otherwise inappropriate or abusive manner in dealing with the other party and its employees. Any such behavior shall be reported to the party's supervisor, manager, or executive as applicable for corrective action. A party's failure to remedy any reported issues related to employee misconduct,

including removal of the offending employee from direct contact with the other party, may be cause for termination in accordance with section 2.3 herein.

5.0 SOFTWARE ERROR CORRECTION AND ACCESS

5.1 If, during the term of this Agreement, Client determines that Software Error(s) exist, it will first follow any error procedures specified in the TriTech Documentation. If following the error procedures does not correct the Software Error, Client shall promptly notify TriTech pursuant to the guidelines and procedures described in Addendum B, setting forth the defects noted with specificity requested by TriTech. Upon notification of a reported Software Error, TriTech shall attempt to reproduce and verify the error and, if so verified, will manage the Software Error(s) in accordance with Addendum B. If TriTech is unable to reproduce the Software Error at TriTech's facility, the Client will assist in the research of a support issue including logging or other diagnostic tools as provided by TriTech. TriTech will provide onsite assistance if the Client and TriTech determine that it is necessary for TriTech personnel to travel to Client's site to reproduce the error. If it is determined that reported problem was caused by the TriTech Software, TriTech will be responsible for its travel and related expenses for the onsite visit. In the event that the reported problem is determined to be the result of Equipment, Subcontractor Software or Hardware, or System Software, or is otherwise not attributable to the TriTech Software Client shall reimburse TriTech for its travel expenses incident to the on-site visit, as well as TriTech's labor related to the on-site visit at its then current hourly rates for technical support and engineering.

5.1.1 If, during the term of this Agreement, Client experiences performance issues with the TriTech Software related to user transaction times (the elapsed time between electronically requesting information [i.e., depressing the "enter" key or mouse button] to the appearance of the data requested on the next screen) that materially degrades the operational use of the TriTech Software, the Client shall notify TriTech in accordance with Addendum B. TriTech will assist the Client to determine the source of the user transaction times issue (TriTech Software, third party products, Client supplied network, etc.). If the related to user transaction times is found to be caused by the TriTech Software, TriTech will use commercially reasonable efforts to resolve the issue according to the Priority status (defined in Addendum B) assigned based on the Subsystem, transaction type, and operational impact on the Client's Users.

5.2 TriTech maintains a Security program for managing access to Client data – particularly HIPAA and CJIS information. This includes 1) a Pre-employment background check, 2) security training required by Federal CJIS regulations, and 3) criminal background checks/fingerprints required by Federal or State regulations. TriTech will work with the Client to provide required documentation (such as the CJIS Security Addendum Certification form and VPN documents).

5.3 If required by the Client, TriTech will provide paper fingerprint cards for such Security Approved personnel with the fingerprinting performed in the state of the TriTech staff's job assignment. If the Client requires fingerprints submitted in a form other than paper prints (such as Live Scan) or that such fingerprints be performed at the Client's site, the Client will reimburse TriTech for the cost of TriTech Security Approved Personnel traveling to the Client's

site or for a vendor (such as Live Scan) to travel to the applicable TriTech Offices. This provision will apply during the duration of this Agreement.

6.0 SOFTWARE UPDATES

6.1 From time to time at TriTech's discretion, Updates to the TriTech Software and TriTech Documentation will be developed and provided to Client. All Updates to the TriTech Software and TriTech Documentation shall be subject to the terms and conditions of the Purchase Agreement and shall be deemed licensed TriTech Software thereunder. (Updates do not include new versions or separate modules or functions that are separately licensed and priced.)

7.0 LIMITATIONS

7.1 Software Support for the TriTech Software shall be subject to and conditional on Client's implementation and use of a version of the TriTech Software that is the most current general release version thereof that is offered to Client. If Client does not implement the most current general release version when it is made available, TriTech shall only be obligated to provide Software Support for Client's version of the TriTech Software for a period of twelve (12) months thereafter.

7.2 TriTech shall not be obligated to provide Software Support if Client is not current on the payment of all Software Support fees and expenses.

7.3 If any of the following circumstances exist, TriTech shall be entitled to charge additional Software Support fees plus expenses at its then current rates:

7.3.1 Problems in the TriTech Software are caused by modification of the TriTech Software, Subcontractor Software or Hardware, System Software, or Equipment by Client or a third party.

7.3.2 Problems in the TriTech Software are caused by the TriTech Software not being used in accordance with the TriTech Documentation, or other instructions provided by TriTech, or by misuse or neglect.

7.3.3 Problems in the TriTech Software are caused by software not provided by TriTech, not approved by TriTech in writing or not specified as compatible in the TriTech Documentation. (The procedures for loading third party software on a Workstation or Server are set forth in paragraph 7.4 of this Agreement.)

7.3.4 Problems in the TriTech Software are caused by equipment which does not meet the configuration requirements, or Client does not maintain the site and facility as specified in the TriTech Documentation.

7.3.5 Problems in the TriTech Software are caused by one or more computer viruses that have not been introduced into Client's system by TriTech. Client shall maintain up-to-date virus checking software in accordance with TriTech Documentation and shall check all software received from TriTech or any other person or entity for viruses before introducing that

software into any part of the TriTech System. If desired by Client, TriTech will provide Updates on media rather than direct downloading to facilitate this virus checking. If, despite such check, a virus is introduced by TriTech, TriTech will provide a virus-free copy of the TriTech Software, and will, at its expense, reload said software on Client's Equipment. Client shall practice reasonable back-up procedures for the TriTech System in accordance with TriTech Documentation.

7.3.6 Problems in the TriTech Software are caused by Subcontractor Software or System Software, including but not limited to operating system software.

7.3.7 Problems in the TriTech Software are caused by Equipment or software provided by Client or third parties with which the TriTech Software interfaces or operates (including but not limited to Subcontractor Software or Hardware or System Software), including but not limited to problems caused by changes in such Equipment or software.

7.4 If, at any time after installation of the System, Client desires to load on a Workstation or Server any software not provided by TriTech, it shall, before loading such software, follow the procedures regarding third party software compatibility in the TriTech Documentation, and contact the TriTech Customer Service Department at the telephone numbers listed in Addendum B for assistance as required. **Such action shall not constitute approval, express or implied, for the loading of specific software on a Workstation or Server, nor any express or implied warranty, representation or other obligation by TriTech with respect to such software, including but not limited to its suitability, operability or capability to meet Client's needs or expectations.** Client agrees that if the loading of such third party software degrades the performance of the System, Client shall immediately uninstall such software. Client shall absolve, discharge and release TriTech from any obligations or liabilities related to operation or performance of the System, the TriTech Software, Subcontractor Software, or any other item provided by TriTech under this Agreement, including but not limited to any liabilities for damages related thereto in connection with the installation of such third party software.

7.5 TriTech Software Support under this Agreement, or any renewal or extension thereof, shall not include design, engineering, programming, testing, implementation or other services rendered necessary by changes in Subcontractor Software, System Software or Equipment, or in any other hardware, firmware or software provided by third parties or Client ("Third Party Changes"). Any such services shall be subject to additional charges by TriTech and the mutual agreement of the parties as to the terms and conditions under which such services are rendered. Absent such agreement, TriTech shall be under no obligation, express or implied, with respect to such Third Party Changes.

7.6 Problems in the TriTech Software or transmission of data caused by wireless services are not warranted by TriTech, or covered under the terms of this Agreement. Client's use of services provided by wireless service providers or carriers, and the security, privacy, or accuracy of any data provided via such services is at Client's sole risk.

7.7 Client is responsible for maintaining the required certifications for access to Client's state CJIS system(s), NCIC and/or other local state, federal and/or other applicable systems.

8.0 EQUIPMENT, SUBCONTRACTOR SOFTWARE AND HARDWARE, AND SYSTEM SOFTWARE

8.1 Maintenance and support for Equipment provided under the Purchase Agreement (except as otherwise stated therein) is not included under this Agreement. However, since proper computer equipment maintenance is required for proper system operation, Client shall acquire and keep in force equipment maintenance agreements for the computer and peripheral equipment used to operate the TriTech Software, or to provide such maintenance in-house with qualified personnel. If Client determines that an item of Equipment provided under this Agreement does not perform as provided in the applicable specifications, Client may contact TriTech using the procedures described in Addendum B. TriTech shall thereupon provide Help Desk services to Client with respect to the reported problem and reasonable assistance, as defined in 8.2 below, in determining the cause of the reported problem. Notwithstanding the above, TriTech is not and shall not be a party to such third party maintenance agreements nor shall TriTech have any obligation or liability thereunder.

8.1.1 Inform Jail, as further defined in Addendum B, will be installed on server(s) maintained by TriTech.

8.2 Maintenance and support for Subcontractor Software, Subcontractor Hardware, or System Software sold or licensed under the Purchase Agreement shall be subject to and provided in accordance with any maintenance agreements between Client and the suppliers thereof, or other third party maintenance providers, or the provisions of the applicable Subcontract support terms provided hereto at Addendum C if continued annual support for the applicable Subcontractor Software is provided under this Agreement as further defined herein. If Client determines that an item of Subcontractor Software or Hardware, or System Software provided under the Purchase Agreement does not perform as provided in the applicable Specifications, Client may contact TriTech using the procedures described in Addendum B. TriTech shall thereupon provide Help Desk services to Client with respect to the reported problem and provide reasonable assistance to Client in determining the causes of the reported problem. Reasonable assistance consists of an evaluation of the reported problem in order to determine if the problem is being caused by a TriTech Software issue or an issue with a Third Party Item that needs to be addressed by the applicable Vendor. As part of the evaluation process, TriTech will share with the Client non-proprietary information related to the diagnosis such as error messages, database trace information and other information that led TriTech to diagnose the Third Party Item as the likely cause and which may aid the Client in seeking a resolution from the applicable manufacturer or Vendor. For issues involving Windows O/S software (Microsoft) that generally affect the operation of the TriTech Software and are not caused by a Client specific installation or configuration of the O/S, TriTech will work with Microsoft to coordinate the resolution. Notwithstanding the above, TriTech is not and shall not be a party to such third party maintenance agreements nor shall TriTech have any obligation or liability thereunder.

9.0 LIMITATION OF LIABILITY

9.1 The total liability of TriTech for any claim or damage arising under this Agreement or renewals thereof, whether in contract, tort, by way of indemnification or under statute shall be limited to (i) direct damages which shall not exceed the Software Support fees paid under this Agreement by Client to TriTech for the twelve (12) month term during which the cause of action for such claim or damage arose or (ii) in the case of bodily injury or property damage for which defense and indemnity coverage is provided by TriTech's insurance carrier(s), the coverage limits of such insurance.

9.2 IN NO EVENT SHALL TRITECH BE LIABLE, WHETHER IN CONTRACT OR IN TORT, FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOST OR DAMAGED SOFTWARE, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF THE USE OR NON-USE OF THE TRITECH SOFTWARE, OR OTHERWISE RELATED TO THIS AGREEMENT, REGARDLESS OF WHETHER TRITECH HAD KNOWLEDGE OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE.

10.0 DISPUTE RESOLUTION

10.1 The Parties desire to first attempt to resolve certain disputes, controversies and claims arising out of this Agreement or any Addenda hereto before a Party begins litigation. Prior to commencing litigation, at the written request of either Party, the Parties agree to meet onsite at either TriTech's or the Client's location as determined by the Parties, and negotiate in good faith to resolve any dispute arising under this Agreement. Each Party shall be responsible for its associated travel costs. If the above negotiations do not resolve the dispute within sixty (60) days of the initial written request, either Party may take appropriate legal action.

11.0 SEVERABILITY

11.1 If any term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement is held to be invalid or unenforceable, for any reason, it shall not affect, impair, invalidate or nullify the remainder of this Agreement, but the effect thereof shall be confined to the term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement so adjudged to be invalid or unenforceable.

12.0 FORCE MAJEURE/EXCUSABLE DELAY

12.1 Neither party shall be responsible for failure to fulfill its obligations hereunder or liable for damages resulting from delay in performance as a result of war, fire, strike, riot or insurrection, natural disaster, delay of carriers, governmental order or regulation, complete or partial shutdown of plant, unavailability of Equipment or software from suppliers, default of a subcontractor or vendor to the party if such default arises out of causes beyond the reasonable control of such subcontractor or vendor, the acts or omissions of the other party, or its officers, directors, employees, agents, contractors, or elected officials, and/or other occurrences beyond the party's reasonable control ("Excusable Delay" hereunder). In the event of such Excusable

Delay, performance shall be extended on a day for day basis or as otherwise reasonably necessary to compensate for such delay.

13.0 CONSTRUCTION AND HEADINGS

13.1 The division of this Agreement into sections and the use of headings of sections and subsections are for convenient reference only and shall not be deemed to limit, construe, affect, modify, or alter the meaning of such sections or subsections.

14.0 WAIVER

14.1 The failure or delay of any party to enforce at any time or any period of time any of the provisions of this Agreement shall not constitute a present or future waiver of such provisions nor the right of either party to enforce each and every provision.

14.2 No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether expressed or implied, shall not constitute a consent to, waiver of or excuse for any other, different or subsequent breach.

15.0 ENTIRE AGREEMENT

15.1 This Agreement and its Addenda or Amendment(s) represent the entire agreement between the parties hereto and a final expression of their agreements with respect to the subject matter of this Agreement and supersedes all prior written agreements, oral agreements, representations, understandings or negotiations with respect to the matters covered by this Agreement.

16.0 APPLICABLE LAW

16.1 Except to the extent that this Agreement is governed by the laws of the United States, this Agreement shall be governed, interpreted and enforced in accordance with the laws of the State of California without regard to its conflict of law.

17.0 ASSIGNMENT

17.1 Neither this Agreement nor any rights or obligations hereunder shall be assigned or otherwise transferred by either Party without the prior written consent of the other Party, which consent will not be unreasonably withheld; provided however, that in the event of a merger or acquisition of all or substantially all of TriTech's assets, TriTech may assign this Agreement to an entity ready, willing and able to perform TriTech's executory obligations hereunder, upon the express written assumption of the obligations hereunder by the assignee.

18.0 NOTICES

18.1 All notices required to be given under this Agreement shall be made in writing by (i) first-class mail, postage prepaid, certified, return receipt, (ii) by regularly scheduled overnight delivery, (iii) by facsimile or e-mail followed immediately by first-class mail, or (iv) by personal delivery, to the address set forth below, or such other address as provided in writing. Such notices shall be deemed given three (3) days after mailing a notice or one (1) day after overnight delivery thereof.

To Client:

Attn: _____

To TriTech:

TriTech Software Systems
1000 Business Center Drive
Lake Mary, FL 32746

Attn: Contracts

19.0 GENERAL TERMS

19.1 This Agreement shall be binding on and shall inure to the benefit of the heirs, executors, administrators, successors and assigns of the parties hereto, but nothing in this paragraph shall be construed as consent to any assignment of this Agreement by either party except as provided in the ASSIGNMENT section of this Agreement.

19.2 This Agreement shall not become a binding contract until signed by an authorized officer of both parties, and it is effective as of the date so signed.

19.3 This Agreement may be executed in any number of identical counterparts, and each such counterpart shall be deemed a duplicate original thereof.

19.4 The provisions contained herein shall not be construed in favor of or against either party because that party or its counsel drafted this Agreement, but shall be construed as if all parties prepared this Agreement.

19.5 Whenever the singular number is used in this Agreement and when required by the context, the same shall include the plural, and the use of any gender, be it masculine, feminine or neuter, shall include all of the genders.

19.6 A facsimile or scanned signature copy of this Agreement, its exhibits and amendments, and notices and documents prepared under this Agreement shall be treated as an original in all respects; the Parties agree that any document in electronic format or any document reproduced from an electronic format shall not be denied legal effect, validity, or enforceability, and shall meet any requirement to provide an original or hard copy.

19.7 This Agreement is made for the benefit of the Parties, and is not intended to benefit any third party or be enforceable by any third party. The rights of the parties to terminate, rescind,

or agree to any amendment, waiver, variation or settlement under or relating to this Agreement are not subject to the consent of any third party.

19.8 EACH PARTY’S ACCEPTANCE IS EXPRESSLY LIMITED TO THE TERMS HEREOF AND NO DIFFERENT OR ADDITIONAL TERMS CONTAINED IN ANY PURCHASE ORDER, CONFIRMATION, BUSINESS FORM OR OTHERWRITING SHALL HAVE ANY FORCE OR EFFECT UNLESS EXPRESSLY AGREED TO IN WRITING BY EACH PARTY.

[FILL CLIENT]

TRITECH SOFTWARE SYSTEMS

Accepted By (Signature)

Accepted By (Signature)

Printed Name

Printed Name

Title

Title

Date

Date

ADDENDUM A

SUPPORT FEES

Support fees for the initial term beginning at first Go Live for the TriTech Software and ending twelve (12) months thereafter, are included under the Contract Price in the System Purchase Agreement. Based on the licenses purchased under the System Purchase Agreement, the annual support fee for the first renewal term (to begin 12 months' post Go Live) will be \$_____.

Prior to the end of the then current support term, and each subsequent annual support term, TriTech will forward an invoice to Client for the annual support fee, which fees are subject to increase in accordance with section 3.2 of this Agreement. An increase in the TriTech Software licenses granted to Client will result in an increase in the Software Support fee.

TriTech's Software Support fees do not include fees for third party applications, or embedded software required, including but not limited to CAD Mapping or Mobile Mapping fees.

Option:

As further defined in Addendum B hereto, standard Software Support for Inform RMS/FBR, Inform Jail, and Inform Fire applications is provided on an 8x5 basis. Support fees for 8x5 support is calculated at a lesser rate than 24x7 support. However, as an optional upgrade, Client may purchase Software Support for these TriTech Software applications on a 24x7 basis (this option is not available for CrimeView or FireView) with the applicable adjustment in support fee. **If this option has been chosen, check the box below:**

Optional Support Upgrade to 24x7 for Inform RMS/FBR Yes ☐

Optional Support Upgrade to 24x7 for Inform Jail Yes ☐

Optional Support Upgrade to 24x7 for Inform Fire Yes ☐

CLIENTNAME

ADDENDUM B

SOFTWARE ERROR CORRECTION GUIDELINES AND PROCEDURES

(1) All TriTech Software Errors reported by Client's personnel shall be resolved as set forth below. The response and resolution plan will be based upon the Service Level Agreement terms specified below by product. The Client may elect to downgrade the urgency of the issue if the operational impact is not severe. The Client may also request an upgraded response to a lower priority issue if the issue has a significant operation impact by requesting to speak to a supervisor/manager from TriTech's Customer Service Group.

(2) If Client determines a Software Error exists, Client shall immediately notify TriTech by telephone, followed by an error report in writing, setting forth the defects noted with specificity requested by TriTech.

Note (a): Critical Priority and Urgent Software Errors must be reported via telephone at the number listed in the Support Issues Priority and Response Matrix under section (9) below. If Critical Priority or Urgent Priority Software Errors are not reported via the telephone, the stated response and resolution times will not apply.

Note (b): High, Medium, and Lower Priority Software Errors may be reported via email to the address listed in the matrix below, or through TriTech's Support website via the Customer Service portal on TriTech's website.

(3) "Normal Customer Service Hours" (Business Hours) are 7:30a.m. through 7:30p.m. (Central), Monday through Friday, excluding TriTech holidays.

(4) The main support line will be answered by TriTech's Customer Service Department, or TriTech's answering service, depending on the time/day of the call. During Normal Customer Service Hours, a Customer Service Representative will directly answer the support telephone call. If a Customer Service Representative is not available to answer your call during Normal Customer Service Hours, the call will automatically be routed to the TriTech operator. If all Customer Service Representatives are busy, the operator will offer the option to leave a message, or in the case of a Critical Priority problem, as described below, locate a Customer Service Representative.

(5) Following Normal Customer Service Hours, the call will be automatically routed to TriTech's answering service. Any calls routed to the answering service will be escalated to an on-call Customer Service Representative on-call for prompt follow-up and resolution, if required.

(6) During Normal Customer Service Hours, each issue will be assigned a ticket number. This number should be used for all subsequent inquiries relating to the original reported issue. Problems reported after Normal Customer Service Hours will be logged and assigned an issue number the next business day. Enhancement requests should be emailed to support@tritech.com.

(7) TriTech has approved Bomgar as the sole primary form of support connectivity for TriTech's software applications. Bomgar provides for passwords, advanced authentication, encryption and logging that meet or exceed FBI CJIS standards. The data is stored in a secure technology facility meeting FBI standards. The Client has access to log information through the TriTech support ticket management system Client portal on TriTech's website. Backup support connectivity is also required. The Client will ensure there is either reliable cellular coverage or a landline telephone in each physical area in which a Server or interface equipment is located to allow the Client's team to assist in troubleshooting.

(8) Reported software errors will be responded to and resolved in accordance with the Priorities and Response Matrix in Section 9 below. If requested or specified in the response time criteria below, a TriTech representative will return the call in a manner consistent with the priority and order in which the call was received. Client will make every effort to respond to TriTech in a timely fashion when requests are made for follow-up calls or additional documentation on the reported problem.

- a. If a response is not received, or a resolution is not provided in accordance with the Priorities and Response Matrix, the Client may request escalation of the issue in accordance with the TriTech Documentation.

(9) **Priorities and Support Response Matrix**

The following priority matrix relates to software errors resulting from the TriTech Software as further defined in this Agreement. Causes related to non-covered causes - such as hardware, network, and third party products - are not included in this priority matrix and are outside the scope of this Agreement.

Inform CAD, Inform Mobile, Inform Me, Field Ops, Inform Browser, Interfaces, and GIS Link Response Matrix

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	24x7 Support for live operations on the production system: A system down event which severely impacts the ability of Users to dispatch emergency units. This is defined as the following: • Inform CAD, Inform Mobile, Inform Me, Field Ops, or Interfaces are down as further defined in the Special Note #1 below. • Critical servers inoperative, as listed in Special Note #1. • Complete interruption of call taking and/or dispatch operations • Loss of transactional data & transactional data corruption This means one or more critical server components are non-functional disabling Inform CAD, or Inform Mobile workstations, or disabling Inform Me, or Field Ops. These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: Thirty (30) minute callback after client telephone contact to 800. 987.0911. Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 2 – Urgent Priority	24x7 Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users to enter incoming calls for service and/or dispatch emergency units. Such errors will be consistent and reproducible. A significant number of the Inform CAD, or Inform Mobile, workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform CAD or Inform mobile workstations, or Inform Me or Field Ops users). These Software Errors are defined in more detail in Special Note #2, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: One (1) hour callback after client telephone contact to 800. 987.0911. Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from entering incoming calls for service and/or dispatching emergency units, or perform a common call taking or dispatch function. Such errors will be consistent and reproducible. A significant number of Inform CAD, or Inform Mobile, workstations, or Inform Me or Field Ops users are negatively impacted by this error (e.g., does not apply to a minimal set of workstations or users).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via support@tritech.com. High Priority Issues are not managed after Normal Customer Service Hours.

Priority	Issue Definition	Response Time
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User from entering incoming calls for service and/or dispatch emergency units, or perform a common call taking or dispatch function. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via support@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via support@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.

Priority	Resolution Process	Resolution Time
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform CAD:
 - a. Users are unable to enter new requests for service via the emergency or scheduled call taking screen.
 - b. All users are unable to verify an address from within the emergency or scheduled call taking screen.
 - c. The Inform CAD System is down and all workstations will not launch or function.
 - d. The Inform CAD System is inoperable due to transactional data corruption caused by TriTech Software.
 - e. The Inform CAD Reporting and Archiving Server is down and the system is configured to use the Reporting Server for dispatching functions (e. g., Premise History).
 - f. Law enforcement users are unable to send or receive justice queries (this priority applies if the functionality is available through no other available methods).
2. Inform Mobile, Inform Me, Field Ops:
 - a. The Inform Mobile System, Inform Me or Field Ops is down and all unit mobile devices are unable to log in or function.
 - b. The Inform Mobile System is inoperable due to data corruption caused by TriTech Software.
 - c. Law enforcement users are unable to send or receive justice queries (this priority applies if the functionality is available through no other available methods).
3. Inform Browser, and GISLink:
 - a. There are no Critical Priority (Priority 1) issues for these products.

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform CAD:
 - a. Inform CAD users are severely impacted due to one of the following conditions:
 - i. A significant number of users (50% or more) are unable to verify an address from within the emergency or scheduled call-taking screen.
 - ii. The inability to view/edit premise or caution note information.
 - iii. The inability to send and receive text messaging (within CAD, CAD to Mobile, or Mobile to Mobile).
 - iv. The system does not perform unit recommendations.
 - v. Inability to assign a unit to an incident.
 - vi. Inability to change a unit's status.
 - vii. Inability to close an incident.
 - viii. Inability to view incident information needed to dispatch an incident.
 - ix. Disaster Recovery System, following a test failover is inoperable for more than one (1) business day
2. Inform Mobile, Inform Me, Field Ops:
 - a. Inform Mobile, Inform Me or Field Ops users are severely impacted due to one of the following conditions:
 - i. Inability to receive new requests for service from Inform CAD.
 - ii. Inability to view incident information needed to dispatch an incident.
 - iii. The inability to send and receive text messaging (within CAD, CAD to Mobile, or Mobile to Mobile).
 - iv. Inability to enter a traffic stop or on-view incident.
 - v. The inability to view premise or caution note information.
 - vi. Disaster Recovery System, following a test failover is inoperable for more than one (1) business day.
3. Inform CAD/Mobile Interfaces:
 - a. An Inform CAD Station Alerting Interface is down or Inform CAD Station Alerting Interface repeatedly fails to process a station alert, as part of a unit assignment, or if there is a reoccurring significant delay in the interface processing a station alert as part of a unit assignment (once it is diagnosed that is not being caused by the station alerting system).
 - b. An Inform CAD Paging Interface is down.
 - c. An interface used for personnel rostering is down.
 - d. A CAD-to-CAD interface is down or repeatedly fails to process information into an incident.

- e. An Inform CAD Paging Interface repeatedly fails to process a unit alert as part of a unit assignment.
- f. An ANI/ALI interface repeatedly fails to process information into an incident.
- g. An interface to an external rostering system used to logon units is down.
- h. An AVL interface fails to process updates for over 50% of units.
- i. A mobile interface (MDT or MDC) repeatedly fails to process incident or status change information.
- j. A Standard CAD to External System Incident Data Transfer Interface License (RMS) is down.
- 4. Inform Browser:
 - a. Inform Browser is down and no workstations are able to login (unrelated to the Client's network).
- 5. GISLink:
 - a. There are no Urgent Priority (Priority 2) issues for this product.

Additional Information:

- Disaster Recovery and Training CAD/Mobile Systems do not generally qualify for after Normal Customer Service Hours support. This would change if the Production System has failed over to the Disaster Recovery System, or during a failover of the Disaster Recovery System, the Disaster Recovery System will be supported as the Production System. Following a test failover if the Disaster Recovery System is inoperable for more than one (1) business day, TriTech will work to resolve the problem according to the Priority 2 response and resolution criteria included above.
- Modifications to installed Inform CAD/Mobile Licensed Software that operates with State and National Criminal Justice Information Systems (State CJIS/NCIC) systems to accommodate Government Mandated Changes, as necessary, dictated by State and Federal agencies having authority over these programs will be provided in a subsequent update.

Inform RMS/FBR, Inform Fire

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	Normal Customer Service Hours Support for live operations on the production system: A system down event which severely impacts the ability of Users to log on the system, or severely impacts the ability of Users to book or release inmates. This is defined as the following: • Inform RMS/FBR, or Inform Fire server software inoperative • Loss of ability for all Inform RMS/FBR, or Inform Fire users to log on to system • Loss of transactional data & transactional data corruption This means one or more critical server components are non-functional disabling Inform RMS/FBR, or Inform Fire workstations. These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. <i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS/FBR, and Inform Fire is not managed after Normal Customer Service Hours.</i> <i>If optional 24x7 support is contracted, after Normal Customer Service Hours: Thirty (30) minute call back after Client telephone contact to 800.987.0911.</i> Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 2 – Urgent Priority	Normal Customer Service Hours Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function, or severely impacts the ability of Users to book or release inmates. Such errors will be consistent and reproducible. • Loss of ability for Inform RMS users to enter Case (Incident, Arrest and Custody) records into the system • Loss of ability to transfer Inform FBR Reports • Unable to book or release inmates A significant number of the Inform RMS/FBR, or Inform Fire workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform RMS/FBR, or Inform Fire workstations). These Software Errors are defined in more detail in <i>Special Note #2</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. <i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RM/FBRS, , and Inform Fire is not managed after Normal Customer Service Hours.</i> <i>If optional 24x7 support is contracted, after Normal Customer Service Hours: One (1) hour call back after Client telephone contact to 800.987.0911.</i> Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response

Priority	Issue Definition	Response Time
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common Inform RMS/FBR, or Inform Fire function. Such errors will be consistent and reproducible. • Loss of Non-Critical Data (with “Non-Critical” being defined as not causing an error classified as a P1 or P2 error (above). • NIBRS State reporting issues that cause agency reports to exceed State error submission limits • UCR reporting multiple occurrence of inaccurate data A significant number of Inform RMS/FBR, or Inform Fire workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. High Priority issues are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.

Priority	Resolution Process	Resolution Time
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform RMS/FBR:
 - a. The Inform RMS/FBR System Server is down and unavailable for queries.
 - b. The Inform RMS/FBR is inoperable due to data corruption caused by TriTech Software.
 - c. Law enforcement users are unable to send or receive justice queries and transactions (this Priority applies if the functionality is available through no other available methods within the TriTech Software).
2. Inform Fire:
 - a. The Inform Fire Server is down and unavailable to process NFIRS reports.
 - b. The Inform Fire Server is inoperable due to data corruption caused by TriTech Software.

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform RMS/FBR:
 - a. The inability to create, save, access, or close records.
 - b. The inability to enter property in the evidence module.
 - c. The inability to move a piece of property to another location.
 - d. The inability to assign a case to an investigator.
 - e. The inability to create UCR/NIBRS State Reports.
 - f. The inability to complete an expungement on a name record.
 - g. The system does not display active master name alerts.
 - h. The system does not display active warrants for a master name.
 - i. The inability to provide master resolution during entry.
 - j. The inability to transfer a report from FBR to RMS.
 - k. A report is unable to complete the approval workflow.
2. Inform Fire:
 - a. The inability to create save, access or close fire records.
 - b. The inability to create save, access or close inspections records.
 - c. The inability to create save, access or close hazard records.

Additional Information:

CLIENTNAME

- State and Federal mandates relating to justice queries and reporting change from time to time. The following changes are considered covered support items:
 - A. Modifications to installed Uniform Crime Reporting (UCR) Program or National Incident Based Reporting System (NIBRS) facilities within the Inform RMS Licensed Software, or National Fire Incident Reporting System (NFIRS) within Inform Fire as necessary, in order to accommodate Government Mandated Changes dictated by State and Federal agencies having authority over these programs. Such modifications do not include fees associated with the development and implementation for transition from UCR to NIBRS, or costs for new hardware if applicable. TriTech will provide a quotation for associated services or hardware.

Inform Jail

General Support

Phone and email support will be provided for Inform Jail and shall maintain a support center database to track any reported issues. No support will be provided for Inform Jail more than two versions back from the most recently released version. Inform Jail support is managed by Zuercher Technologies, LLC, a TriTech company: 877.229.2205.

Support does not include custom programming services or training.

Support is available 24 hours a day, seven days a week.

Server Hardware Maintenance

Zuercher will maintain the Server Hardware necessary to host the Software. This does not include any Hardware except Server Hardware.

Customer Responsibilities

Access to Premises

Client shall provide Zuercher with reasonable and timely access to the sites and personnel necessary for Zuercher to perform its obligations under this Agreement.

Server Access

Client will ensure that all Inform Jail servers are directly network accessible to Zuercher at all times via SSH. There shall be no additional authorization or equipment required except as requested by Zuercher.

System Administrator

Client is responsible for naming one or more System Administrators to serve as a primary point of contact between Client and Zuercher. At least one System Administrator must be available at all times. Client will ensure that the System Administrators possesses the appropriate technology and public safety knowledge and skills to perform this role sufficiently.

Security

Client is responsible for providing all physical security. The Client is responsible for securing their network.

System Updates

Client shall work in good faith to allow TriTech to install System updates as requested by Zuercher.

CrimeView Desktop, FireView Desktop

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	There are no Critical Priorities for CrimeView/FireView Desktop.	Not applicable.
Priority 2 – Urgent Priority	Normal Customer Service Hours Support: A serious issue with no workaround that severely impacts the ability of the system to process the data. The Import Wizard continuous crashes upon trying to open it. A significant number of the CrimeView Desktop or FireView Desktop workstations are negatively impacted by this issue (e.g., does not apply to a minimal set of CrimeView Desktop or FireView Desktop workstations). This issue is defined in more detail in Special Note #1, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. Urgent Priority issues are not managed after Normal Customer Service Hours. Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of an Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common CrimeView Desktop or FireView Desktop function. Such errors will be consistent and reproducible. - Recent data is not available - Error message in the Crystal Report - Diagnosis of TriTech Desktop software issues and errors - Diagnosis of Configuration issues A significant number of CrimeView Desktop or FireView Desktop workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative. High Priority issues may also be reported via CrimeViewSupport@tritech.com High Priority issues are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions. - Annual updates - Geocoding issue - Licensing - Assistance with the setup of TriTech Desktop on a new server and/or user's computer - TriTech software updates These are defined in more detail in Special Note #2, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative. Medium Priority issues may also be reported via CrimeViewSupport@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.

Priority	Issue Definition	Response Time
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions Provision of the current TriTech Desktop tutorial (digital format)	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via CrimeViewSupport@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	No Critical Priority for CrimeView/FireView Desktop	Not applicable.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resume normal operations on the import system.	TriTech will work to provide the Client with a solution that allows the Client to resume normal operations on the import system within 48 hours of the call being received.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base.
Priority 4 – Medium Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. CrimeView/FireView Desktop
 - a. The Import Wizard continuously crashes when accessing the Import Wizard extension within ArcCatalog. This does not include ArcCatalog crashing on its own.

Special Note #2: Priority 4 – Medium Priority issues

1. Annual Updates
 - a. Clients are entitled to two (2) saved query updates annually.
 - i. The saved query updates are limited to the saved query groups included within the original application configuration and based on the original source field. Adding a new saved query group(s) or changing the source field will incur an additional cost.
 - b. Saved query updates are by client request when new query values are made available
2. Geocoding issue
 - a. Individual records are not geocoding, this does not include creating new address locators to the profile
3. The software updates includes compatibility with ArcGIS releases but will not be compatible with ArcGIS Desktop 10.5 and beyond due to technical limitation

CLIENTNAME

Not included in support:

- Change RMS/CAD vendor(s)
- RMS/CAD database schema updates (field length, type, size... table name change, etc...)
- Lookup table updates (code/description)
- Crystal Report updates
- GIS source file updates
- Geocoding rate enhancement
- Re-import of historical data
- Change the GIS format (Shapefile, Personal Geodatabase, File Geodatabase, ArcSDE Geodatabase, etc...) of the reference data or Import Wizard output data.
- Add/remove Import Wizard profile fields
- GIS editing
- Other source file integration
- Additional profiles

ADDENDUM C
SUBCONTRACTOR SUPPORT TERMS

CLIENTNAME

SUBSCRIPTION AGREEMENT

TRITECH SOFTWARE SYSTEMS

FOR

[INSERT CLIENT]

SUBSCRIPTION AGREEMENT

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DRAFT

SUBSCRIPTION AGREEMENT

Client:

Address:

City, State, Zip:

Phone, Fax:

Contact Name:

1.0 INTRODUCTION

1.1 This Agreement, is made by and between TriTech Software Systems, referred to as “TriTech”, a CentralSquare Technologies, LLC company, with offices at 1000 Business Center Drive, Lake Mary, FL 32476, and the entity named above, referred to as “Client” (Client and TriTech collectively are “Parties” herein, individually a “Party”).

1.2 This Agreement is for implementation services and a subscription to use certain TriTech Software applications, including applicable Interfaces, on an annual subscription basis (the “Project”) as more fully described in this Agreement and the Addenda hereto.

1.3 In consideration of the terms, promises, mutual covenants and conditions contained in this Agreement, Client and TriTech agree as follows:

2.0 ADDENDA

2.1 The following documents are attached as Addenda to this Agreement and incorporated by reference as though set forth in full:

- | | | |
|-----|--------------|---|
| (a) | Addendum A-1 | Statement of Work |
| (b) | Addendum A-2 | Number of TriTech Software Users,
and Designated Location |
| (c) | Addendum A-3 | TriTech Services |
| (d) | Addendum A-4 | Subcontractor Software, Hardware and Services,
if applicable |
| (e) | Addendum A-5 | Payment Terms |
| (f) | Addendum A-6 | Contract Price Summary |

[Client]

(h)	Addendum B	Subcontractor Warranty, Support and Maintenance Agreements, if applicable
(i)	Addendum C	Subcontractor License Agreements, if applicable
(j)	Addendum D	Support for Subscription Services

3.0 DEFINITIONS

3.1 “Contract Price” means the total of the purchase price for the Subscription Services as specified in Addendum A-8.

3.2 “Deliverable” means the implementation and Subscription Services, including any third party items to be provided under this Agreement as listed in the addenda hereto.

3.3 “Deliver” or “Delivery” implementation of the Subscription Services, or any third party items to be provided under this Agreement.

3.4 “Designated Location(s)” means the physical site(s) at which the Subscription Services are Used as specified in Addendum A-2.

3.5 “Documentation” means the then-current standard user manuals or other related instructional and/or reference materials, provided by TriTech or other Software Vendors from time to time.

3.6 “Functional Acceptance Test (“FAT”)” means the pre-Go Live test process for a Subsystem as further defined in Section 8.2 and the Statement of Work.

3.7 “Go Live” means the event that occurs when the Client first uses the Subscription Services for Live Operations.

3.8 “Help Desk” means the TriTech telephonic support services provided as described in the Addendum D.

3.9 “Initial Term” means the thirty-six (36) month period for the Subscription Services beginning on the date of Go Live.

3.10 “Interface,” collectively or individually, means the interface software described in Addendum A-2.

3.11 “Live Operations” means use of the Subscription Services in a live operational environment.

3.12 “Object Code” means any instruction or set of instructions of a computer program in machine-readable form.

3.13 “Production System” means the primary computer system for live operations of the TriTech Software.

3.14 “Project Schedule” means the schedule set forth in or developed pursuant to the Statement of Work, subject to any permitted changes or modifications.

3.15 “Server” means any and all computers either in the cloud or in a local area network that run administrative software which controls access to all or part of the network and its resources and make such resources available to computers acting as workstations on the network, including the Production System and any Disaster Recovery System.

3.16 “Services” means the services provided by TriTech under this Agreement, including the Subscription Services.

3.17 “Software” means collectively or individually the object code version of computer programs provided under this Agreement on a subscription or perpetual license basis.

3.18 “Software Error” means an error in coding or logic that causes a program not to substantially function as described in the applicable Specifications.

3.19 “Source Code” means the high-level computer instructions for Software used to generate Object Code.

3.20 “Specifications” means TriTech’s standard user guides, Interface Requirements Documents (IRDs), Functional Definition Documents (FDDs), Operational Scenario Documents (OSDs), and Functional Acceptance Test, or Functional Test documents.

3.21 “Statement of Work” means Addendum A-1, the document that defines the implementation process for the Project, including specific tasks that are the responsibility of TriTech and the Client.

3.22 “Subcontractor” means any entity identified in the Statement of Work as subcontractors to TriTech, if applicable.

3.23 “Subcontractor Hardware” means the hardware supplied by a Subcontractor as part of its Subsystem, and identified in Addendum A-6, if applicable.

3.24 “Subcontractor Software” means software supplied by a Subcontractor as part of its Subsystem and listed in Addendum A-6, if applicable.

3.25 “Subscription Services” means the TriTech Software and related hosting, maintenance and/or support services for remote access to the TriTech Software provided on a subscription basis under this Agreement.

3.26 “Support Agreement” means collectively or individually agreements of that name (or a similar name) for the rendering of Support services for applicable Subcontractor Software.

3.27 “System Software” means includes, without limitation, operating system software, DBMS Software, and communications software. TriTech will provide System Software as part of the Subscription Services under this Agreement.

3.28 “Task Completion Report” or “TCR” means the document presented by TriTech’s Project Manager to the Client upon completion of certain tasks as defined in the Statement of Work.

3.29 “Telephone Support” means the service provided by TriTech for access to the TriTech Customer Service Department by telephone as further defined in Addendum D.

3.30 “TriTech Business Hours” means TriTech’s corporate business hours of 8:30 a.m. to 5:30 p.m. (Pacific Time), Monday through Friday, excluding TriTech holidays.

3.31 “TriTech Software” means the Object Code version of the software provided on a subscription basis under this Agreement.

3.32 “Update” means bug fixes, revisions or additions to the TriTech Software made available to Client by TriTech.

3.33 “User” means the operator of the Subscription Services.

3.34 “Vendor” means any supplier of hardware, Software or services under this Agreement. With respect to Software, this term will also mean the owner of the intellectual property rights, including copyright, to the software.

3.35 “Warranty Period” means the period starting at first Go Live and ending one (1) year thereafter.

3.36 “Workstation” means any computer input station that utilizes the functionality of the Subscription Services.

4.0 PRICES AND PAYMENT

4.1 Unless otherwise stated herein, all dollar amounts contained in this Agreement are in U.S. dollars. The Contract Price for the Subscription Services, or other items purchased and/or licensed (perpetual or subscription) items hereunder is specified in Addendum A-6. Client shall pay the Contract Price without deduction or offset on the terms specified in Addendum A-5, pursuant to invoices issued by TriTech which shall be due upon receipt unless otherwise stated in the invoice. Subscription fees are due on an annual basis as further defined in Section 6.1, and Addendum A-5.

4.1.1 For each payment milestone identified in Addendum A-5, TriTech's Project Manager will provide the Client with a TCR. TriTech may invoice the payment milestone upon Client's signature of the TCR or expiration of the period for signature as provided in the Statement of Work or a TCR.

4.1.2 The Contract Price for the Deliverables defined in Addendum A-2 through Addendum A-6 is based on a firm fixed price, subject to the following adjustments. In the event that Client in its sole discretion chooses to delay implementation of any Deliverable for more than six (6) months beyond the Go Live date set forth in the Project Schedule, and the then current pricing for such Deliverable(s) including applicable Services has increased since the date of execution of this Agreement, such then current pricing will apply. A change order for signature by both Parties will be processed to adjust the Contract Price.

4.2 All amounts due and payable to TriTech hereunder shall, if not paid when due, bear a late charge equal to one and one-half percent (1-1/2%) per month, or the highest rate permitted by law, whichever is less, from their due date until paid. The **remittance address for payments** only is:

TriTech Software Systems
P.O. Box 203223
Dallas, TX 75320-3223

4.2.1 In the event that Client is in arrears on payments due to TriTech of more than sixty (60) days from the due date, TriTech in its sole discretion may elect to stop work on the Project or any services (including Subscription Services) until Client becomes current on all payments due. In such event the Project Schedule will be adjusted accordingly, and TriTech shall not be considered to be in default for delays caused by such adjustment or Client's non-payment.

5.0 SOFTWARE SUBSCRIPTION

5.1 In consideration for, and subject to, the payment of the fee(s) for the Subscription Services specified in Addendum A-6 of this Agreement, and the other promises, covenants and conditions herein, Client is granted the following licenses to use the Subscription Services:

5.1.1 The TriTech Software: A, nontransferable, nonexclusive right and license to Use the TriTech Software and its associated Documentation on an annual Subscription basis for Client's own internal use for the applications described in the Statement of Work, at the Designated Location, in the applicable environment (e.g., Production, Test, Training, or Disaster Recovery System) and in the quantity set forth in Addendum A-2. Additional TriTech Software licenses provided as Subscription Services after the execution of this Agreement shall also be licensed in accordance with the provisions of this Section 5.0. Client shall not Use, copy, rent, lease, sell, sublicense, create derivative works from/of, or transfer any Software or Documentation, or permit others to do said acts, except as provided in this Agreement. Any such unauthorized Use shall be void and may result in immediate and automatic termination of the Subscription Services. In such event, Client shall not be entitled to a refund of any portion of the fees paid for the Subscription Services. The Subscription Services may not be used to operate a service bureau or time-sharing service, outsourcing service, application service provider service

or other services or businesses that provide computer-aided dispatching to third parties. Notwithstanding, Client shall be entitled to the Subscription Services at the applicable Designated Location to provide services for itself and other governmental agencies/entities in the county and state of the Designated Location.

5.1.2 Subcontractor Software: Licenses for any Subcontractor Software, if applicable, are set forth in Addendum C.

5.1.3 Third party Software: Applicable third party products providing supplemental software code to the TriTech Software and not subject to separate licensing provisions shall be licensed in accordance with the provisions of this Section 5.

5.2 Title to all TriTech Software or Documentation shall remain with TriTech. Title to any third party, including any Subcontractor, Software or Documentation shall remain with the applicable Vendor or original licensor.

5.3 The Software licenses, perpetual or subscription, granted in this Agreement or in connection with it are for Object Code only and do not include a license or any rights to Source Code whatsoever.

5.4 Client may not export any Software or Documentation outside the United States without further prior written agreement of TriTech or the applicable Subcontractor. In the event of such agreed export, Client is responsible for complying with all applicable export laws or regulations. Software is provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by applicable government agencies is subject to restrictions as set forth in subparagraph (c) 1)(ii) of the DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of 48 CFR 52.227-19, as applicable.

5.5 The Subscription Services, and any Software licenses are effective until terminated hereunder or under the terms of the applicable Vendor license agreements.

6.0 TERM

6.1 The “Initial Term” of the Subscription Services under this Agreement shall be for a period of thirty-six (36) months from the date of Go Live. Subscription fees will be paid on an annual basis. Should Client terminate this Agreement prior to the end of the initial term, 100% of the remaining fees for the Subscription Services for the Initial Term will be due. This requirement may be waived if the Client is unable to secure funding for the Subscription Services for the full initial term.

6.2 Upon expiration of the Initial Term, this Agreement may be renewed for subsequent annual terms at the mutual written agreement of the Parties.

7.0 IMPLEMENTATION

7.1 TriTech will Deliver the items purchased and/or licensed hereunder and perform the services pursuant to the Statement of Work, subject to the provisions of Section 20.0 of this Agreement, and further subject to any delays caused by the actions or omissions of Client or its agents.

7.2 As further defined in the Statement of Work, TriTech will appoint a Project Manager who will act as the primary point of contact for TriTech's services for the implementation process in the Project. Any services desired by Client in addition to those specified in this Agreement or the Statement of Work will be subject to the availability and scheduling of TriTech (or Subcontractor) personnel and at TriTech's (or the Subcontractor's) then-current rates, plus expenses. Prior to performing any of the aforementioned additional services, TriTech will provide a written quotation detailing the price (or time and materials estimate) for such services. TriTech may subcontract with certain Vendors that provide hardware, Software and/or services in connection with the Project (as more fully described in the Statement of Work), and (iii) pass through to Client warranties received from the Vendors thereof. Prior to Acceptance, should any Subcontractor hereunder be in default (provided such default is not due to any fault or delay of Client or its agents, due to any third party, or due to an event of Force Majeure, TriTech may either continue to perform the duties of the Subcontractor to fulfill the obligations for the Subcontractor in accordance with the Statement of Work, or provide an alternative solution; provided, however, that in no event will TriTech's responsibility for any Subcontractor's default exceed the price for such Subcontractor's portion of the Contract Price.

7.3 The Statement of Work will further define the implementation process for the Deliverables and Subscription Services to be provided under this Agreement; as well as the responsibilities of both TriTech and the Client for the relevant tasks associated with the Project.

7.4 The Project Schedule will define the timeframe for completion of Project Milestones and the party or parties involved in performing the task, e.g. TriTech, Client, or Subcontractor.

7.5 Unless provided as part of a fixed fee, travel costs incurred and invoiced by TriTech in connection with services rendered under this Agreement shall be paid by Client upon receipt of invoice. All travel costs and arrangements will be made in accordance with TriTech's standard travel policy, a copy of which will be provided to Client upon request.

8.0 SITE PREPARATION

8.1 Client agrees to provide, in a timely manner and at its own expense, required facilities and equipment specified in the Statement of Work, , the Documentation, or as otherwise specified by TriTech in writing.

9.0 ACCEPTANCE

9.1 General. Testing of the System and Subsystems shall occur throughout the Project life cycle as further defined in the Statement of Work ("SOW"). Prior to conducting the

Functional Acceptance Test (“FAT”) process as defined below, TriTech shall provide the standard FAT documents for the System and Subsystems. TriTech shall conduct the FAT with the Client’s participation in accordance with the Project plan. Individual test cases within the FAT documents shall have pass/fail criteria and with results provided to the Client in a test report. Client shall not suspend testing when problems are experienced and restart a FAT when the problems are corrected unless the problems prevent continuing with FAT testing. If FAT testing must be suspended pending corrective action, Client shall promptly advise TriTech by the fastest available means. During the FAT process, any FAT issues detected will be mutually defined and agreed upon as Pre-Go Live Issues to be corrected prior to Go Live, or Post Go Live Issues that do not affect the Go Live readiness of the System and will be corrected following Go Live. The FAT process and milestones are further defined in the SOW.

9.2 Interfaces. Client must provide testing or equivalent third party or Client owned systems environments with which TriTech may test the Interfaces to be provided under this Project to those systems. If suitable test environments for systems to be interfaced with are not available, then testing of those Interfaces may be omitted from the acceptance process and determined to be a post Go Live requirement.

9.3 Acceptance will occur on the date of Go Live, which date shall be mutually agreed upon in writing between TriTech and Client as further defined in the Statement of Work.

10.0 CONFIDENTIALITY AND PROPRIETARY RIGHTS

10.1 TriTech agrees to maintain Client’s confidential business information and confidential data, including patient identifying data, to which TriTech gains access in confidence and to not disclose such information except as required to perform hereunder or as required by law. Client will use reasonable efforts to identify or designate information or data as confidential at or within five (5) business days of disclosure. Notwithstanding the above, the applicable Vendor or original licensor shall own the copyrights, trade secrets, patent rights and other proprietary rights in and may use without restriction knowledge, information, ideas, methods, know-how, and copyrightable expression learned or acquired (including without limitation any feedback, suggestions, or other information or materials) as a result of or in connection with this Agreement to make modifications and enhancements to Software or Documentation. Client shall acquire no intellectual property ownership rights to Software or Documentation as a result of such use, whether as author, joint author, or otherwise. Confidential information does not include any information which (a) is generally available to the public or becomes generally known to the public through no act or omission of TriTech or any violation of confidentiality; (b) is disclosed to TriTech by third parties without breach of confidentiality obligations; (c) is already in the lawful or rightful possession of TriTech prior to receipt of the confidential information or (d) is developed independently by TriTech without use of the confidential information.

10.1.1 TriTech maintains a security program for managing access to client data – particularly HIPAA and CJIS information (“Security Approved Personnel”). This includes 1) a pre-employment background check; 2) security training required by Federal CJIS regulations; and 3) criminal background checks/fingerprints required by Federal or State regulations. TriTech will work with the Client to provide reasonably required documentation (such as the CJIS Security Addendum Certification form and VPN documents).

10.1.1.1 If required by the Client, TriTech will provide paper fingerprint cards for such Security Approved personnel with the fingerprinting performed in the state of the TriTech staff's job assignment. If the Client requires fingerprints submitted in a form other than paper prints (such as Live Scan) or that such fingerprints be performed at the Client's site, the Client will reimburse TriTech for the cost of TriTech Security Approved Personnel traveling to the Client's site or for a vendor (such as Live Scan) to travel to the applicable TriTech office location. This provision will apply during the installation of the Project and for the duration of the Client's Subscription Services.

10.2 Client understands and agrees that the Software and Documentation including, but not limited to, the Source Code, Object Code, the OSDs, FDDs, IRDs and FATs, the Statement of Work, the software design, structure and organization, software screens, the user interface and the engineering know-how implemented in the software, together with any other information identified by TriTech or a Vendor as confidential or proprietary (collectively "Vendor Proprietary Information" or "VPI") constitute the valuable properties and trade secrets of the Vendor thereof, embodying substantial creative efforts which are secret, confidential, and not generally known by the public, and which secure to the Vendor a competitive advantage.

10.2.1 The material presented in TriTech's training courses is VPI and not intended for public disclosure or disclosure to third parties. Clients may videotape training sessions provided on-site at the Client's facilities by TriTech staff for the Client's own internal use only; provided, however, that the TriTech training staff have consented in writing to such videotaping. The Client is responsible for managing secure access to and copying or distribution of any TriTech provided training materials or Client-made videotapes of TriTech training sessions.

10.3 Client agrees during the term of the license or Subscription Services granted under this Agreement, and thereafter, to hold the VPI, including any copies thereof and any documentation related thereto, in strict confidence and to not permit any person or entity to obtain access to it except as required for Client's exercise of the license or Subscription Services rights granted hereunder. Nothing in this Agreement is intended to or shall limit any rights or remedies under applicable law relating to trade secrets, including the Uniform Trade Secrets Act as enacted in applicable jurisdictions.

10.4 Client shall not attempt or authorize others to attempt to learn the trade secrets, technology, ideas, processes, methods of operation, know-how and/or confidential information contained in the Software by duplication, decompilation, disassembly, other forms of reverse engineering, or other methods now known or later developed.

10.5 Client shall inform TriTech promptly in writing of any actual or suspected unauthorized Use, copying, or disclosure of VPI.

10.6 If any VPI is subject to any Federal or State statutes(s) providing for public access or disclosure of public records, documents or other material, Client shall as allowed by law (i) provide to TriTech (and, if applicable the concerned Subcontractor) written notice of any request or other action by a third party under said statute(s) for release, access, or other disclosure thereof, (ii) provide to TriTech (and, if applicable the concerned Subcontractor) a reasonable opportunity

to respond to and/or oppose such action in the appropriate forum and (iii) take such steps as are permitted under said statutes to assert in response to such action any exemptions or other protections available thereunder to prevent, restrict and/or control the public release, access and/or disclosure of the VPI.

10.7 The obligations specified under this Section 10 shall survive any termination or rescission of this Agreement.

11.0 LIMITED WARRANTIES

11.1 TriTech will provide the Subscription Services in accordance with commercially accepted standards for such services. During the Warranty Period, TriTech warrants that the TriTech Software will perform in substantial conformity with the Specifications. TriTech does not warrant that the TriTech Software or Subscription Services will be error free. If, during the Warranty Period, Client determines that a warranty defect exists in the TriTech Software, Client shall notify TriTech in accordance with Addendum D – Software Error Correction Guidelines and Procedures. TriTech shall, at its option, replace the defective TriTech Software, or correct the defect in accordance with Addendum D. This Section 11.1 sets forth Client's sole remedy with respect to the foregoing warranty.

11.1.1 TriTech further warrants and represents that the TriTech Software does not contain any "back door," "time bomb," "Trojan horse," "worm," "drop dead device" or other program routine or hardware device inserted and intended by TriTech to provide a means of unauthorized access to, or a means of disabling or erasing any computer program or data, or otherwise disabling the Subscription Services. (Nothing herein shall be deemed to constitute a warranty against viruses. Section 11.2.4, below, shall constitute the agreement of the Parties with respect to viruses.) Client's sole remedy with respect to the foregoing warranty shall be to receive an Update to the TriTech Software that does not contain any of the above-described routines or devices.

11.2 If the TriTech Software is unable to function as warranted due to any one or more of the following factors, additional charges may be imposed by TriTech for efforts to attempt to correct or work around such factors:

11.2.1 Problems in the TriTech Software are caused by the TriTech Software not being used in accordance with the TriTech Documentation, or other instructions provided by TriTech.

11.2.2 Software not provided by TriTech, or not specified as compatible in the Documentation, or Client not following the procedures for loading third party software on a Workstation as set forth in Section 12.4 of this Agreement.

11.2.3 Equipment which does not meet the configuration requirements specified in the Documentation, by failure of Client to provide and maintain the site and facility requirements described in Section 7.0 herein, or the use of other equipment not meeting TriTech's minimum recommended specifications.

11.2.4 Computer viruses that have been introduced into Client's system through no fault of TriTech. Client shall maintain up-to-date virus checking software and shall check all software received from TriTech or any other person or entity for viruses before introducing that software into any part of the System including, but not limited to, Workstations. If, despite such check, a virus is introduced by TriTech, TriTech will provide a virus-free copy of the TriTech Software, and will, at its expense, reload said software. TriTech will reload Client's data from the backup media.

11.2.5 Equipment or software provided by third parties with which the TriTech Software interfaces or operates (including but not limited to System Software), including but not limited to problems caused by changes in such equipment or software. If such changes occur which require modifications or other actions with respect to the TriTech Software, such modifications or actions shall (unless identified in Addendum A-3 as a line item in this Agreement) be subject to the mutual written agreement of the Parties, including but not limited to, additional charges by TriTech at its then current rates for engineering and technical support.

11.3 If mapping information is supplied with the TriTech Software, TriTech makes no representation or warranty as to the completeness or accuracy of the mapping data provided with the TriTech Software. The completeness or accuracy of such data is solely dependent on the information supplied by the Client or the mapping database vendor to TriTech.

11.4 Problems in the TriTech Software or transmission of data caused by internet services, wireless services, including cell phone carriers, cell phone devices and operating systems, and any personal settings on the devices are not warranted by TriTech, or covered under the terms of this Agreement. Client's use of services provided by its internet provider, wireless service providers or carriers, or transmission of data from cell phone carriers, cell phones and operating systems, and the security, privacy, or accuracy of any data provided via such services is at Client's sole risk.

11.5 Client is responsible for maintaining the required certifications for access to Client's state CJIS system(s), NCIC and any local state, federal or other applicable systems.

11.6 TriTech IQ subscription services, if applicable, are provided "as is".

11.7 Subcontractor Hardware and Software, and any other items or services provided under this Agreement and not manufactured by TriTech (collectively "Third Party Items") are warranted by the manufacturers or Vendors thereof, not by TriTech. TriTech shall pass through to Client all warranties on Third Party Items which TriTech is permitted to pass through to Client. If, during the warranty period for Third Party Items, Client determines that they do not perform as warranted, Client shall contact TriTech using the procedures described in Addendum D to this Agreement.

11.8 EXCEPT AS SPECIFICALLY STATED IN THIS SECTION 11, TRITECH MAKES AND CLIENT RECEIVES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TRITECH RESELLS AND PASSES THROUGH THIRD PARTY PRODUCTS ON AN "AS IS, WHEN

AVAILABLE” BASIS. TRITECH DOES NOT REPRESENT OR WARRANT THAT ANY TRITECH PRODUCT OR THIRD PARTY ITEMS, INCLUDING HARDWARE, SOFTWARE OR SERVICES, WILL BE FREE FROM ERRORS, DEFECTS OR INFRINGEMENT.

12.0 MAINTENANCE AND SOFTWARE SUPPORT

12.1 Support is included as part of the annual Subscription fee. The initial term of support for the Subscription Services will begin upon the date of Go Live and end thirty-six (36) months thereafter in accordance with Addendum D.

12.2 TriTech is providing a hosted solution for the number of instances set forth in Addendum A-2, which may include Client’s Production, Test/Training, and Disaster Recovery environments. TriTech will manage support and maintenance for this hosted solution as further defined in Addendum D. Client is responsible for all other hardware for the Project.

12.3 Subcontractor Hardware and Software. The initial twelve (12) month maintenance and support period for those Vendors identified in Addendum A-4, if applicable, will be provided to Client by the respective Vendors as Subcontractors to TriTech. During this time, Client shall contact TriTech in accordance with the procedures in Addendum D to report any errors or defects detected with respect to such items. During this time; TriTech shall assist Client in determining the nature of the problem, and will contact the appropriate Vendor for resolution; TriTech will use commercially reasonable efforts to follow-up with the Vendor and maintain contact with both the Vendor and Client to coordinate problem resolution. Support and maintenance will be provided in accordance with the respective Vendor’s support and maintenance agreements, attached hereto at Addendum B, if applicable. At the conclusion of such initial annual maintenance and support period, maintenance and support shall be subject to and provided in accordance with any maintenance agreements between Client and the respective Vendors. TriTech shall not be a party to such maintenance and support agreements nor shall TriTech have any liability thereunder. Thereafter, provided that Client continues to pay the annual fee for the Subscription Services when due, Client may contact TriTech in accordance with Addendum D, and TriTech shall provide Help Desk services to Client with respect to the reported problem only to the extent relating to the Subscription Services or determining if the problem is due to any third party or Vendor other than TriTech. If the problem is due to a third party or Vendor other than TriTech, Client is responsible for contacting the Vendor or third party for any further support or maintenance services for the problem. TriTech has no obligations to provide maintenance or support for any non-TriTech Software except as specifically provided in this Section 12.3.

12.4 If, at any time after installation of the System, Client desires to load on a Workstation any software not provided by TriTech, it shall, before loading such software, follow the procedures regarding third party software compatibility in the TriTech Documentation, and may contact the TriTech Customer Service Department at the telephone numbers listed in Addendum D for assistance as required. **Such action shall not constitute approval, express or implied, for the loading of specific software on a Workstation, nor any express or implied warranty, representation or other obligation by TriTech with respect to such software, including but not limited to its suitability, operability or capability to meet Client’s needs or expectations.** Client agrees that if the loading of such third party software degrades the

performance of the Subscription Services, Client shall immediately uninstall such software. Client shall absolve, discharge and release TriTech from any obligations or liabilities related to operation or performance of the Subscription Services, the TriTech Software, Subcontractor Software, or any other item provided by TriTech under this Agreement, including but not limited to any liabilities for damages related thereto in connection with the installation of such third party software

13.0 DEFAULT AND TERMINATION

13.1 TriTech may terminate this Agreement and the Subscription Services at any time if (i) Client fails to comply with any material term or condition of this Agreement unless (a) in the case of failure to pay monies due to TriTech, Client cures such failure within fifteen (15) days after written notice of such failure by TriTech or (b) in other cases, Client cures such failure(s) within thirty (30) days of such notice or in the case of failures which are curable, but not reasonably susceptible to cure within thirty (30) days, Client commences action to cure such failure within such period and continues such action with due diligence until the failure is cured, or (ii) Client's normal business operations are disrupted or discontinued for more than thirty (30) days by reason of insolvency, bankruptcy, receivership or business termination. Such termination shall not affect TriTech's right to receive and retain the Contract Price, Subscription Fees, and other fees, charges and expenses earned hereunder.

13.1.1 In the event of termination in accordance with Section 13.1 above, other Vendors providing software licenses may also terminate such licenses granted to Client related to this Agreement, in addition to and without limiting any other rights or remedies TriTech or such Vendors may have.

13.2 Client may terminate this Agreement if (i) TriTech fails to comply with any material term or condition of this Agreement unless (a) TriTech (or, if necessary, a Subcontractor) cures such failure within thirty (30) days after written notice thereof from Client or (b) in the case of failures which are curable but not reasonably susceptible to cure within thirty (30) days, TriTech (or the applicable Subcontractor) commences action to cure such failure within such period and continues such action with due diligence until the failure is cured, or (ii) TriTech's normal business operations are disrupted or discontinued for more than thirty (30) days by reason of insolvency, bankruptcy, receivership or business termination and no successor or assignee is appointed who is ready, willing and able to assume and perform TriTech's executory obligations under this Agreement.

13.3 Upon termination, the Subscription Services and Client's connectivity will be terminated. TriTech shall provide Client with a final extract of the Client data in SQL relational database format after which, TriTech will remove all Client data from its servers and verify to Client in writing that such data has been destroyed. If applicable, Client shall permanently remove and destroy all copies of the Software from its computer system, media, or other locations, destroy all copies of the Documentation and associated materials of VPI and certify to TriTech in writing that Client has performed said actions and has not retained or permitted others to retain any such copies whether on a computer system or Server, hard copy or CD-ROM, magnetic or other media, backup or archival copies, or otherwise. Client shall perform these same procedures for removal

and destruction of System Software and Subcontractor Software, and the associated Documentation, and so notify TriTech.

14.0 LIABILITY

14.1 TriTech shall indemnify, defend, save, and hold Client harmless from any and all claims, lawsuits or liability, including attorneys' fees and costs, to the extent arising out of any loss, damage or injury to persons or tangible personal property arising from a wrongful or negligent act, error or omission of TriTech, its employees, agents, contractors, or any Subcontractor; however, TriTech shall not be required to indemnify Client for any claims or actions to the extent due to the negligence or wrongful act of Client, its employees, agents, or contractors. Notwithstanding anything to the contrary in the foregoing, if a claim, lawsuit or liability results from or is contributed to by the actions or omissions of Client, or its employees, agents or contractors, TriTech's obligations under this provision shall be reduced to the extent of such actions or omissions based upon the principle of comparative fault.

14.2 NOTWITHSTANDING THE FOREGOING, THE TOTAL LIABILITY OF TRITECH FOR ANY CLAIM OR DAMAGE ARISING FROM OR OTHERWISE RELATED TO THIS AGREEMENT, WHETHER IN CONTRACT, TORT, BY WAY OF INDEMNIFICATION OR UNDER STATUTE SHALL BE LIMITED TO DIRECT DAMAGES WHICH SHALL NOT EXCEED (I) THE SUBSCRIPTION FEES PAID DURING THE PREVIOUS TWELVE (12) MONTH PERIOD; OR (II) IN THE CASE OF BODILY INJURY, PERSONAL INJURY OR PROPERTY DAMAGE FOR WHICH DEFENSE AND INDEMNITY COVERAGE IS PROVIDED BY TRITECH'S INSURANCE CARRIER, THE LESSER OF THE COVERAGE LIMITS OF SUCH INSURANCE OR THE AMOUNT ACTUALLY PAID TO TRITECH OR CLIENT BY THE APPLICABLE INSURANCE CARRIER FOR SUCH DAMAGE.

14.3 Except for actions for copyright, trade secret, or trademark infringement, no action or proceeding arising out of any claimed breach of this Agreement or transaction may be brought by either Party more than four (4) years after the cause of action has accrued.

14.4 IN NO EVENT SHALL EITHER PARTY OR ITS SUBCONTRACTORS OR SUPPLIERS BE LIABLE WHETHER IN CONTRACT OR IN TORT FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOST OR DAMAGED SOFTWARE, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF, OR OTHERWISE RELATED TO THIS AGREEMENT, REGARDLESS OF WHETHER A PARTY HAS NOTICE OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE.

15.0 INSURANCE

15.1 Beginning at the start of TriTech's performance under this Agreement, and ending when TriTech is no longer providing to Client Subscription Services, TriTech shall maintain in force a policy of General Liability Insurance with coverage limits of \$1,000,000 per occurrence, \$2,000,000 aggregate.

15.2 Upon the written request of Client, TriTech shall cause Client to be added as an additional insured to the above-described policy.

16.0 COPYRIGHT & TRADE SECRET INFRINGEMENT

16.1 TriTech will at its expense defend against any claim, action or proceeding by a third party (“Action” herein) to the extent due to claimed infringement by the TriTech Software or Subscription Services of copyright or trade secrets, provided that Client immediately notifies TriTech in writing of such Action and cooperates fully with TriTech and its legal counsel in the defense thereof. TriTech may in its discretion (i) contest, (ii) settle, (iii) procure for Client the right to continue using the TriTech Software and Subscription Services, or (iv) modify or replace the TriTech Software so that it no longer infringes (as long as substantially all the functionality and performance described in the Specifications remains). Client may participate in the defense of such Action at its own expense. If TriTech concludes in its sole judgment that none of the foregoing options are commercially reasonable, and Client’s use of the TriTech Software and Subscription Services is permanently enjoined as a result of a judgment of a court of competent jurisdiction in such Action, then TriTech will return to Client the fee(s) for the Subscription Services paid by Client under this Agreement less a prorated portion of said fee(s) for Client’s use of the Subscription services (calculated by multiplying the ratio of the number of months of actual Use in Live Operations to thirty-six (36) months times the Subscription Service fees paid) and the subscription granted in this Agreement shall terminate. In addition, in the event such Action results in a money judgment against Client which does not arise, wholly or in part, from the actions or omissions of Client, its officers, directors, employees, contractors, agents, or elected officials, or a third party, TriTech will, subject to Section 14.0 herein, indemnify Client therefrom to the extent indemnification for such judgment is not provided under Client’s insurance policies (unless Client is self-insured in which case the preceding clause shall not apply).

16.2 Notwithstanding the above, TriTech shall have no duty under this Section 16.0 with respect to any claim, action or proceeding (i) arising from or related to infringements by System Software, Subcontractor Hardware or Software, or Equipment, (ii) arising out of modifications to the TriTech Software and/or Documentation not made by or under the direction of TriTech, (iii) resulting from use of the TriTech Software to practice any method or process which does not occur wholly within the TriTech Software, or (iv) resulting from modifications to the TriTech Software or Documentation prepared pursuant to specifications or other material furnished by or on behalf of Client. This Section 16.0 states the entire obligation of TriTech regarding infringement of intellectual property rights, and it will survive the termination of this Agreement.

17.0 DISPUTE RESOLUTION

17.1 The Parties desire to first attempt to resolve certain disputes, controversies and claims arising out of this Agreement or any Addenda hereto before a Party begins litigation. Prior to commencing litigation, at the written request of either Party, the Parties agree to meet onsite at either TriTech’s or the Client’s location as determined by the Parties, and negotiate in good faith to resolve any dispute arising under this Agreement. Each Party shall be responsible for its associated travel costs. If the above negotiations do not resolve the dispute with sixty (60) days of the initial written request, either Party may take appropriate legal action.

18.0 SALES, USE AND PROPERTY TAX

18.1 Unless exempt from such taxes, Client shall be solely responsible for payment or reimbursement to TriTech of all sales, use, value added or other taxes imposed upon this Agreement by any level of government, whether due at the time of sale or asserted later as a result of audit of the financial records of either Client or TriTech. If exempt, Client shall provide to TriTech written evidence of such exemption. Client shall also pay any personal property taxes levied by government agencies based upon Client's use or possession of the items acquired or licensed in this Agreement.

19.0 SEVERABILITY

19.1 If any term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement is held to be invalid or unenforceable, for any reason, it shall not affect, impair, invalidate or nullify the remainder of this Agreement, but the effect thereof shall be confined to the term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement so adjudged to be invalid or unenforceable.

20.0 FORCE MAJEURE/EXCUSABLE DELAY

20.1 Neither Party shall be responsible for failure to fulfill its obligations hereunder or liable for damages resulting from delay in Delivery or performance as a result of war, acts of terrorism, fire, strike, riot or insurrection, natural disaster, delay of carriers, governmental order or regulation, complete or partial shutdown of plant, unavailability of equipment or software from suppliers, default of a subcontractor or vendor (if such default arises out of causes beyond its reasonable control), the actions or omissions of the other Party or its officers, directors, employees, agents, contractors or elected officials and/or other similar occurrences beyond the Party's reasonable control ("Excusable Delay" herein). In the event of any such Excusable Delay, Delivery or performance shall be extended for a period of time as may be reasonably necessary to compensate for such delay.

21.0 CONSTRUCTION AND HEADINGS

21.1 The division of this Agreement into sections and the use of headings of sections and subsections are for convenient reference only and shall not be deemed to limit, construe, affect, modify, or alter the meaning of such sections or subsections.

22.0 WAIVER

22.1 The failure or delay of any Party to enforce at any time or any period of time any of the provisions of this Agreement shall not constitute a present or future waiver of such provisions nor the right of either Party to enforce each and every provision.

22.2 No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the Party claimed to have waived or consented. Any consent by any Party to, or waiver of, a breach by the other, whether expressed or implied, shall not constitute a consent to, waiver of or excuse for any other, different or subsequent breach.

23.0 ENTIRE AGREEMENT

23.1 This Agreement and its Addenda or Amendment(s) represent the entire agreement between the Parties hereto and a final expression of their agreements with respect to the subject matter of this Agreement and supersedes all prior written agreements, oral agreements, representations, understandings or negotiations with respect to the matters covered by this Agreement.

24.0 APPLICABLE LAW

24.1 Except to the extent that this Agreement is governed by the laws of the United States, this Agreement shall be governed, interpreted and enforced in accordance with the laws of the State of California without regard to its conflict of laws provisions.

25.0 ASSIGNMENT

25.1 Neither this Agreement nor any rights or obligations hereunder shall be assigned or otherwise transferred by either Party without the prior written consent of the other Party, which consent will not be unreasonably withheld; provided however, that in the event of a merger or acquisition of all or substantially all of TriTech's assets, TriTech may assign this Agreement to an entity ready, willing and able to perform TriTech's executory obligations hereunder, upon the express written assumption of the obligations hereunder by the assignee.

26.0 NOTICES

26.1 All notices required to be given under this Agreement shall be made in writing by (i) first-class mail, postage prepaid, certified, return receipt, (ii) by regularly scheduled overnight delivery, (iii) by facsimile or e-mail followed immediately by first-class mail, or (iv) by personal delivery, to the address set forth below, or such other address as provided in writing. Such notices shall be deemed given three (3) days after mailing a notice or one (1) day after overnight delivery thereof.

To Client:

Attn: _____

To TriTech:

TriTech Software Systems
1000 Business Center Drive
Lake Mary, FL 32476
Attn: Contracts

27.0 ORDER OF PRECEDENCE

27.1 The following documents shall comprise the Agreement between the Parties concerning the subject matter of this Agreement, and in the event of any dispute arising from or related to this Agreement, shall have the following order of precedence:

A. This Agreement and all Addenda and other documents attached to or incorporated by reference herein. In the event of a conflict between this Agreement and an Addendum, this body of this Agreement shall take precedence;

B. The applicable Specifications.

28.0 GENERAL TERMS

28.1 This Agreement shall be binding on and shall inure to the benefit of the heirs, executors, administrators, successors and assigns of the Parties hereto, but nothing in this paragraph shall be construed as consent to any assignment of this Agreement by either Party except as provided in the ASSIGNMENT section of this Agreement.

28.2 This Agreement shall not become a binding contract until signed by an authorized officer of each Party, and it is effective as of the date so signed.

28.3 This Agreement may be executed in any number of identical counterparts, and each such counterpart shall be deemed a duplicate original thereof.

28.4 The provisions contained herein shall not be construed in favor of or against either Party because that Party or its counsel drafted this Agreement, but shall be construed as if all Parties prepared this Agreement.

28.5 Whenever the singular number is used in this Agreement and when required by the context, the same shall include the plural, and the use of any gender, be it masculine, feminine or neuter, shall include all of the genders.

28.6 A facsimile or scanned signature copy of this Agreement, its exhibits and amendments, and notices and documents prepared under this Agreement shall be treated as an original in all respects; the Parties agree that any document in electronic format or any document reproduced from an electronic format shall not be denied legal effect, validity, or enforceability, and shall meet any requirement to provide an original or hard copy.

28.7 This Agreement is made for the benefit of the Parties, and is not intended to benefit any third party or be enforceable by any third party. The rights of the Parties to terminate, rescind, or agree to any amendment, waiver, variation or settlement under or relating to this Agreement are not subject to the consent of any third party.

28.8 EACH PARTY’S ACCEPTANCE HEREOF IS EXPRESSLY LIMITED TO THE TERMS OF THIS AGREEMENT AND NO DIFFERENT OR ADDITIONAL TERMS CONTAINED IN ANY PURCHASE ORDER, CONFIRMATION, BUSINESS FORM OR OTHER WRITING SHALL HAVE ANY FORCE OR EFFECT UNLESS EXPRESSLY AGREED TO IN WRITING BY THE PARTIES.

CLIENT

TRITECH SOFTWARE SYSTEMS

Accepted By (Signature)

Accepted By (Signature)

Printed Name

Printed Name

Title

Title

Date

Date

[Client]

ADDENDUM A

PROPRIETARY INFORMATION¹

SUMMARY OF CONTENTS

<u>Addendum No.</u>	<u>Description</u>
A-1	Statement of Work, with attached Subcontractor Statements of Work which are incorporated herein by reference
A-2	Subscription Fees, Number of Authorized Users, and Designated Location
A-3	TriTech Services, and Miscellaneous
A-4	Subcontractor Software, Hardware and Services, if applicable
A-5	Payment Terms
A-6	Contract Price Summary

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-1

PROPRIETARY INFORMATION¹

STATEMENT OF WORK

(Attached)

DRAFT

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-2

PROPRIETARY INFORMATION¹

SUBSCRIPTION FEES, NUMBER OF AUTHORIZED USERS,
AND DESIGNATED LOCATION

DESIGNATED LOCATION

[Address]

[Address]

[Address]

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-3

PROPRIETARY INFORMATION¹

TRITECH SERVICES, AND MISCELLANEOUS

1. Please refer to the Inform Hosted Solution Systems Planning Document

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ADDENDUM A-4

PROPRIETARY INFORMATION¹

SUBCONTRACTOR SOFTWARE, HARDWARE AND SERVICES, THIRD PARTY
PRODUCTS

[Insert if applicable]

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-5

PROPRIETARY INFORMATION¹

PAYMENT TERMS

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-6

PROPRIETARY INFORMATION¹

CONTRACT PRICE SUMMARY²

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

² Shipping costs, travel costs and any applicable sales, use value added or similar taxes shall be paid by Client. Unless such costs or taxes are listed as a line item herein, they shall be invoiced separately, payable on receipt of the invoice therefor.

ADDENDUM B

SUBCONTRACTOR WARRANTY, SUPPORT AND MAINTENANCE AGREEMENTS

(ATTACHED, IF APPLICABLE)

ADDENDUM C

SUBCONTRACTOR LICENSE AGREEMENTS

(ATTACHED, IF APPLICABLE)

ADDENDUM D

SUBSCRIPTION SERVICES SUPPORT

1.0 DEFINITIONS

1.1 All capitalized terms used in this Addendum and not otherwise defined herein shall have the meanings given them in the Agreement, which section is incorporated by reference herein as though set forth in full.

2.0 SOFTWARE ERROR CORRECTION AND ACCESS

2.1 If, during the term of this Addendum, Client determines that Software Error(s) exist, it will first follow any error procedures specified in the TriTech Documentation. If following the error procedures does not correct the Software Error, Client shall promptly notify TriTech pursuant to the guidelines and procedures described below, setting forth the defects noted with specificity requested by TriTech. Upon notification of a reported Software Error, TriTech shall attempt to reproduce and verify the error and, if so verified, will manage the Software Error(s) in accordance with this addendum.

3.0 LIMITATIONS

3.1 TriTech shall not be obligated to provide Support if Client is not current on the payment of all Subscription fees and expenses.

3.2 If any of the following circumstances exist, TriTech shall be entitled to charge additional Subscription fees plus expenses at its then current rates:

3.2.1 Problems in the TriTech Software are caused by modification of the TriTech Software, Subcontractor Software or Hardware, by Client or a third party.

3.2.2 Problems in the TriTech Software are caused by the TriTech Software not being used in accordance with the TriTech Documentation, or other written instructions provided by TriTech, or by misuse or neglect.

3.2.3 Problems in the TriTech Software are caused by software not provided by TriTech, not approved by TriTech in writing or not specified as compatible in the TriTech Documentation. (The procedures for loading third party software on a Workstation are set forth in paragraph 3.4 of this Addendum.)

3.2.4 Problems in the TriTech Software are caused by Client provided equipment which does not meet TriTech's minimum recommended specification (e.g., Workstations), or Client does not maintain the site and facility as specified in the TriTech Documentation.

[Client]

3.2.5 Problems in the TriTech Software are caused by one or more computer viruses that have not been introduced into Client's system by TriTech. Client shall maintain up to date virus checking software in accordance with TriTech Documentation.

3.2.6 Problems in the TriTech Software are caused by Subcontractor Software.

3.2.7 Problems in the TriTech Software are caused by equipment or software provided by Client or third parties with which the TriTech Software interfaces or operates (including but not limited to Subcontractor Software or Hardware), including but not limited to problems caused by changes in such equipment or software.

3.3 If, at any time after installation of the System, Client desires to load on a Workstation any software not provided by TriTech, it shall, before loading such software, follow the procedures regarding third party software compatibility in the TriTech Documentation, and contact the TriTech Customer Service Department at the telephone numbers listed below for assistance as required. **Such action shall not constitute approval, express or implied, for the loading of specific software on a Workstation, nor any express or implied warranty, representation or other obligation by TriTech with respect to such software, including but not limited to its suitability, operability or capability to meet Client's needs or expectations.** Client agrees that if the loading of such third party software degrades the performance of the System, Client shall immediately uninstall such software. TriTech shall not have any obligations or liabilities related to operation or performance of the System, the TriTech Software, Subcontractor Software, or any other item provided by TriTech under this Addendum, including but not limited to any liabilities for damages related thereto in connection with the installation of such third party software.

3.4 Support under this Addendum, or any renewal or extension thereof, shall not include design, engineering, programming, testing, implementation or other services rendered necessary by changes in Subcontractor Software or Hardware, or in any other hardware, firmware or software provided by third parties or Client ("Third Party Changes"). Any such services shall be subject to additional charges by TriTech and the mutual written agreement of the parties as to the terms and conditions under which such services are rendered. Absent such agreement, TriTech shall be under no obligation, express or implied, with respect to such Third Party Changes.

3.5 Client is responsible for maintaining the required certifications for access to Client's state CJIS system(s), NCIC and/or other local state, federal and/or other applicable systems.

4.0 EQUIPMENT, SUBCONTRACTOR SOFTWARE AND HARDWARE, AND SYSTEM SOFTWARE

4.1 TriTech will provide a hosted solution for Client's Production, Test/Training, and Disaster Recovery instances as described in the SOW and will manage support and maintenance for this hosted solution as further defined in this addendum. Client is responsible for all other equipment for the Project.

[Client]

4.2 Maintenance and support for Subcontractor Software, Subcontractor Hardware, or other Third Party items sold or licensed under the Agreement shall be subject to and provided in accordance with any maintenance agreements between Client and the suppliers thereof, or other third party maintenance providers, or the provisions of the applicable Subcontractor support terms provided at Addendum B to the Agreement if continued annual support for the applicable Subcontractor Software is provided under this Addendum as further defined herein. If Client determines that an item of Subcontractor Software or Hardware, or Third Party item provided under the Agreement does not perform as provided in the applicable Vendor's specifications, Client may contact TriTech using the procedures described in this addendum. TriTech shall thereupon provide Help Desk services to Client with respect to the reported problem and provide reasonable assistance to Client in determining the causes of the reported problem. Reasonable assistance consists of an evaluation of the reported problem in order to determine if the problem is being caused by a TriTech Software issue or an issue with a Third Party Item that needs to be addressed by the applicable Vendor. As part of the evaluation process, TriTech will share with the Client non-proprietary information related to the diagnosis such as error messages, database trace information and other information that led TriTech to diagnose the Third Party Item as the likely cause and which may aid the Client in seeking a resolution from the applicable manufacturer or Vendor. For issues involving Windows O/S software (Microsoft) that generally affects the operation of the TriTech Software and is not caused by a Client specific installation or configuration of the O/S, TriTech will work with Microsoft to coordinate the resolution. Notwithstanding the above, TriTech is not and shall not be a party to such third party maintenance agreements nor shall TriTech have any obligation or liability thereunder.

**SOFTWARE ERROR CORRECTION
GUIDELINES AND PROCEDURES**

Support for Inform CAD is provided on a 24 x 7 basis.

Option:

As further defined herein, standard Support for Inform RMS/FBR, is provided on an 8x5 basis. Subscription fees for 8x5 support is calculated at a lesser rate than 24x7 support. However, as an optional upgrade, Client may purchase Support for these TriTech Software applications on a 24x7 basis with the applicable adjustment in the subscription fee. **If this option has been chosen, check the box below:**

Optional Support Upgrade to 24x7 for Inform RMS/FBR Yes ☐

(1) All TriTech Software Errors reported by Client's personnel shall be resolved as set forth below. The response and resolution plan will be based upon the Service Level Agreement terms specified below by product. The Client may elect to downgrade the urgency of the issue if the operational impact is not severe. The Client may also request an upgraded response to a lower priority issue if the issue has a significant operation impact by requesting to speak to a supervisor/manager from TriTech's Customer Service Group.

(2) If Client determines a Software Error exists, Client shall immediately notify TriTech by telephone, followed by an error report in writing, setting forth the defects noted with specificity requested by TriTech.

Note (a): Critical Priority and Urgent Software Errors must be reported via telephone at the number listed in the Support Issues Priority and Response Matrix under section (9) below. If Critical Priority or Urgent Priority Software Errors are not reported via the telephone, the stated response and resolution times will not apply.

Note (b): High, Medium, and Lower Priority Software Errors may be reported via email to the address listed in the matrix below, or through TriTech's Support website via the Customer Service portal on TriTech's website.

(3) "Normal Customer Service Hours" (Business Hours) are 7:30a.m. through 7:30p.m. (Central), Monday through Friday, excluding TriTech holidays.

(4) The main support line will be answered by TriTech's Customer Service Department, or TriTech's answering service, depending on the time/day of the call. During Normal Customer Service Hours, a Customer Service Representative will directly answer the support telephone call. If a Customer Service Representative is not available to answer your call during Normal Customer Service Hours, the call will automatically be routed to the TriTech operator. If all Customer Service Representatives are busy, the operator will offer the option to leave a message, or in the case of a Critical Priority problem, as described below, locate a Customer Service Representative.

[Client]

Subscription Agreement – Inform RMS

(5) Following Normal Customer Service Hours, the call will be automatically routed to TriTech's answering service. Any calls routed to the answering service will be escalated to an on-call Customer Service Representative on-call for prompt follow-up and resolution, if required.

(6) During Normal Customer Service Hours, each issue will be assigned a ticket number. This number should be used for all subsequent inquiries relating to the original reported issue. Problems reported after Normal Customer Service Hours will be logged and assigned an issue number the next business day. Enhancement requests should be emailed to support@tritech.com.

(7) TriTech has approved Bomgar as the sole primary form of support connectivity for TriTech's software applications. Bomgar provides for passwords, advanced authentication, encryption and logging that meet or exceed FBI CJIS standards. The data is stored in a secure technology facility meeting FBI standards. The Client has access to log information through the TriTech support ticket management system Client portal on TriTech's website. Backup support connectivity is also required.

(8) Reported software errors will be responded to and resolved in accordance with the Priorities and Response Matrix in Section 12 below. If requested or specified in the response time criteria below, a TriTech representative will return the call in a manner consistent with the priority and order in which the call was received. Client will make every effort to respond to TriTech in a timely fashion when requests are made for follow-up calls or additional documentation on the reported problem.

- a. If a response is not received, or a resolution is not provided in accordance with the Priorities and Response Matrix, the Client may request escalation of the issue in accordance with the TriTech Documentation.

(9) TriTech will provide a CJIS compliant hosted solution for off-site (Cloud) storage and backup of all related database information for the Production, environment (each an "Instance") within the Virtual Privacy Cloud ("VPC") as further defined in TriTech's Cloud Solutions System Planning Document. TriTech's CJIS compliant, cloud based solution leverages virtualization technology, secure networks, hardened hosting facilities and advanced monitoring capabilities to maximize system security and availability.

Costs for computer workstations, barcode scanners, printers, etc. and all other hardware related to the project are the responsibility of Client.

Client is responsible for setting up Internet connectivity at all locations; all communication lines, modems, hubs, routers, cabling and other components necessary for system operation and maintenance are not provided by TriTech.

(10) Scheduled Maintenance. Subscription Services may be unavailable periodically for system maintenance. Regular system maintenance includes installation of the Subscription Services

[Client]

Updates, operating system updates/patches and updates to other third party applications as needed. Clients will be notified of maintenance periods via an email message.

(11) TriTech Service Commitment

Provided that Client remains current on payment of its Subscription fees and provides applicable equipment and remote connectivity that meet TriTech's recommended specifications, TriTech shall:

- Maintain the Subscription Services hosting infrastructure.
- Provide product version updates within thirty (30) days of general availability for Cloud operations.
- Perform daily backups of application files.
- Perform daily database backups.

(12) **Priorities and Support Response Matrix (Service Level Agreement)**

The following priority matrix relates to software errors resulting from the TriTech Software as further defined in this Agreement. Causes related to non-covered causes - such as hardware, network, and third party products, except as expressly set forth in this Addendum - are not included in this priority matrix and are outside the scope of this Addendum.

Inform CAD, and Interfaces, as applicable

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	24x7 Support for live operations on the production system: A system down event which severely impacts the ability of Users to dispatch emergency units. This is defined as the following: • Loss of ability for all Inform CAD users to log onto the system. • Complete interruption of call taking and/or dispatch operations • Loss of transactional data & transactional data corruption These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: Thirty (30) minute callback after client telephone contact to 800. 987.0911. Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 2 – Urgent Priority	24x7 Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users to enter incoming calls for service and/or dispatch emergency units. Such errors will be consistent and reproducible. A significant number of the Inform CAD workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform CAD workstations). These Software Errors are defined in more detail in Special Note #2, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: One (1) hour callback after client telephone contact to 800. 987.0911. Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from entering incoming calls for service and/or dispatching emergency units, or perform a common call taking or dispatch function. Such errors will be consistent and reproducible. A significant number of Inform CAD workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations or users).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via support@tritech.com. High Priority Issues are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User from entering incoming calls for service and/or dispatch emergency units, or perform a common call taking or dispatch function. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via support@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.

Priority	Issue Definition	Response Time
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via support@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

[Client]

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform CAD:
 - a. Users are unable to enter new requests for service via the emergency or scheduled call taking screen.
 - b. All users are unable to verify an address from within the emergency or scheduled call taking screen.
 - c. The Inform CAD System is down and all workstations will not launch or function.
 - d. The Inform CAD System is inoperable due to transactional data corruption caused by TriTech Software.
 - e. The Inform CAD Reporting and Archiving Server is down and the system is configured to use the Reporting Server for dispatching functions (e. g., Premise History).
 - f. Law enforcement users are unable to send or receive justice queries (this priority applies if the functionality is available through no other available methods).

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform CAD:
 - a. Inform CAD users are severely impacted due to one of the following conditions:
 - i. A significant number of users (50% or more) are unable to verify an address from within the emergency or scheduled call-taking screen.
 - ii. The inability to view/edit premise or caution note information.
 - iii. The inability to send and receive text messaging (within CAD, CAD to Mobile, or Mobile to Mobile).
 - iv. The system does not perform unit recommendations.
 - v. Inability to assign a unit to an incident.
 - vi. Inability to change a unit's status.
 - vii. Inability to close an incident.
 - viii. Inability to view incident information needed to dispatch an incident.
 - ix. Disaster Recovery System, following a test failover is inoperable for more than one (1) business day
2. Inform CAD Interfaces:
 - a. An Inform CAD Station Alerting Interface is down or Inform CAD Station Alerting Interface repeatedly fails to process a station alert, as part of a unit assignment, or if there is a reoccurring significant delay in the interface processing a station alert as part of a unit assignment (once it is diagnosed that is not being caused by the station alerting system).
 - b. An Inform CAD Paging Interface is down.
 - c. An interface used for personnel rostering is down.
 - d. A CAD-to-CAD interface is down or repeatedly fails to process information into an incident.
 - e. An Inform CAD Paging Interface repeatedly fails to process a unit alert as part of a unit assignment.
 - f. An ANI/ALI interface repeatedly fails to process information into an incident.
 - g. An interface to an external rostering system used to logon units is down.
 - h. An AVL interface fails to process updates for over 50% of units.
 - i. A Standard CAD to External System Incident Data Transfer Interface License (RMS) is down.

Additional Information:

- Disaster Recovery and Training CAD Systems do not generally qualify for after Normal Customer Service Hours support. This would change if the Production System has failed over to the Disaster Recovery System, or during a failover of the Disaster Recovery System, the Disaster Recovery System will be supported as the Production System. Following a test failover if the Disaster Recovery System is inoperable for more than one (1) business day, TriTech will work to resolve the problem according to the Priority 2 response and resolution criteria included above.
- Modifications to installed Inform CAD Licensed Software that operates with State and National Criminal Justice Information Systems (State CJIS/NCIC) systems to accommodate Government Mandated Changes, as necessary, dictated by State and Federal agencies having authority over these programs will be provided in a subsequent update.

Inform RMS/FBR,

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	Normal Customer Service Hours Support for live operations on the production system: A system down event which severely impacts the ability of Users to log on the system. This is defined as the following: • Loss of ability for all Inform RMS/FBR, users to log on to system • Loss of transactional data & transactional data corruption These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. <i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS/FBR is not managed after Normal Customer Service Hours.</i> <i>If optional 24x7 support is contracted, after Normal Customer Service Hours: Thirty (30) minute call back after Client telephone contact to 800.987.0911.</i> Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 2 – Urgent Priority	Normal Customer Service Hours Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function. Such errors will be consistent and reproducible. • Loss of ability for Inform RMS/FBR users to enter Case (Incident, Arrest and Custody) records into the system A significant number of the Inform RMS/FBR workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform RMS/FBR workstations). These Software Errors are defined in more detail in <i>Special Note #2</i>, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. <i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS/FBR is not managed after Normal Customer Service Hours.</i> <i>If optional 24x7 support is contracted, after Normal Customer Service Hours: One (1) hour call back after Client telephone contact to 800.987.0911.</i> Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response

Priority	Issue Definition	Response Time
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common Inform RMS, Inform Jail, or Inform FBR function. Such errors will be consistent and reproducible. - Loss of Non-Critical Data (with “Non-Critical” being defined as not causing an error classified as a P1 or P2 error (above). - NIBRS State reporting issues that cause agency reports to exceed State error submission limits - UCR reporting multiple occurrence of inaccurate data A significant number of Inform RMS/FBR workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. High Priority issues are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.

[Client]

Priority	Resolution Process	Resolution Time
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform RMS/FBR System:
 - a. The Inform RMS/FBR System is down and unavailable for queries.
 - b. The Inform RMS/FBR is inoperable due to data corruption caused by TriTech Software.
 - c. Law enforcement users are unable to send or receive justice queries and transactions (this Priority applies if the functionality is available through no other available methods within the TriTech Software).

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform RMS/FBR:
 - a. The inability to create, save, access, or close records.
 - b. The inability to enter property in the evidence module.
 - c. The inability to move a piece of property to another location.
 - d. The inability to assign a case to an investigator.
 - e. The inability to create UCR/NIBRS State Reports.
 - f. The inability to complete an expungement on a name record.
 - g. The system does not display active master name alerts.
 - h. The system does not display active warrants for a master name.
 - i. The inability to provide master resolution during entry.
 - j. A report is unable to complete the approval workflow.

Additional Information:

- State and Federal mandates relating to justice queries and reporting change from time to time. The following changes are considered covered support items:
 - A. Modifications to installed Uniform Crime Reporting (UCR) Program or National Incident Based Reporting System (NIBRS) facilities within the Inform RMS Licensed Software, as necessary, in order to accommodate Government Mandated Changes dictated by State and Federal agencies having authority over these programs. Such modifications do not include fees associated with the development and implementation for transition from UCR to NIBRS, or costs for new hardware if applicable. TriTech will provide a quotation for associated services or hardware

IQ Search, CrimeView, FireView, Crimemapping, NEARMe, Advanced Reporting Module

Note: Normal Customer Service Hours are 7:30am to 7:30pm (Central Time) on weekdays excluding holidays. Support after Normal Customer Service Hours is offered weekends, nights and holidays for Critical Priority issues only. Critical Priority (Priority 1) issues should always be reported via telephone at 800-987-0911.

Software Errors for other than Critical Priority may be reported via the web portal: TriTech.com; or email: CH_ClientServicesTriage@tritech.com. For CrimeView Dashboard: CrimeViewSupport@tritech.com; FireView Dashboard: FireViewSupport@tritech.com; IQ CrimeMapping.com; IQ NEARme: omega-support@tritech.com.

Priority	Priority Definition	Response Times
Priority 1 – Critical Priority	IQ Search. 24X7 Support for live operations on the production system. This is defined as the following: • The applicable IQ server is down and all workstations will not launch or function; the Client is experiencing complete interruption of ability to do perform queries. • The applicable IQ system is inoperable due to data loss or corruption caused by TriTech Software This means that one or more TriTech server components are down or inaccessible, disabling all usability of Client's IQ workstations These Software Errors are defined in <i>Special Note #1</i>, below.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered immediately and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: Thirty (30) minute callback after client telephone contact to 800.987.0911. Priority 1 issues must be called in via 800.987.0911 to receive this level of response. There are no Priority 1 issues for: CrimeView Dashboard FireView Dashboard CrimeMapping.com INEARme Advanced Reporting Module
Priority 2 – Urgent Priority	Normal Customer Service Hours Support: A serious software error with no workaround and not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function. Such errors will be consistent and reproducible. Generally, this means that a significant number of the system IQ workstations are negatively impacted by this error (e.g. does not apply to a minimal set of IQ workstations). These Software Errors are defined in <i>Special Note #2</i>, below.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative but not longer than 5 minutes. Priority 2 issues for IQ Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, NEARme, and Advanced Reporting Module are not managed after Normal Customer Service Hours.

Priority	Priority Definition	Response Times
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, which has a workaround available, but which does negatively impact the User from performing common IQ system functions. Such errors will be consistent and reproducible. • The IQ system is unable to transfer data from external system to IQ • The IQ system update causing system functions to be inoperative with no workaround A significant number of IQ workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative. Priority 3 issues for IQ Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, NEARme, and Advanced Reporting Module are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User from the use of the system. This includes system administrator functions or restriction of User workflow but does not significantly impact their job function.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative. Priority 4 issues for IQ Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, NEARme, and Advanced Reporting Module are not managed after Normal Customer Service Hours.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions would be a part of this level.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative. Priority 5 issues for IQ Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, NEARme, and Advanced Reporting Module are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration impact of the issue on the Client, TriTech's User base, and the date of submission. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 – IQ Search Critical Priority issues meeting the previously noted criteria are defined as follows:

- a. The IQ server is down and all workstations will not launch or function; the Client is experiencing complete interruption of ability to do perform queries.
- b. The IQ system is inoperable due to data loss or corruption caused by TriTech Software

There are no Priority 1 issues for CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, NEARme, or Advanced Reporting Module.

Special Note #2: Priority 2 Urgent Priority issues meeting the previously noted criteria are defined as follows:

- a. The applicable Subscription Service has a serious Software Error that severely impacts the ability of Users to perform critical work functions. Such errors will be consistent and reproducible.
- b. The applicable Subscription Service is unable to generate and render reports

SYSTEM PURCHASE AGREEMENT

TRITECH SOFTWARE SYSTEMS

FOR

[INSERT CLIENT]

SYSTEM PURCHASE AGREEMENT

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SYSTEM PURCHASE AGREEMENT

Client:

Address:

City, State, Zip:

Phone, Fax:

Contact Name:

1.0 INTRODUCTION

1.1 This Agreement, is made by and between TriTech Software Systems, referred to as “TriTech”, a CentralSquare Technologies, LLC company, with offices at 1000 Business Center Drive, Lake Mary, FL 32746, and the entity named above, referred to as “Client” (who together may also be referred to as the “Parties” herein, or individually as a “Party”), with reference to the following facts:

1.2 This Agreement is for the purchase of an integrated Computer System (the “System”) consisting of a Computer-Aided Dispatch System (Inform CAD) and any additional applications set forth in Addenda A-2 to A-6, including applicable Interfaces, software, equipment and services (the “Project”) as more fully described in this Agreement and the Addenda hereto.

1.3 In consideration of the terms, promises, mutual covenants and conditions contained in this Agreement, Client and TriTech agree as follows:

2.0 ADDENDA

2.1 The following documents are attached as Addenda to this Agreement and incorporated by reference as though set forth in full:

- | | | |
|-----|--------------|---|
| (a) | Addendum A-1 | Statement of Work |
| (b) | Addendum A-2 | Number of TriTech Software Licenses, Installation and Shipping Instructions |
| (c) | Addendum A-3 | TriTech Services, Support and Maintenance Fees, and Miscellaneous |
| (d) | Addendum A-4 | Equipment |
| (e) | Addendum A-5 | System Software |

[Client]

(f)	Addendum A-6	Subcontractor Software, Hardware and Services, if applicable
(g)	Addendum A-7	Payment Terms
(h)	Addendum A-8	Contract Price Summary
(i)	Addendum A-9	System Planning Document
(j)	Addendum B	TriTech Master Three Party Source Code Escrow Agreement
(k)	Addendum C	Subcontractor Warranty, Support and Maintenance Agreements, if applicable
(l)	Addendum D	Subcontractor License Agreements, if applicable
(n)	Addendum E	Subscription Service License & Use Agreement (if applicable)

3.0 DEFINITIONS

3.1 “Acceptance” or “Accept” means the processes described in the ACCEPTANCE section of this Agreement.

3.2 “Archive Server” or “Reporting Server” means a Server or other storage unit on which Client’s data resides for archival purposes.

3.3 “Contract Price” means the total of the purchase price of the items as specified in Addendum A-8, including, as applicable, equipment, software licenses, services, fees, expenses and other items acquired under this Agreement, and if included as a line item in Addendum A-8, any applicable sales, use, value added, or other such governmental charges.

3.4 “Deliverable” means an item of equipment, software, services and other items acquired under this Agreement as listed in the addenda hereto.

3.5 “Deliver” or “Delivery” with respect to the System means physical delivery of substantially all components of each Subsystem to the Designated Location. Delivery shall be deemed to have occurred despite the absence of incidental components provided that Installation of the Subsystem, training and system configuration can begin with the items then delivered. A separate Delivery shall occur with respect to each such Subsystem.

3.6 “Demonstration of Licensed Functionality (“DOLF”)” means the verification of configuration procedures for a Subsystem, conducted as described in the Statement of Work.

3.7 “Designated Location(s)” means the physical site(s) at which a Subsystem is installed as specified in Addendum A-1, Statement of Work.

3.8 “Disaster Recovery Computer System” means a server operating in a standby mode used to maintain a duplicate copy of the program and data contained in the Production Computer System.

3.9 “Documentation” means the then-current standard user manuals or other related instructional and/or reference materials, provided by TriTech or other Software Vendors from time to time, including on-line help information, online documentation updates, and Release Notes issued in connection with Updates.

3.10 “Equipment” means the computer system equipment specified in Addendum A-4 of this Agreement. TriTech may substitute equipment for that specified in Addendum A-4 provided that such equipment will substantially meet the requirements of the Specifications and this Agreement. Equipment (Addendum A-4) does not include hardware supplied by Subcontractors (Addendum A-6).)

3.11 “Functional Acceptance Test (“FAT”)” means the pre-Go Live test process for a Subsystem as further defined in Section 8.2 and the Statement of Work.

3.12 “Go Live” means the event that occurs when the Client first uses a Subsystem for Live Operations. A separate Go Live may take place with respect to each Subsystem, each Interface, and each Modification.

3.13 “Help Desk” means the TriTech telephonic support services provided as described in the applicable Software Support Agreement.

3.14 “Installation” with respect to Subsystems means the process of running the Subsystem under a procedure to demonstrate basic interoperability of the applicable Subsystem components at the Designated Location for that Subsystem. “Installation” with respect to the Modifications means the process of running each Modification under a procedure to demonstrate basic interoperability with the applicable Subsystem at its Designated Location(s). “Installation” with respect to the Interfaces means the process of running each Interface under a procedure to demonstrate basic interoperability of the Interface with the applicable Subsystem and the hardware and/or Software with which it is interfaced at its Designated Location(s).

3.15 “Interface”, collectively or individually, means the interface software described in Addendum A-2.

3.16 “Live Operations” means use of a Subsystem in a live operational environment, whether or not any Interfaces or applicable Modifications are included in such use.

3.17 “Modifications” means changes or additions to Software from the standard version thereof prepared hereunder. The Modifications, if applicable, are described in the appropriate Statement of Work, Addendum A-1. The TriTech Software is not custom software, and as such, at TriTech’s discretion Modifications or enhancements to the standard version will be made available in a subsequent version release available to all TriTech clients; or as applicable, made available as a separate module or function, separately licensed and priced.

3.18 “Object Code” means any instruction or set of instructions of a computer program in machine-readable form.

3.19 “Production System” means the primary computer system for live operations of the TriTech Software.

3.20 “Project Schedule” means the schedule set forth in or developed pursuant to the Statement of Work, subject to any permitted changes or modifications.

3.21 “Server” means any and all computers in a local area network that run administrative software which controls access to all or part of the network and its resources and make such resources available to computers acting as workstations on the network, including the Production System and any Disaster Recovery System.

3.22 “Software” means collectively or individually the computer programs licensed under this Agreement, including, without limitation, the programs for each Subsystem.

3.23 “Software Error” means an error in coding or logic that causes a program not to substantially function as described in the applicable Specifications. In the event TriTech (or another Software Vendor) is unable to reproduce the Software Error at its facilities, TriTech will, at Client’s request, visit Client’s premises at Client’s expense. If it is determined that the problem was caused by Equipment, Software, services, network or other items not supplied or not authorized by TriTech, Client shall reimburse TriTech for its labor costs for such on site visit, at TriTech’s then current rates for consulting.

3.24 “Software Support” means Telephone Support, Software Error Correction, and Software Update services provided by TriTech (and/or other Software Vendors) for the Software, either under warranty or under an annual Software Support Agreement, as more fully described in said Agreement.

3.25 “Software Support Agreement” means collectively or individually agreements of that name (or a similar name) for the rendering of Software Support services entered into between the Parties coincident with this Agreement, including any permitted renewals of such agreements.

3.26 “Source Code” means the high-level computer instructions for Software used to generate Object Code.

3.27 “Specifications” means (i) the functional requirements and applicable Functional Test document(s) (“FT”) with respect to each Subsystem; (ii) the Interface Requirements Document (“IRD”), or Interface Functional Configuration Document (“IFCD”) and applicable test document for each Interface, or Operational Scenario Document(s) for each Custom Interface, or if applicable, Modification; and (iii) the published specifications for the Equipment, which documents are incorporated by reference herein as though set forth in full. The FT, IRD, IFCD and OSD will be in the format provided by TriTech.

3.28 “Statement of Work” means the document that defines the implementation process for the Project, including specific tasks that are the responsibility of TriTech and the Client.

3.29 “Subcontractor” means one of the entities identified in the Statement of Work as subcontractors to TriTech, if applicable.

3.30 “Subcontractor Hardware” means the hardware supplied by a Subcontractor as part of its Subsystem, and identified in Addendum A-6, if applicable.

3.31 “Subcontractor Software” means software supplied by a Subcontractor as part of its Subsystem and listed in Addendum A-6, if applicable.

3.32 “Subsystem” means each of the applications described in the Statement of Work, including its Equipment, other hardware and software. In most cases, the Subsystem software will share Equipment. (For the avoidance of doubt, the applicable Inform core applications, e.g. Inform CAD, Inform Mobile, Inform RMS, are Subsystems under this Agreement.)

3.33 “Subsystem Software” means individually or collectively the Software provided under this Agreement for each of the Subsystems.

3.34 “System” means collectively all Subsystems that make up the integrated Computer System referred to in paragraph 1.2 of this Agreement and more fully described in the Statement of Work.

3.35 “System Software” means the software identified in Addendum A-5 which includes, without limitation, operating system software, DBMS Software, and communications software.

3.36 “Task Completion Report” or “TCR” means the document presented by TriTech’s Project Manager to the Client for signature upon completion of a Deliverable.

3.37 “Telephone Support” means the service provided by TriTech for access to the TriTech Customer Service Department by telephone as further defined in a Software Support Agreement.

3.38 “TriTech Business Hours” means TriTech’s corporate business hours of 8:30 a.m. to 5:30 p.m. (Pacific Time), Monday through Friday, excluding TriTech holidays.

3.39 “TriTech Software” means the Object Code version of the software specified in Addendum A-2 of this Agreement, and any Modifications provided hereunder.

3.40 “Update” means revisions or additions to Software provided by the Vendor thereof. The term “Update” does not include separate modules or functions that are separately licensed and priced, or new products that are developed and marketed as separate products by the Vendor.

3.41 “Use” means copying of any portion of Software from a storage unit or media into a computer or Server and execution of the software thereon. This term shall be construed to refer to a grant of reproduction rights under 17 U.S.C. 106(1), and shall not be construed to grant other rights held by the copyright owner, including without limitation the right to prepare derivative works.

3.42 “User” means the operator of a Subsystem Workstation that is configured to access and/or utilize the capabilities and features of the Subsystem Software.

3.43 “Vendor” means any supplier of hardware, Software or services under this Agreement, including TriTech, Subcontractors, System Software suppliers and Equipment suppliers. With respect to Software, this term will also mean the owner of the intellectual property rights, including copyright, to the software.

3.44 “Warranty Period” means the period starting at first Go Live for any Subsystem using the TriTech Software and ending one (1) year thereafter. The Warranty Period for Interfaces and any Modifications will also end on the same date.

3.45 “Workstation” means any computer input station that utilizes the functionality of a Subsystem, whether the software resides locally or on a Server.

4.0 PRICES AND PAYMENT

4.1 Unless otherwise stated herein, all dollar amounts contained in this Agreement are in U.S. dollars. The Contract Price for the purchased and/or licensed items hereunder is specified in Addendum A-8. Client shall pay the Contract Price without deduction or offset on the terms specified in Addendum A-7, pursuant to invoices issued by TriTech which shall be due upon receipt unless otherwise stated in the invoice.

4.1.1 For each payment milestone identified in Addendum A-7, TriTech’s Project Manager will provide the Client with a TCR. TriTech may invoice the payment milestone upon Client’s signature of the TCR or expiration of the period for signature as provided in the Statement of Work or a TCR.

4.1.2 The Contract Price for the Deliverables and Services defined in Addendum A-2 through Addendum A-8 is based on a firm fixed price, subject to the following adjustments. In the event that Client in its sole discretion chooses to delay implementation of any Deliverable for more than six (6) months beyond the Go Live date set forth in the Project Schedule, and the then current pricing for such Deliverable(s) including applicable Services has increased since the date of execution of this Agreement, such then current pricing will apply. A change order for signature by both Parties will be processed to adjust the Contract Price.

4.2 All amounts due and payable to TriTech hereunder shall, if not paid when due, bear a late charge equal to one and one-half percent (1-1/2%) per month, or the highest rate permitted by law, whichever is less, from fifteen (15) days after their due date until paid. The **remittance address** for payments only is:

TriTech Software Systems
P.O. Box 203223
Dallas, TX 75320-3223

4.2.1 In the event that Client is in arrears on payments due to TriTech of more than sixty (60) days from the due date, TriTech in its sole discretion may elect to stop work on

the Project for non-payment until Client becomes current on payments due. In such event the Project Schedule will be adjusted accordingly, and TriTech shall not be considered to be in default for delays caused by Client's non-payment.

4.3 and 4.4 are Optional – Delete if Client will not be leasing/financing the Project.

4.3 If Client desires to finance the Contract Price or any part thereof, it shall notify TriTech as soon as possible, but no later than the date of contract signing, and shall work diligently to secure said financing so as not to delay Delivery. TriTech shall be under no obligation to deliver any item hereunder until it receives a purchase order or firm letter of commitment, in a form satisfactory to TriTech, from such financing company. Should Client finance the Contract Price, TriTech shall not be obligated to refund any deposit until the lease or loan has been funded and TriTech has been paid in full. For purposes of this Agreement, the term "finance" includes but is not limited to leasing. TriTech reserves the right not to deliver any purchased or licensed items, or any part thereof, until credit approval and/or lease approval (if applicable) has occurred.

4.4 If Client desires to purchase any of the items specified in this Agreement via a lease or other financing option, this Agreement shall be incorporated by reference in the lease agreement or financing agreement and the terms and conditions herein shall supersede such agreements or any purchase order, assignment agreement, or other contract of the lessor or lender. Notwithstanding a lease or other financing option, Client shall continue to be fully obligated under this Agreement.

5.0 SOFTWARE LICENSES

5.1 In consideration for, and subject to, the payment of the license fee(s) specified in Addendum A-8 of this Agreement, and the other promises, covenants and conditions herein, Client is granted the following licenses to the Software:

5.1.1 The TriTech Software: A perpetual (unless terminated as provided herein), nontransferable, nonexclusive right and license to Use the TriTech Software and the Documentation for said Software for Client's own internal use for the applications described in the Statement of Work, at the Designated Location, in the applicable environment (e.g., Production, Test, Training, or Disaster Recovery System) and in the quantity set forth in Addendum A-2. Client may make additional copies of the TriTech Software as reasonably required for archival or backup purposes, provided that such copies contain all copyright notices and other proprietary markings contained on the original, and are kept confidential in accordance with Section 9.0 herein. Additional TriTech Software licenses purchased after the execution of this Agreement shall also be licensed in accordance with the provisions of this Section 5.0. Client shall not Use, copy, rent, lease, sell, sublicense, create derivative works from/of, or transfer any Software or Documentation, or permit others to do said acts, except as provided in this Agreement or the applicable Software license agreement. Any such unauthorized Use shall be void and may result in immediate and automatic termination of the applicable license, at the option of the applicable Vendor. In such event, Client shall not be entitled to a refund of any license fees paid. Software (including without limitation Subsystem Software) may not be used to operate a service bureau or time-sharing service, outsourcing service, application service provider service or other

services or businesses that provide computer-aided dispatching to third parties. Notwithstanding, Client shall be entitled to Use Subsystem Software at the applicable Designated Location for the purpose of the application(s) described in the Statement of Work to provide services for itself and other governmental agencies/entities in the county and state of the Designated Location, provided that the Subsystem Software is installed and operated at only one physical location.

5.1.1.1 Each copy of the TriTech Software provided under this license that is identified in Addendum A-2 of this Agreement as a Disaster Recovery license may be used in the event of a failure, malfunction or other out of service condition of its Production System. In the event the Production System fails to operate, live operations may transfer to the Disaster Recovery System until the Production System returns to normal operational mode, provided that Software is not simultaneously operating on both the Production System and Disaster Recovery System.

5.1.1.2 Notwithstanding anything to the contrary in this Section, if Client has purchased the Inform CAD API license, Client may use such Software to develop original applications which interface with the TriTech Software. The development and use of such interfacing applications is specifically permitted under the licenses herein and shall not be deemed derivative works provided that they are not, in fact, derived from the TriTech Software or the ideas, methods of operation, processes, technology or know-how implemented therein. Other than the licenses granted herein, Client shall not acquire any right, title or interest in the TriTech Software by virtue of the interfacing of such applications, whether as joint owner, or otherwise. Likewise, TriTech shall not acquire any right, title or interest in such Client developed non-derived applications, whether as owner, joint owner or otherwise.

5.1.2 TriTech Subscriptions: If applicable, the terms and conditions for use of the TriTech Subscription Service(s) are set forth in the TriTech Subscription Service Use & License Agreement attached as Addendum F.

5.1.3 Subcontractor Software: Licenses for any Subcontractor Software are set forth in Addendum D.

5.1.4 System Software: The licenses set forth in the applicable Vendor's license agreements that accompany Software are incorporated herein. Third party products providing supplemental software code to the TriTech Software and not subject to separate licensing provisions shall be licensed in accordance with the provisions of this Section 5.

5.2 Title to all TriTech Software or Documentation shall remain with TriTech. Title to any third party Software or Documentation shall remain with the applicable Vendor or original licensor.

5.3 The Software licenses granted in this Agreement or in connection with it are for Object Code only and do not include a license or any rights to Source Code whatsoever except as specifically provided under Section 12.0 (Source Code Escrow).

5.4 Client may not export any Software or Documentation outside the United States without further prior written agreement of TriTech or the applicable Subcontractor. In the event

of such agreed export, Client is responsible for complying with all applicable export laws or regulations. Software is provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by applicable government agencies is subject to restrictions as set forth in DFAR 48 CFR 252.227-7013 or FAR 48 CFR 52.227-14, as applicable.

5.5 These licenses are effective until surrendered or terminated hereunder or under the terms of the applicable license agreements.

5.6 Client may surrender any Software licenses provided in connection with this Agreement at any time by performing the actions described in Section 13.4 of this Agreement, or the applicable license agreement. Such surrender shall not affect TriTech's right to receive and retain the Contract Price or other fees, charges and expenses earned hereunder.

6.0 DELIVERY, INSTALLATION, SERVICES, TITLE TO EQUIPMENT, AND RISK OF LOSS

6.1 TriTech will Deliver the items purchased and/or licensed hereunder and perform the services pursuant to the Statement of Work, subject to the provisions of the FORCE MAJEURE/EXCUSABLE DELAY section (22.0) of this Agreement, and further subject to delays caused by the actions or omissions of Client, including, but not limited to, delays in performing the Client responsibilities as defined in the Statement of Work. Unless specifically identified as a TriTech task in the Statement of Work, Installation of Workstations into consoles, furniture or similar work area components at Client's Designated Location is the responsibility of Client.

6.2 As further defined in the Statement of Work, TriTech will appoint a Project Manager who will act as the primary point of contact for TriTech's services for the implementation process in the Project. Any services desired by Client in addition to those specified in this Agreement or the Statement of Work will be subject to the availability and scheduling of TriTech (or Subcontractor) personnel and at TriTech's (or the Subcontractor's) then-current rates, plus expenses. Prior to performing any of the aforementioned additional services, TriTech will provide a written quotation detailing the price (or time and materials estimate) for such services. TriTech may subcontract with certain Vendors that provide hardware, Software and/or services in connection with the Project (as more fully described in the Statement of Work), and (iii) pass through to Client warranties received from the Vendors thereof. Prior to Acceptance, should any Subcontractor hereunder be in default (provided such default is not due to any fault or delay of Client or its agents, due to any third party, or due to an event of Force Majeure, TriTech may either continue to perform the duties of the Subcontractor to fulfill the obligations for the Subcontractor in accordance with the Statement of Work, or provide an alternative solution; provided, however, that in no event will TriTech's responsibility for any Subcontractor's default exceed the price for such Subcontractor's portion of the Contract Price.

6.3 The Statement of Work will define the implementation process for the Deliverables and services to be provided under this Agreement, including implementation of the Subsystems and Interfaces, testing, training; as well as the responsibilities of both TriTech and the Client for the relevant tasks associated with the Project.

6.4 The Project Schedule will define the timeframe for completion of Project Milestones and the party or parties involved in performing the task, e.g. TriTech, Client, or Subcontractor.

6.5 Title to all Equipment purchased under this Agreement shall not transfer to Client until payment for such Equipment has been remitted to TriTech.

6.6 Risk of loss of any Deliverable shall be borne by TriTech until Delivery of the Deliverable to Client. Thereafter, the risk of loss shall be borne by Client.

6.7 Unless provided as a fixed fee, freight costs, or travel costs incurred and invoiced by TriTech in connection with services rendered under this Agreement shall be paid by Client upon receipt of invoice. All travel costs and arrangements will be made in accordance with TriTech's standard travel policy, a copy of which will be provided to Client upon request.

6.8 TriTech retains and Client hereby grants to TriTech a purchase money security interest in the Software licenses, Equipment, and other items acquired hereunder and in all accessions to, replacement of, and proceeds from said items, as security for the payment of the Contract Price. As used in this paragraph, "proceeds" include whatever is receivable or received when proceeds or collateral is sold, collected, exchanged or otherwise disposed of, whether such disposition is voluntary or involuntary, and includes, without limitation, all rights to payment, including return premiums, with respect to any insurance related thereto. (Nothing herein shall be deemed to grant or constitute a right to Client to transfer any Software licensed hereunder to any third party.) Client shall, at TriTech's request, sign a financing statement and such other documents as TriTech reasonably requires to perfect its security interest. Such security interest shall be released upon full payment of the Contract Price.

6.9 Until full payment of the Contract Price is made, Client shall maintain the items purchased/licensed under this Agreement in good order and repair at Client's expense, except as otherwise provided under the warranty provisions of this Agreement or any applicable third party warranty, and shall use such items in a manner that will not subject them to waste or deterioration.

6.10 Client shall not, without the prior written consent of TriTech, sell, lease, encumber or otherwise dispose of the items purchased under this Agreement until TriTech's security interest hereunder has been released. (Nothing in the foregoing shall be deemed to grant or imply any license or other right to Client to sell, lend, rent, lease or otherwise transfer the TriTech Software to a third party.)

6.11 Should Client (i) fail to pay any amount specified in this Agreement when it becomes due, (ii) fail to perform any provision of this Agreement to be performed by it, (iii) make an assignment for the benefit of creditors, (iv) suffer the appointment of a receiver for any substantial part of its assets, (v) institute any proceedings for dissolution or full or partial liquidation, or (vi) commence proceedings in bankruptcy for liquidation or reorganization, Client shall be in default of this Agreement under Article 9 of the Uniform Commercial Code, and TriTech shall have the rights and remedies afforded a secured party by the chapter of "Default" of Article 9 of the Uniform Commercial Code then in effect, subject to Section 13.1 herein. In conjunction with the above-named chapter, but not by way of limitation, TriTech may:

6.11.1 Require Client to disassemble the Equipment, other hardware, and permanently remove the Software from Client's computers or other storage media or locations and make all such items available to TriTech at Client's premises or such other location as is mutually agreed by the Parties.

6.11.2 Render said Software unusable.

6.11.3 Apply the proceeds received from the sale or other disposition of the equipment or software acquired hereunder, in addition to the items specified in Article 9 of the Uniform Commercial Code, against payment of reasonable attorneys' fees and legal expenses incurred by TriTech as a result of Client's default.

7.0 SITE PREPARATION

7.1 Client agrees to provide, in a timely manner and at its own expense, required facilities and equipment specified in the Statement of Work, Addendum A-9 (the System Planning Document), the Documentation, or as otherwise specified by TriTech in writing.

8.0 ACCEPTANCE

8.1 General. Testing of the System and Subsystems shall occur throughout the Project life cycle as further defined in the Statement of Work ("SOW"). Prior to conducting the Functional Acceptance Test ("FAT") process as defined below, TriTech shall provide the standard FAT documents for the System and Subsystems. TriTech shall conduct the FAT with the Client's participation in accordance with the Project plan. Individual test cases within the FAT documents shall have pass/fail criteria and with results provided to the Client in a test report. Client shall not suspend testing when problems are experienced and restart a FAT when the problems are corrected unless the problems prevent continuing with FAT testing. If FAT testing must be suspended pending corrective action, Client shall promptly advise TriTech by the fastest available means. During the FAT process, any FAT issues detected will be mutually defined and agreed upon as Pre-Go Live Issues to be corrected prior to Go Live, or Post Go Live Issues that do not affect the Go Live readiness of the System and will be corrected following Go Live. The FAT process and milestones are further defined in the SOW.

8.2 Final Subsystem Testing. Following the test processes defined in the SOW, and Client and TriTech's mutual agreement of the Go Live Date, upon Go Live for those Subsystems that Go Live together or separately, the Client shall utilize the Subsystem(s) for a thirty (30) day Acceptance test period ("the Acceptance Test Period") to verify operational system and Subsystem functionality in a live environment. If no Critical Priority or Urgent Priority Software Errors (as those terms are defined in Addendum B of the Software Support Agreement) are reported and verified during such thirty (30) day period, the Subsystem(s) shall be deemed to have achieved Final Acceptance. In the event that a Critical Priority or Urgent Priority Software Error occurs during the Acceptance Test Period, TriTech shall commence actions in accordance with the Software Support Agreement to correct the reported error.

8.2.1 In the event that a Critical Priority Software Error occurs between day one (1) and day thirty (30) of the Acceptance Test Period, the Acceptance Test Period will be stopped and restarted at day one (1) once the Software Error has been resolved in accordance with the Software Support Agreement.

8.2.2 In the event that an Urgent Priority Software Error occurs between day one (1) and day fifteen (15), the Acceptance Test Period will be stopped and restarted from day one (1) once the Software Error has been resolved in accordance with the Software Support Agreement. If the Software Error occurs between day fifteen (15) and day thirty (30), the Acceptance Test Period will be stopped and restarted from the day the resolution has been provided in accordance with the Software Support Agreement.

8.3 Inform Mobile Testing. Client will receive Train the Trainer training, as further defined in the SOW, on the operational use and installation of Inform Mobile. TriTech will Deliver and configure the Inform Mobile software to the Designated Location and provide installation services on at least five (5) mobile units. Installation of the remaining mobile units will be conducted by Client. TriTech's project team will test the system configuration and functionality on the TriTech installed mobile unit by running the Inform Mobile FAT with the Client as described in the SOW. TriTech and Client will document any issues detected. At the conclusion of the above-described installation and testing the Parties shall jointly acknowledge Inform Mobile Subsystem acceptance, which acceptance shall not be unreasonably delayed or withheld. Client is responsible for mobile server and unit connectivity to the mobile network infrastructure and the wireless network.

9.0 CONFIDENTIALITY AND PROPRIETARY RIGHTS

9.1 TriTech agrees to maintain Client's confidential business information and confidential data, including patient identifying data, to which TriTech gains access in confidence and to not disclose such information except as required to perform hereunder or as required by law. Client will use reasonable efforts to identify or designate information or data as confidential at or within five (5) business days of disclosure. Notwithstanding the above, the applicable Vendor or original licensor shall own the copyrights, trade secrets, patent rights and other proprietary rights in and may use without restriction knowledge, information, ideas, methods, know-how, and copyrightable expression learned or acquired (including without limitation any feedback, suggestions, or other information or materials) as a result of or in connection with this Agreement to make modifications and enhancements to Software or Documentation. Client shall acquire no intellectual property ownership rights to Software or Documentation as a result of such use, whether as author, joint author, or otherwise. Confidential information does not include any information which (a) is generally available to the public or becomes generally known to the public through no act or omission of TriTech or any violation of confidentiality; (b) is disclosed to TriTech by third parties without breach of confidentiality obligations; (c) is already in the lawful or rightful possession of TriTech prior to receipt of the confidential information or (d) is developed independently by TriTech without use of the confidential information.

9.1.1 TriTech maintains a security program for managing access to client data – particularly HIPAA and CJIS information (“Security Approved Personnel”). This includes 1) a pre-employment background check; 2) security training required by Federal CJIS regulations; and

3) criminal background checks/fingerprints required by Federal or State regulations. TriTech will work with the Client to provide reasonably required documentation (such as the CJIS Security Addendum Certification form and VPN documents).

9.1.1.1 If required by the Client, TriTech will provide paper fingerprint cards for such Security Approved personnel with the fingerprinting performed in the state of the TriTech staff's job assignment. If the Client requires fingerprints submitted in a form other than paper prints (such as Live Scan) or that such fingerprints be performed at the Client's site, the Client will reimburse TriTech for the cost of TriTech Security Approved Personnel traveling to the Client's site or for a vendor (such as Live Scan) to travel to the applicable TriTech office location. This provision will apply during the installation of the Project and for the duration of the Client's Software Support Agreement.

9.2 Client understands and agrees that the Software and Documentation (including without limitation Subsystem Software and Documentation) including, but not limited to, the Source Code, Object Code, the OSDs, IRDs and FATs, the Statement of Work, the software design, structure and organization, software screens, the user interface and the engineering know-how implemented in the software, together with any other information identified by TriTech or a Vendor as confidential or proprietary (collectively "Vendor Proprietary Information" or "VPI") constitute the valuable properties and trade secrets of the Vendor thereof, embodying substantial creative efforts which are secret, confidential, and not generally known by the public, and which secure to the Vendor a competitive advantage.

9.2.1 The material presented in TriTech's training courses is VPI and not intended for public disclosure or disclosure to third parties. Clients may videotape training sessions provided on-site at the Client's facilities by TriTech staff for the Client's own internal use only; provided, however, that the TriTech training staff have consented in writing to such videotaping. The Client is responsible for managing secure access to and copying or distribution of any TriTech provided training materials or Client-made videotapes of TriTech training sessions.

9.3 Client agrees during the term of the license granted under this Agreement, and thereafter, to hold the VPI, including any copies thereof and any documentation related thereto, in strict confidence and to not permit any person or entity to obtain access to it except as required for Client's exercise of the license rights granted hereunder. Nothing in this Agreement is intended to or shall limit any rights or remedies under applicable law relating to trade secrets, including the Uniform Trade Secrets Act as enacted in applicable jurisdictions.

9.4 Client shall not attempt or authorize others to attempt to learn the trade secrets, technology, ideas, processes, methods of operation, know-how and/or confidential information contained in the Software by duplication, decompilation, disassembly, other forms of reverse engineering, or other methods now known or later developed. Client may not access or allow access to Source Code by any person and for any reason unless expressly authorized by Section 12.0 (Source Code Escrow) herein.

9.5 Client shall inform TriTech promptly in writing of any actual or suspected unauthorized Use, copying, or disclosure of VPI.

9.6 If any VPI is subject to any Federal or State statutes(s) providing for public access or disclosure of public records, documents or other material, Client shall as allowed by law (i) provide to TriTech (and, if applicable the concerned Subcontractor) written notice of any request or other action by a third party under said statute(s) for release, access, or other disclosure thereof, (ii) provide to TriTech (and, if applicable the concerned Subcontractor) a reasonable opportunity to respond to and/or oppose such action in the appropriate forum and (iii) take such steps as are permitted under said statutes to assert in response to such action any exemptions or other protections available thereunder to prevent, restrict and/or control the public release, access and/or disclosure of the VPI.

9.7 The obligations specified under this Section 9 shall survive any termination or rescission of this Agreement.

10.0 LIMITED WARRANTIES

10.1 The TriTech Software. TriTech warrants that, during the Warranty Period, the TriTech Software will perform in substantial conformity with the Specifications. If, during the Warranty Period, Client determines that a warranty defect exists in the TriTech Software, Client shall notify TriTech in accordance with the Software Support Agreement. TriTech shall, at its option, replace the defective TriTech Software, or correct the defect in accordance with the Software Support Agreement. This Section 10.1 sets forth Client's sole remedy with respect to the foregoing warranty.

10.1.1 TriTech further warrants and represents that the TriTech Software does not contain any "back door", "time bomb", "Trojan horse", "worm", "drop dead device" or other program routine or hardware device inserted and intended by TriTech to provide a means of unauthorized access to, or a means of disabling or erasing any computer program or data, or otherwise disabling the TriTech Software. (Nothing herein shall be deemed to constitute a warranty against viruses. The provisions of paragraph 10.1.2.5, below, shall constitute the agreement of the Parties with respect to viruses.) Client's sole remedy with respect to the foregoing warranty shall be to receive an Update to the TriTech Software that does not contain any of the above-described routines or devices.

10.1.2 If the TriTech Software is unable to function as warranted due to any one or more of the following factors, additional charges may be imposed by TriTech for actions necessary to correct or work around such factors:

10.1.2.1 Modification of the TriTech Software, System Software or Equipment by Client or a third party.

10.1.2.2 Problems in the TriTech Software are caused by the TriTech Software not being used in accordance with the TriTech Documentation, or other instructions provided by TriTech.

10.1.2.3 Software not provided by TriTech, not specified as compatible in the Documentation, or Client not following the procedures for loading third party software on a Workstation or Server as set forth in paragraph 11.5 of this Agreement and further defined in the System Planning Document (Addendum A-9 hereto).

10.1.2.4 Equipment which does not meet the configuration requirements specified in the Documentation, by failure of Client to provide and maintain the site and facility requirements described in Section 7.0 herein, or the use of other equipment as substitutes for the Equipment listed in Addendum A-4.

10.1.2.5 Computer viruses that have not been introduced into Client's system by TriTech. Client shall maintain up-to-date virus checking software and shall check all software received from TriTech or any other person or entity for viruses before introducing that software into any part of the System including, but not limited to, Workstations or Servers. If desired by Client, TriTech will provide Updates on media rather than direct downloading to facilitate this virus checking. If, despite such check, a virus is introduced by TriTech, TriTech will provide a virus-free copy of the TriTech Software, and will, at its expense, reload said software (but not Client's data) on Client's Equipment. Client shall be responsible for reloading its data and, to that end, shall practice reasonable back-up procedures for the System to mitigate the consequences of any virus. This Section 10.1.2.5 states Client's sole remedy with respect to viruses arising from or relating to the System.

10.1.2.6 Equipment or software provided by third parties with which the TriTech Software interfaces or operates (including but not limited to system software), including but not limited to problems caused by changes in such equipment or software. If such changes occur which require modifications or other actions with respect to the TriTech Software, such modifications or actions shall (unless identified in the Addendum A-3 as a line item in this Agreement) be subject to the mutual written agreement of the Parties, including but not limited to, additional charges by TriTech at its then current rates for engineering and technical support.

10.2 Problems in the TriTech Software or transmission of data caused by wireless services, including cell phone carriers, cell phone devices and operating systems, and any personal settings on the devices are not warranted by TriTech, or covered under the terms of this Agreement. Client's use of services provided by wireless service providers or carriers, or transmission of data from cell phone carriers, cell phones and operating systems, and the security, privacy, or accuracy of any data provided via such services is at Client's sole risk.

10.3 If mapping information is supplied with the TriTech Software, TriTech makes no representation or warranty as to the completeness or accuracy of the mapping data provided with the TriTech Software. The completeness or accuracy of such data is solely dependent on the information supplied by the Client or the mapping database vendor to TriTech.

10.4 Client is responsible for maintaining the required certifications for access to Client's state CJIS system(s), NCIC and/or other local state, federal and/or other applicable systems.

10.5 Any warranties for the TriTech Subscription Services, if applicable, are only as set forth in the TriTech Subscription Service Use & License Agreement provided at Addendum F.

10.6 Equipment, System Software and Subcontractor Hardware and Software, and any other items or services provided under this Agreement and not manufactured by TriTech (collectively “Third Party Items”) are warranted by the manufacturers or Vendors thereof, not by TriTech. TriTech shall pass through to Client all warranties on Third Party Items which TriTech is permitted to pass through to Client. If, during the warranty period for Third Party Items Client determines that they do not perform as warranted, Client shall contact TriTech using the procedures described in the Software Support Agreement.

10.7 EXCEPT AS SPECIFICALLY STATED IN THIS SECTION 10, TRITECH MAKES AND CLIENT RECEIVES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TRITECH RESELLS AND PASSES THROUGH THIRD PARTY PRODUCTS ON AN “AS IS, WHEN AVAILABLE” BASIS. TRITECH DOES NOT REPRESENT OR WARRANT THAT ANY TRITECH PRODUCT OR THIRD PARTY ITEMS, INCLUDING HARDWARE, SOFTWARE OR SERVICES, WILL BE FREE FROM ERRORS, DEFECTS OR INFRINGEMENT.

11.0 MAINTENANCE AND SOFTWARE SUPPORT

11.1 The TriTech Software. Software Support shall begin upon the date of first Go Live for any Subsystem and end twelve (12) months thereafter. Software Support is subject to and will be provided in accordance with the terms of the Software Support Agreement to be entered into between the Client and TriTech coincident with this Agreement.

11.2 TriTech Subscription Services. Support terms for the TriTech Subscription Services, if applicable, are set forth in the TriTech Subscription Service Use & License Agreement provided at Addendum F, and shall govern in the event of a conflict between Addendum F and the Software Support Agreement.

11.3 System Software. Client is responsible for maintaining licensing, including updates for System Software.

11.4 Subcontractor Hardware and Software. The initial twelve (12) month maintenance and support period for those Vendors identified in Addendum A-6 will be provided to Client by the respective Vendors as Subcontractors to TriTech. During this time, Client shall contact TriTech in accordance with the procedures in the Software Support Agreement to report any errors or defects detected with respect to such items. During this time; TriTech shall assist Client in determining the nature of the problem, and will contact the appropriate Vendor for resolution; TriTech will use commercially reasonable efforts to follow-up with the Vendor and maintain contact with both the Vendor and Client to coordinate problem resolution. Support and maintenance will be provided in accordance with the respective Vendor’s support and maintenance agreements, attached hereto at Addendum C. At the conclusion of such initial annual maintenance and support period, maintenance and support shall be subject to and provided in accordance with

any maintenance agreements between Client and the respective Vendors. TriTech shall not be a party to such maintenance and support agreements nor shall TriTech have any liability thereunder. Thereafter, provided that Client maintains in force an annual TriTech Software Support Agreement, Client may contact TriTech in accordance with the Software Support Agreement, and TriTech shall provide Help Desk services to Client with respect to the reported problem only to the extent relating to TriTech Software or determining if the problem is due to any third party or Vendor other than TriTech. If the problem is due to a third party or Vendor other than TriTech, Client is responsible for contacting the Vendor or third party for any further support or maintenance services for the problem. TriTech has no obligations to provide maintenance or support for any non-TriTech Software except as specifically provided in this Section 11.4.

11.5 Equipment. Maintenance and support for all Equipment sold hereunder is not included under this Agreement. However, because proper computer equipment maintenance is required for proper system operation, Client agrees to acquire and keep in force computer and peripheral equipment maintenance agreements for the equipment used to operate the TriTech Software or to provide such maintenance in-house with qualified personnel. If Client determines that an item of Equipment provided under this Agreement does not perform as provided in the applicable specifications, Client may, provided that a current Software Support Agreement with TriTech is in force, contact TriTech using the procedures described in the Software Support Agreement. TriTech shall thereupon provide Help Desk services to Client as provided in the then-applicable Software Support Agreement. Notwithstanding the above, TriTech is not and shall not be a party to such third party maintenance agreements nor shall TriTech have any obligation or liability thereunder.

11.6 If, at any time after installation of the System, Client desires to load on a Workstation or Server any software not provided by TriTech, it shall, before loading such software, follow the procedures regarding third party software compatibility in the TriTech Documentation, and contact the TriTech Customer Service Department at the telephone numbers listed in the Software Support Agreement for assistance as required. **Such action shall not constitute approval, express or implied, for the loading of specific software on a Workstation or Server, nor any express or implied warranty, representation or other obligation by TriTech with respect to such software, including but not limited to its suitability, operability or capability to meet Client's needs or expectations.** Client agrees that if the loading of such third party software degrades the performance of the System, Client shall immediately uninstall such software. Client shall absolve, discharge and release TriTech from any obligations or liabilities related to operation or performance of the System, the TriTech Software, Subcontractor Software, or any other item provided by TriTech under this Agreement, including but not limited to any liabilities for damages related thereto in connection with the installation of such third party software.

12.0 SOURCE CODE ESCROW

12.1 TriTech Software. Subject to payment of the applicable escrow fees by Client and Client's execution of the applicable escrow documents, TriTech shall enroll Client as a Preferred Beneficiary of the applicable TriTech Source Code escrow account with Iron Mountain Intellectual Property Management (the "Escrow Agent"). A copy of TriTech's Master Preferred Escrow Agreement with Iron Mountain is attached at Addendum B. Client shall pay all escrow fees and

expenses associated with the Escrow, including but not limited to first year fees (which are included as a line item in the Contract Price), renewal year fees, and fees for additional services, if any, selected by Client. Each month, TriTech shall deposit in Escrow updated Source Code containing (i) all Updates to the TriTech Software released during the preceding month and (ii) any TriTech Software Modification and/or Interfaces released for live operations during the preceding month. Source Code Escrow shall be kept in effect until (i) Client gives TriTech written notice of termination of the escrow, (ii) the escrow is canceled by the Escrow Agent due to non-payment of escrow charges by Client, or (iii) this Agreement is terminated. Source Code released under the terms of the Source Code Escrow Agreement shall be deemed part of the TriTech Software hereunder, subject to the terms and conditions of this Agreement, including but not limited to the license terms in Section 5.0, except as modified below.

12.1.1 Source Code shall be released to Client only upon the occurrence of and only during the duration of one of the following conditions:

12.1.1.1 TriTech's persistent and uncured failure to carry out or provide for the carrying out of material warranty obligations imposed upon it pursuant to this Agreement or any Software Support Agreement between the Parties with respect to the TriTech Software, which failure persists for a period of 30 days after written notice from Client to TriTech asserting such failure and the intention to demand a release of Source Code from escrow, or

12.1.1.2 12.1.1.2 TriTech's failure to continue to do business in the ordinary course without providing an alternate source of warranty or Software Support by a ready, willing and able assignee.

12.1.2 The escrowed Source Code and other material released to Client hereunder shall be subject to all of the terms and conditions of this Agreement, including without limitation the Confidentiality provisions herein, except as specifically modified in this paragraph. Without limiting the generality of the foregoing, the Source Code shall, except for periods of actual use, be kept in a secure, locked container and/or a secure protected computer file with access limited only to those with a need to know for purposes of software maintenance. Any person or entity granted access shall be required to agree in writing to comply with this paragraph. TriTech shall, upon request, be provided with a copy of such agreement(s).

12.1.3 Provided that a release of Source Code is rightfully made hereunder, Client is granted a license to copy and Use the Source Code for the sole purpose of software maintenance. For purposes of these Source Code Escrow provisions, the term "software maintenance" means correction of software errors and preparation of software modifications and enhancements for Client's internal use only. If Client creates new and original computer code not derived from the TriTech Software or the ideas, processes, methods of operation, technology or know-how implemented therein, in the process of software maintenance, the intellectual property rights (including copyright, patent and trade secret) in and to that specific new and original code shall be owned by Client. However, if Client's enhancements or other modifications result in the creation of a derivative work from the TriTech Software, or a work based upon the ideas, processes, methods of operation, technology or know-how implemented therein, the intellectual property rights (including copyright, patent and trade secret) in and to such work shall be owned by TriTech and Client's rights to use such work shall be limited to those granted with respect to the TriTech

Software in this Agreement. No rights to distribute Source Code or derivative works therefrom are granted hereunder.

12.2 Subcontractor Source Code Escrow. If Client desires to enter into Source Code escrow agreements for the Subcontractor Software provided hereunder, such agreements shall be entered into directly between Client and the licensors thereof. TriTech shall not be a party to such Subcontractor Source Code escrow agreements.

13.0 DEFAULT AND TERMINATION

13.1 TriTech may terminate this Agreement and the TriTech Software licenses granted herein at any time if (i) Client fails to comply with any material term or condition of this Agreement unless (a) in the case of failure to pay monies due to TriTech, Client cures such failure within fifteen (15) days after written notice of such failure by TriTech or (b) in other cases, Client cures such failure(s) within thirty (30) days of such notice or in the case of failures which are curable, but not reasonably susceptible to cure within thirty (30) days, Client commences action to cure such failure within such period and continues such action with due diligence until the failure is cured, or (ii) Client's normal business operations are disrupted or discontinued for more than thirty (30) days by reason of insolvency, bankruptcy, receivership or business termination. Such termination shall not affect TriTech's right to receive and retain the Contract Price and other fees, charges and expenses earned hereunder.

13.1.1 In the event of termination in accordance with paragraph 13.1 above, TriTech's subcontractors providing software licenses hereunder may also terminate such licenses granted to Client with respect to this Agreement.

13.2 Client may terminate this Agreement if (i) TriTech (or a Subcontractor) fails to comply with any material term or condition of this Agreement unless (a) TriTech (or the applicable Subcontractor) cures such failure within thirty (30) days after written notice thereof from Client or (b) in the case of failures not reasonably susceptible to cure within thirty (30) days, TriTech (or the applicable Subcontractor) commences action to cure such failure within such period and continues such action with due diligence until the failure is cured, or (ii) TriTech's normal business operations are disrupted or discontinued for more than thirty (30) days by reason of insolvency, bankruptcy, receivership or business termination and no successor or assignee is appointed who is ready, willing and able to assume and perform TriTech's executory obligations under this Agreement.

13.3 Upon termination, Client shall permanently remove and destroy all copies of the Software from its computer system, media, or other locations, destroy all copies of the Documentation and associated materials and certify to TriTech in writing that Client has performed said actions and has not retained or permitted others to retain any such copies whether on a computer system or Server, hard copy or CD-ROM, magnetic or other media, backup or archival copies, or otherwise. Client shall perform these same procedures for removal and destruction of System Software and Subcontractor Software, and the associated Documentation, and so notify TriTech.

14.0 LIABILITY

14.1 TriTech shall indemnify, defend, save, and hold Client harmless from any and all claims, lawsuits or liability, including attorneys' fees and costs, allegedly arising out of, in connection with, or incident to any loss, damage or injury to persons or property or arising from a wrongful or negligent act, error or omission of TriTech, its employees, agents, contractors, or any subcontractor as a result of TriTech's or any subcontractor's performance pursuant to this Agreement; however, TriTech shall not be required to indemnify Client for any claims or actions caused to the extent of the negligence or wrongful act of Client, its employees, agents, or contractors. Notwithstanding anything to the contrary in the foregoing, if a claim, lawsuit or liability results from or is contributed to by the actions or omissions of Client, or its employees, agents or contractors, TriTech's obligations under this provision shall be reduced to the extent of such actions or omissions based upon the principle of comparative fault.

14.2 NOTWITHSTANDING THE FOREGOING, THE TOTAL LIABILITY OF TRITECH FOR ANY CLAIM OR DAMAGE ARISING FROM OR OTHERWISE RELATED TO THIS AGREEMENT, WHETHER IN CONTRACT, TORT, BY WAY OF INDEMNIFICATION OR UNDER STATUTE SHALL BE LIMITED TO DIRECT DAMAGES WHICH SHALL NOT EXCEED (I) THE CONTRACT PRICE OR (II) IN THE CASE OF BODILY INJURY, PERSONAL INJURY OR PROPERTY DAMAGE FOR WHICH DEFENSE AND INDEMNITY COVERAGE IS PROVIDED BY TRITECH'S INSURANCE CARRIER, THE LESSER OF THE COVERAGE LIMITS OF SUCH INSURANCE OR THE AMOUNT ACTUALLY PAID TO TRITECH OR CLIENT BY THE APPLICABLE INSURANCE CARRIER FOR SUCH DAMAGE.

14.3 Except for actions for copyright, trade secret, or trademark infringement, no action or proceeding arising out of any claimed breach of this Agreement or transaction may be brought by either Party more than four (4) years after the cause of action has accrued.

14.4 To the extent allowed by law, Client shall indemnify and hold TriTech harmless from any and all claims, lawsuits or liability, including attorneys' fees and costs, allegedly arising out of, in connection with, or incident to any loss, damage or injury to persons or property or arising from a wrongful or negligent act, error or omission of Client's or, its employees, agents, contractors, or any subcontractors as a result of the use or misuse of the TriTech Software.

14.5 IN NO EVENT SHALL EITHER PARTY OR ITS SUBCONTRACTORS OR SUPPLIERS BE LIABLE WHETHER IN CONTRACT OR IN TORT FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOST OR DAMAGED SOFTWARE, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF, OR OTHERWISE RELATED TO THIS AGREEMENT, REGARDLESS OF WHETHER A PARTY HAS NOTICE OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE.

15.0 INSURANCE

15.1 Beginning at the start of TriTech's performance under this Agreement, and ending when TriTech is no longer providing to Client annual Software Support, TriTech shall maintain in force a policy of General Liability Insurance with coverage limits of \$1,000,000 per occurrence, \$2,000,000 aggregate.

15.2 Upon the written request of Client, TriTech shall cause Client to be added as an additional insured to the above-described policy.

16.0 COPYRIGHT & TRADE SECRET INFRINGEMENT

16.1 TriTech will at its expense defend against any claim, action or proceeding by a third party ("Action" herein) to the extent due to claimed infringement by the TriTech Software of copyright or trade secrets, provided that Client immediately notifies TriTech in writing of such Action and cooperates fully with TriTech and its legal counsel in the defense thereof. TriTech may in its discretion (i) contest, (ii) settle, (iii) procure for Client the right to continue using the TriTech Software, or (iv) modify or replace the TriTech Software so that it no longer infringes (as long as substantially all the functionality and performance described in the Specifications remains). Client may participate in the defense of such Action at its own expense. If TriTech concludes in its sole judgment that none of the foregoing options are commercially reasonable, and Client's use of the TriTech Software is permanently enjoined as a result of a judgment of a court of competent jurisdiction in such Action, then TriTech will return to Client the TriTech Software license fee(s) paid by Client under this Agreement less a prorated portion of said fee(s) for Client's use of the TriTech Software (calculated by multiplying the ratio of the number of months of actual Use in Live Operations to thirty-six (36) months times the license fees paid) and the licenses granted in this Agreement shall terminate. In addition, in the event such Action results in a money judgment against Client which does not arise, wholly or in part, from the actions or omissions of Client, its officers, directors, employees, contractors, agents, or elected officials, or a third party, TriTech will, subject to Section 14.0 herein, indemnify Client therefrom to the extent indemnification for such judgment is not provided under Client's insurance policies (unless Client is self-insured in which case the preceding clause shall not apply).

16.2 Notwithstanding the above, TriTech shall have no duty under this section 16.0 with respect to, and Client shall hold TriTech harmless from and against any claim, action or proceeding arising from or related to infringements (i) by System Software, Subcontractor Hardware or Software, or Equipment, (ii) arising out of modifications to the TriTech Software and/or Documentation not made by or under the direction of TriTech, (iii) resulting from use of the TriTech Software to practice any method or process which does not occur wholly within the TriTech Software, or (iv) resulting from modifications to the TriTech Software or Documentation prepared pursuant to specifications or other material furnished by or on behalf of Client. This section 16.0 states the entire obligation of TriTech regarding infringement of intellectual property rights, and it will survive the termination of this Agreement.

17.0 DISPUTE RESOLUTION

17.1 The Parties desire to first attempt to resolve certain disputes, controversies and claims arising out of this Agreement or any Addenda hereto before a Party begins litigation. Prior to commencing litigation, at the written request of either Party, the Parties agree to meet onsite at either TriTech's or the Client's location as determined by the Parties, and negotiate in good faith to resolve any dispute arising under this Agreement. Each Party shall be responsible for its associated travel costs. If the above negotiations do not resolve the dispute within sixty (60) days of the initial written request, either Party may take appropriate legal action.

18.0 SALES, USE AND PROPERTY TAX

18.1 Unless exempt from such taxes, Client shall be solely responsible for payment or reimbursement to TriTech of all sales, use, value added or similar taxes imposed upon this Agreement by any level of government, whether due at the time of sale or asserted later as a result of audit of the financial records of either Client or TriTech. If exempt, Client shall provide to TriTech written evidence of such exemption. Client shall also pay any personal property taxes levied by government agencies based upon Client's use or possession of the items acquired or licensed in this Agreement.

19.0 SEVERABILITY

19.1 If any term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement is held to be invalid or unenforceable, for any reason, it shall not affect, impair, invalidate or nullify the remainder of this Agreement, but the effect thereof shall be confined to the term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement so adjudged to be invalid or unenforceable.

20.0 FORCE MAJEURE/EXCUSABLE DELAY

20.1 Neither Party shall be responsible for failure to fulfill its obligations hereunder or liable for damages resulting from delay in Delivery or performance as a result of war, acts of terrorism, fire, strike, riot or insurrection, natural disaster, delay of carriers, governmental order or regulation, complete or partial shutdown of plant, unavailability of equipment or software from suppliers, default of a subcontractor or vendor (if such default arises out of causes beyond its reasonable control), the actions or omissions of the other Party or its officers, directors, employees, agents, contractors or elected officials and/or other similar occurrences beyond the Party's reasonable control ("Excusable Delay" herein). In the event of any such Excusable Delay, Delivery or performance shall be extended for a period of time as may be reasonably necessary to compensate for such delay.

21.0 CONSTRUCTION AND HEADINGS

21.1 The division of this Agreement into sections and the use of headings of sections and subsections are for convenient reference only and shall not be deemed to limit, construe, affect, modify, or alter the meaning of such sections or subsections.

22.0 WAIVER

22.1 The failure or delay of any Party to enforce at any time or any period of time any of the provisions of this Agreement shall not constitute a present or future waiver of such provisions nor the right of either Party to enforce each and every provision.

22.2 No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the Party claimed to have waived or consented. Any consent by any Party to, or waiver of, a breach by the other, whether expressed or implied, shall not constitute a consent to, waiver of or excuse for any other, different or subsequent breach.

23.0 ENTIRE AGREEMENT

23.1 This Agreement and its Addenda or Amendment(s) represent the entire agreement between the Parties hereto and a final expression of their agreements with respect to the subject matter of this Agreement and supersedes all prior written agreements, oral agreements, representations, understandings or negotiations with respect to the matters covered by this Agreement.

24.0 APPLICABLE LAW

24.1 Except to the extent that this Agreement is governed by the laws of the United States, this Agreement shall be governed, interpreted and enforced in accordance with the laws of the State of California without regard to its conflict of laws provisions.

25.0 ASSIGNMENT

25.1 Neither this Agreement nor any rights or obligations hereunder shall be assigned or otherwise transferred by either Party without the prior written consent of the other Party, which consent will not be unreasonably withheld; provided however, that in the event of a merger or acquisition of all or substantially all of TriTech's assets, TriTech may assign this Agreement to an entity ready, willing and able to perform TriTech's executory obligations hereunder, upon the express written assumption of the obligations hereunder by the assignee.

26.0 NOTICES

26.1 All notices required to be given under this Agreement shall be made in writing by (i) first-class mail, postage prepaid, certified, return receipt, (ii) by regularly scheduled overnight delivery, (iii) by facsimile or e-mail followed immediately by first-class mail, or (iv) by personal delivery, to the address set forth below, or such other address as provided in writing. Such notices shall be deemed given three (3) days after mailing a notice or one (1) day after overnight delivery thereof.

To Client:

Attn: _____

To TriTech:

TriTech Software Systems
1000 Business Center Drive
Lake Mary, FL 32746

Attn: Contracts

27.0 ORDER OF PRECEDENCE

27.1 The following documents shall comprise the Agreement between the Parties concerning the subject matter of this Agreement, and in the event of any dispute arising from or related to this Agreement, shall have the following order of precedence:

A. This Agreement and all Addenda and other documents attached to or incorporated by reference herein. In the event of a conflict between this Agreement and an Addendum, this body of this Agreement shall take precedence;

B. The applicable Client approved OSDs, IRDs, IFCDs and FTs.

28.0 GENERAL TERMS

28.1 This Agreement shall be binding on and shall inure to the benefit of the heirs, executors, administrators, successors and assigns of the Parties hereto, but nothing in this paragraph shall be construed as a consent to any assignment of this Agreement by either Party except as provided in the ASSIGNMENT section of this Agreement.

28.2 This Agreement shall not become a binding contract until signed by an authorized officer of each Party, and it is effective as of the date so signed.

28.3 This Agreement may be executed in any number of identical counterparts, and each such counterpart shall be deemed a duplicate original thereof.

28.4 The provisions contained herein shall not be construed in favor of or against either Party because that Party or its counsel drafted this Agreement, but shall be construed as if all Parties prepared this Agreement.

28.5 Whenever the singular number is used in this Agreement and when required by the context, the same shall include the plural, and the use of any gender, be it masculine, feminine or neuter, shall include all of the genders.

28.6 A facsimile or scanned signature copy of this Agreement, its exhibits and amendments, and notices and documents prepared under this Agreement shall be treated as an original in all respects; the Parties agree that any document in electronic format or any document reproduced from an electronic format shall not be denied legal effect, validity, or enforceability, and shall meet any requirement to provide an original or hard copy.

28.7 This Agreement is made for the benefit of the Parties, and is not intended to benefit any third party or be enforceable by any third party. The rights of the Parties to terminate, rescind, or agree to any amendment, waiver, variation or settlement under or relating to this Agreement are not subject to the consent of any third party.

28.8 EACH PARTY’S ACCEPTANCE HEREOF IS EXPRESSLY LIMITED TO THE TERMS OF THIS AGREEMENT AND NO DIFFERENT OR ADDITIONAL TERMS CONTAINED IN ANY PURCHASE ORDER, CONFIRMATION, BUSINESS FORM OR OTHER WRITING SHALL HAVE ANY FORCE OR EFFECT UNLESS EXPRESSLY AGREED TO IN WRITING BY THE PARTIES.

CLIENT

TRITECH SOFTWARE SYSTEMS

Accepted By (Signature)

Accepted By (Signature)

Printed Name

Printed Name

Title

Title

Date

Date

ADDENDUM A

PROPRIETARY INFORMATION¹

SUMMARY OF CONTENTS

<u>Addendum No.</u>	<u>Description</u>
A-1	Statement of Work, with attached Subcontractor Statements of Work which are incorporated herein by reference
A-2	Number of TriTech Software Licenses, Installation and Shipping Instructions
A-3	TriTech Services, Support and Maintenance Fees, and Miscellaneous
A-4	Equipment
A-5	System Software
A-6	Subcontractor Software, Hardware and Services, if applicable
A-7	Payment Terms
A-8	Contract Price Summary
A-9	System Planning Document

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-1

PROPRIETARY INFORMATION¹

STATEMENT OF WORK

(Attached)

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-2

PROPRIETARY INFORMATION¹

NUMBER OF TRITECH SOFTWARE LICENSES,
INSTALLATION AND SHIPPING INSTRUCTIONS

TriTech Software

INSTALLATION AT DESIGNATED LOCATION AND SHIPPING INSTRUCTIONS

Deliver To:

[Name]
[Address]
[Address]
[Address]

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-3

PROPRIETARY INFORMATION¹

TRITECH SERVICES, SUPPORT AND MAINTENANCE FEES AND MISCELLANEOUS

*The Software Support fee for the initial term of TriTech annual Software Support, beginning at Go Live and ending 12 (twelve) months thereafter, is included in the Contract Price of this Agreement. Thereafter, annual Software Support fees will be invoiced in accordance with the Software Support Agreement entered into between TriTech and Client coincident with this Agreement.

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-4

PROPRIETARY INFORMATION¹

EQUIPMENT

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-5
PROPRIETARY INFORMATION¹
SYSTEM SOFTWARE

NOTE: Additional Client responsibilities regarding licensing requirements for System Software for continued maintenance, including system expansion, are provided in the System Planning Document.

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-6

PROPRIETARY INFORMATION¹

SUBCONTRACTOR SOFTWARE, HARDWARE AND SERVICES

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-7

PROPRIETARY INFORMATION¹

PAYMENT TERMS

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM A-8

PROPRIETARY INFORMATION¹

CONTRACT PRICE SUMMARY²

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

² Shipping costs, travel costs and any applicable sales, use value added or similar taxes shall be paid by Client. Unless such costs or taxes are listed as a line item herein, they shall be invoiced separately, payable on receipt of the invoice therefor.

ADDENDUM A-9

PROPRIETARY INFORMATION¹

SYSTEM PLANNING DOCUMENT

(TO BE PROVIDED AS A DELIVERABLE)

¹ THESE ADDENDA CONTAIN TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS.

ADDENDUM B

TRITECH MASTER PREFERRED SOURCE CODE ESCROW AGREEMENT

(ATTACHED, IF APPLICABLE)

ADDENDUM C

SUBCONTRACTOR WARRANTY, SUPPORT AND MAINTENANCE AGREEMENTS

(ATTACHED, IF APPLICABLE)

ADDENDUM D

SUBCONTRACTOR LICENSE AGREEMENTS

(ATTACHED, IF APPLICABLE)

ADDENDUM E

SUBSCRIPTION SERVICE USE & LICENSE AGREEMENT

(ATTACHED IF APPLICABLE)

SECTION 12 – EXCEPTIONS

This section should include any exceptions to the RFP terms and conditions. Please provide your exceptions by indicating the RFP section or subsection number, the specific item that is the focus of the exception, and an explanation for the exception, with alternative(s) where applicable.

CentralSquare Response:

CentralSquare does not take exception to any RFP Section, subsection, or requirement.

This page intentionally left blank.

SECTION 13 – ADDITIONAL INFORMATION

This section should include any additional information Vendor deems necessary.

CentralSquare Response:

The CentralSquare Enterprise Public Safety Suite integrates the workflow and aggregates information across agencies, departments, and staff regardless of where users interact with the system. The Enterprise Public Safety Suite integration extends from the 9-1-1 call through dispatch, response, reporting, arrest, incarceration, and data analysis. With an emphasis on an intuitive user experience that minimizes data re-entry and maximizes relevant informational awareness, the Inform Public Safety Suite provides the following key integration points across users, in the center, out to the field, and at the station:

- A common public safety database for searching and automatic notifications based on a user's request.
- The flow of CAD Enterprise Call for Service information to the mobile responder, the field reporting officer, records and investigations and even the booking officer in the jail.
- The sharing of user credentials in common environments like the vehicle. Mobile Enterprise and Records Enterprise allow the user to respond and report without having to re-enter credentials and user information.
- A common, Esri GIS source that feeds 911 Enterprise, CAD Enterprise, Mobile Enterprise, and Records Enterprise users for location validation and map displays built for the task at hand.
- Access to a set of common Master Indices that include person, vehicle, location and property that can be searched by dispatchers, responders, investigators, jailers and analysts.
- The re-use of incident, person, location, vehicle and property information that a user has entered in any part of the system without having to re-enter. This expands to allowing the re-use of data entered by other system users.
 - Jail Booking information in Arrest Report
 - Arrest Report information for Booking an inmate
 - Secondary officer uses Person or Vehicle information queried by Primary officer in report
 - Officer uses location and incident information from CAD Enterprise to complete report
- A common user experience and system for 911 Enterprise and CAD Enterprise with a streamlined workflow, single keyboard and mouse and common screens for entry.
 - Use of common geospatial tools to detect duplicate calls and incidents and alert the call takers.

Proposal for Twin Falls, Idaho

- Common premise history and caution notes to enable immediate awareness before the call is answered
- A heads up alert to Mobile Enterprise users from 911 Enterprise when a call starts ringing in the comm. Center originating from a location in the vicinity.
- A single data warehouse with powerful ad-hoc reporting and dashboard based analytics.

CAD-to-CAD Application Programming Interface (API)

Our proposed solution features a robust technology platform supporting the City's integration needs. CentralSquare designs its products and organizes its services around a philosophy of making its systems as open and adaptable to external system integrations as possible. CentralSquare has developed a CAD-to-CAD interface that employs a standardized XML schema communicated over TCP/IP. This is arguably the most prevalent CAD-to-CAD interface in use across the country. It has enabled connectivity between CAD Enterprise and competitor CAD systems and message brokers from a long list of vendors, including:

- Computer Information Systems (CIS)
- EnRoute (Geac)
- FATPOT (middleware message broker)—See "Tellus Aware" description below.
- HiTech
- Infor
- InterACT
- Intergraph
- Logisys
- Motorola (Premiere)
- Motorola (Printrak)
- Online Business Systems (middleware message broker)
- Northrop Grumman (PRC)
- SunRidge
- Thinkstream (middleware message broker)
- TriTech; formerly Tiburon (DispatchNow/Positron)
- TriTech, formerly Tiburon (CAD 2000)
- TriTech, formally Tiburon (TotalCommand)
- Versaterm
- Zoll, formerly Pinpoint

The general functionality of CentralSquare's CAD-to-CAD Interface includes:

- Incident Sharing or Transfer between Systems
- Resource (Unit) Sharing between Systems
- User Text Messaging between Systems
- Interface Status Communications between Systems

Proposal for Twin Falls, Idaho

The CentralSquare Advanced CAD-to-CAD Interface monitors select CAD transactions and, based on client-defined business rules, automatically generates a message to one or more remote CAD systems. The CentralSquare standard advanced CAD-to-CAD Interface also receives messages from one or more remote CAD systems and presents those messages to CAD Enterprise as transactions that must be processed by the CAD Enterprise application.

Functions supported from the CAD Enterprise to one or more remote CAD systems using the CentralSquare's standard advanced CAD-to-CAD interface include:

- Incident creation, cancellation, or closing notification by user command includes:
 - Basic incident demographics
 - Agency designation (for multi-agency remote CAD systems)
 - Incident location
 - CAD comments
- Automatic incident creation, cancellation, or closing notification based on triggering criteria, including:
 - by response area
 - by problem/nature
 - by response area and problem/nature
 - by response plan
 - by response priority
 - by agency or jurisdiction
- Direct dispatching of specified (predefined) resources (units)
- Position updates (AVL) for specified units
- Status updates for specified Units
- Notification comments
- CAD-to-CAD text messaging
- Silent acknowledgements and heartbeats

Functions supported by CAD Enterprise from one or more remote CAD systems include:

- Agency-specific incident creation with automatic location validation
- Incident cancellation or closing to generate a pre-specified action, including:
 - Cancel/Close incident
 - Add cancel/close comment to incident
 - Alert users to cancel/close notification
- Direct (silent) dispatching of specified (predefined) resources (units)
- Position updates (AVL) for specified units processed as a background (no user intervention) function
- Status updates for specified units processed as a background function
- Notification comments
- CAD-to-CAD text messaging
- Silent acknowledgements and heartbeats

Silent heartbeat messages are shared between systems to provide early detection of any network or connectivity failures. Silent acknowledgements are used to ensure critical transactions reach the intended recipient and are processed successfully.

CentralSquare recommends and implements our CAD-to-CAD Interface using TCP socket connections over a routable TCP/IP-supported network configured for duplex communications. CentralSquare's CAD-to-CAD Interface receives messages on a single TCP/IP port and routes outbound messages on a unique TCP/IP port for each connected remote system.

The functions described here are predicated on the remote CAD system providing the necessary data in a supported format. Deployment and operation of the CentralSquare CAD-to-CAD Interface, as described here, does not require modifications to existing CentralSquare products.

Tellus Aware

Having recently acquired FATPOT and its fusionPlatform products, CentralSquare is pleased to be able to offer to our CAD Enterprise clients, the Tellus Aware (previously fusionAWARE) product.

It is a real-time, intelligent hub that aggregates CAD information from multiple sources and disparate vendors and makes it available as a consolidated view for situational awareness. This aggregation creates a cross-jurisdictional, regional perspective of CAD incident and resource data. Authorized individuals can view and drill down to view detailed information.

Low-cost, easily implemented, publish-only adapters connected to each participating CAD system are used to deliver the real-time incident and resource data. CentralSquare can provide this information directly to our clients. Viewers of the aggregated information are passive receivers of information. Any action taken by viewers is solely derived from their interpretation of the observed information and based upon their own initiative. For example, a public safety telecommunicator who observes a newly created incident in a nearby jurisdiction may decide to offer help because of his or her proximity and availability. The value of Tellus Aware is that shared information is available and can help in making more informed decisions and in responding to multi-jurisdictional incidents. Agencies can quickly benefit from the expanded situational awareness delivered because it is quick to implement and easy to use.

Caller Location Query (CLQ)

One of the greatest challenges facing 9-1-1 Centers today is the availability and accuracy of cellular 9-1-1 locations. While improvements are being worked as part of Next Generation 9-1-1, call-takers and all of public safety are struggling to find solutions today.

The Caller Location Query capability of CAD allows the call-taker, outside of the 9-1-1 networks, to send a text message to any cell phone number with a link. This link, when clicked by the cell phone user sends the current GPS location of the phone directly into CAD. Treated as a location update, the CAD call-taker can use this information to get an accurate location in order to send help.

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Since the Caller Location Query is a part of CAD and requires no connection to the telephony equipment in the PSAP, it can be used with any cell phone number, not just those calling 9-1-1. Any CAD user can enter a telephone number into the system and send a text message to that cell phone to ask for the location. This has proven incredibly useful for situations where someone reports someone else in need of assistance and only has the cell phone number.

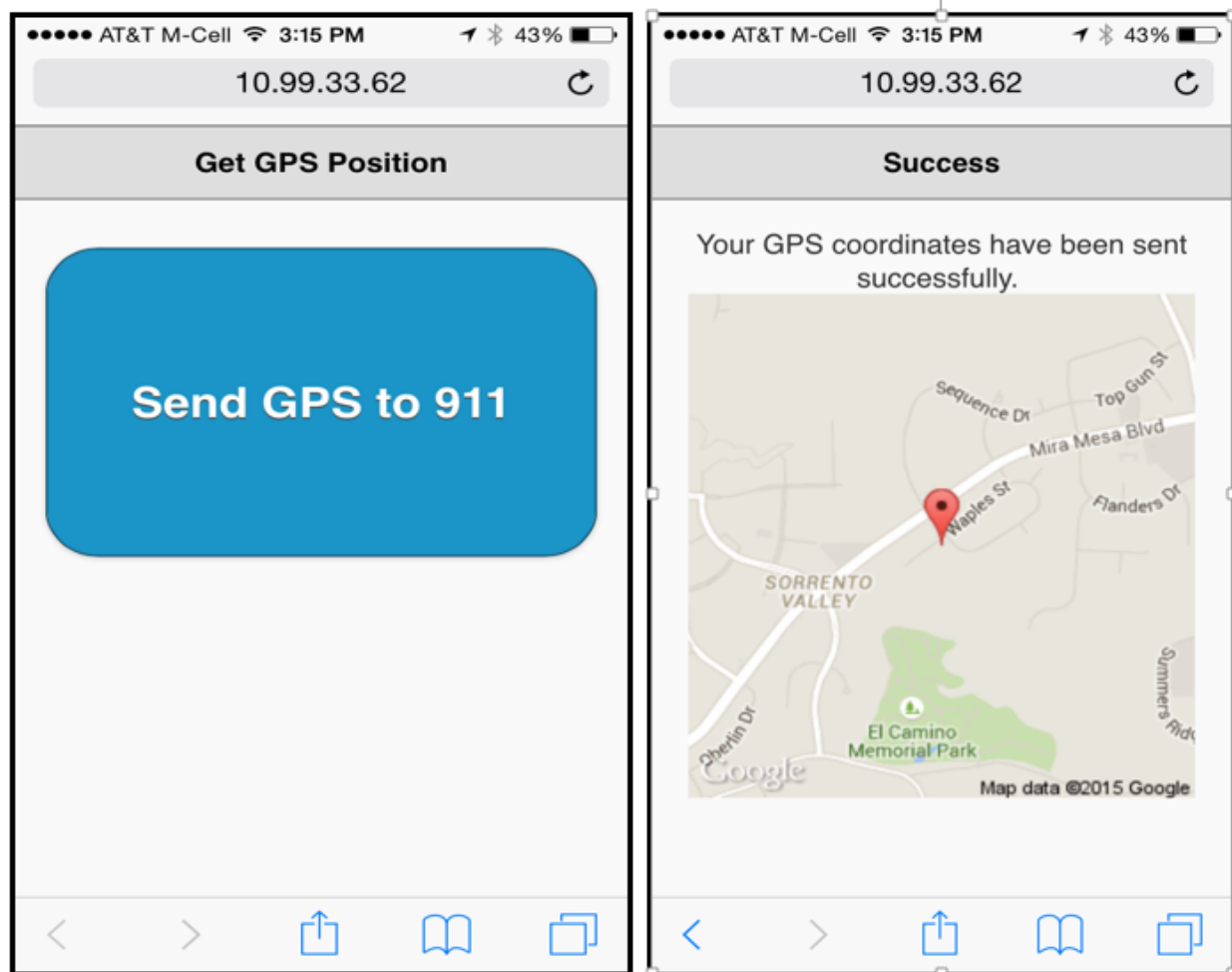


Figure 20. Caller Location Query

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SECTION 14 – PRICING

This section should include a Fixed Price Quotation for the proposed public safety software, services, travel, and third-party deliverables, with an itemized list of all components.

CentralSquare Response:

CentralSquare has provided a Fixed Price Quotation as part of the attached cost proposal inclusive of software, services, travel and other costs associated with the proposed solution. Costs for interfaces to third-party products are included in the quotation, but pricing assumes that the City will self-procure any required third-party solutions.

All products and services shall be itemized with quantities clearly noted. Vendor shall provide maintenance quotes for five (5) years following warranty expiration for all proposed application software products and interfaces.

CentralSquare Response:

CentralSquare has provided as part of its Fixed Price Quotation an itemization of products and services with quantities clearly noted. The quotation also includes maintenance costs for five (5) years following warranty expiration for the proposed solution.

Vendor shall provide maintenance quotes for three (3) years following warranty expiration for all proposed computer hardware and system components.

CentralSquare Response:

CentralSquare has included three (3) years of maintenance as part of its proposed hardware costs. The maintenance costs are included with the applicable hardware products - see the detailed BOM.

Any proposed modifications must be included in the price proposal in an itemized format.

CentralSquare Response:

CentralSquare has not proposed any product modifications as part of the proposed pricing.

Vendor shall include all travel expenses associated with the project. Travel shall be presented as a fixed price to the Agency.

CentralSquare Response:

CentralSquare has included fixed-fee travel costs as part of the attached cost proposal.

Vendor shall list any and all assumptions made in formulating the proposed price.

CentralSquare Response:

CentralSquare has provided a list of assumptions upon which the Fixed Price Quotation is made as part of the attached cost proposal.

Vendor shall identify pricing for all upgrades and product enhancements with hourly rates for those services.

CentralSquare Response:

CentralSquare provides upgrades as part of its annual maintenance fee. CentralSquare does not propose services on an hourly basis but can provide a change order for any required post-implementation support once scope is defined. For estimation purposes, CentralSquare proposes an hourly rate of \$175.00 per hour.

Vendor shall provide the City of Twin Falls with Annual User Conference pricing.

CentralSquare Response:

CentralSquare has provided pricing for its Annual User Conference as part of the optional pricing section (costs are not included in the project or support total).

If confidential or proprietary information is included in the proposal, each page containing such information should be marked "Proprietary and Confidential."

CentralSquare Response:

CentralSquare does not have a public price list and considers its detailed, line-item pricing to be confidential and proprietary. CentralSquare has marked the pages including its proprietary detailed pricing as "Proprietary and Confidential". Under a FOIA request, CentralSquare can provide a redacted pricing summary showing total pricing but excluding itemized pricing.

Please see CentralSquare's pricing provided on pages 49 through 62.

Proposed Pricing

CentralSquare Software License Fee(s)

SIN #	Product Code	CAD Enterprise Software License Fee(s)	Unit Price	Qty	Total Price
132-33 SW License	IN-SW-120007-001	CAD Enterprise Position	\$9,068.01	5	\$45,340.05
132-33 SW License	IN-SW-120001-001	CAD Enterprise Server Software (A - 1-5 Positions)	\$24,483.63	1	\$24,483.63
Open Market Product	IN-SW-100057-001	CAD Enterprise Routing Server	\$18,700.00	1	\$18,700.00
132-33 SW License	IN-SW-120015-001	CAD Enterprise the Archive Server Software	\$2,267.00	1	\$2,267.00
132-33 SW License	IN-SW-120036-001	CAD Enterprise The GISLink Utility	\$4,534.01	1	\$4,534.01
132-33 SW License	IN-SW-120033-001	NCIC/State Query Position for CAD Enterprise	\$453.40	5	\$2,267.00
132-33 SW License	IN-SW-110001-001	CAD Enterprise Browser (A - 1-40 Concurrent Users)	\$9,068.01	1	\$9,068.01
132-33 SW License	IN-SW-190095-001	CAD Enterprise Test or Training System	\$0.00	2	\$0.00
132-33 SW License	IN-SW-120053-001	CAD Enterprise Standard Alpha Numeric Paging Interface	\$8,161.21	1	\$8,161.21
132-33 SW License	IN-SW-120054-001	Standard ANI/ALI Interface	\$8,161.21	1	\$8,161.21
132-33 SW License	IN-SW-120048-001	Standard EMD Integration	\$453.40	5	\$2,267.00
132-33 SW License	IN-SW-120060-001	Standard CAD Enterprise to External System Incident Data Transfer Interface	\$13,602.02	2	\$27,204.04
Open Market Product	IN-SW-100069-001	CAD Enterprise Mapping Test or Training	\$500.00	2	\$1,000.00

Proposal for Twin Falls, Idaho

SIN #	Product Code	CAD Enterprise Software License Fee(s)	Unit Price	Qty	Total Price
Open Market Product	IN-SW-100069-001	CAD Enterprise Routing Server - Test or Training System	\$0.00	2	\$0.00
Open Market Product	IN-SW-100069-001	Standard CAD Enterprise to CAD Enterprise Advanced Interface (single side) – SIRCOMM	\$0.00	2	\$0.00
Open Market Product	IN-SW-100069-001	CAD Enterprise Mapping	\$500.00	5	\$2,500.00
Open Market Product	IN-SW-100069-001	CentralSquare Message Switch	\$22,000.00	1	\$22,000.00
CAD Enterprise Software License Fee(s) Subtotal:					\$177,953.16

SIN #	Product Code	Records Enterprise Software License Fee(s)	Unit Price	Qty	Total Price
132-33 SW License	IN-SW-100118-001	Records Enterprise Reporting Server License	\$2,500.00	1	\$2,500.00
Open Market Product	IN-SW-100174-001	Records Enterprise Concurrent User License	\$1,350.00	31	\$41,850.00
132-33 SW License	IN-SW-100096-001	Records Enterprise Server Software (A - 1-50 Users)	\$31,738.04	1	\$31,738.04
132-33 SW License	IN-SW-190108-001	NCIC/State Software Position Records Enterprise or Jail v4.6+	\$453.40	3	\$1,360.20
132-33 SW License	IN-SW-180013-001	Records Enterprise v4.6+ Accident	\$11,850.08	1	\$11,850.08
132-33 SW License	IN-SW-180015-001	Records Enterprise v4.6+ Evidence and Barcoding	\$11,851.89	1	\$11,851.89
Open Market Product	IN-SW-190129-001	Records Enterprise GIS (With CAD)	\$0.00	1	\$0.00
132-33 SW License	IN-SW-190103-001	Records Enterprise / Jail v4.6+ Test or Training System	\$0.00	2	\$0.00
Open Market Product	IN-SW-100069-001	Twin Falls County Jail Booking Form Interface	\$0.00	1	\$0.00

Proposal for Twin Falls, Idaho

Open Market Product	IN-SW-100069-001	APS Interface	\$0.00	1	\$0.00
Records Enterprise Software License Fee(s) Subtotal:					\$101,150.21

SIN #	Product Code	Mobile Enterprise Software License Fee(s)	Unit Price	Qty	Total Price
132-33 SW License	IN-SW-170003-001	Mobile Enterprise Server Software (B - 41-100 Positions)	\$22,670.03	1	\$22,670.03
132-33 SW License	IN-SW-170010-001	Mobile Enterprise Base Position	\$725.44	5	\$3,627.20
132-33 SW License	IN-SW-170009-001	Mobile Enterprise Base Position with CJIS/NCIC Forms	\$906.80	48	\$43,526.40
132-33 SW License	IN-SW-190099-001	Mobile Enterprise Test or Training System	\$0.00	2	\$0.00
Open Market Product	IN-SW-100069-001	Mobile Enterprise Mapping	\$200.00	53	\$10,600.00
Open Market Product	IN-SW-100069-001	Mobile Enterprise Mapping Test or Training	\$200.00	2	\$400.00
Mobile Enterprise Software License Fee(s) Subtotal:					\$80,823.63
CentralSquare Software License Fee(s) Total:					\$359,927.00

Proposal for Twin Falls, Idaho

CentralSquare Implementation Service Fee(s)

SIN #	Product Code	CAD Implementation Service Fee(s)	Unit Price	Qty	Total Price
132-50 Training	IN-SV-120018-001	CAD Enterprise Administration Training Course (Code File management) (3 day class - Per class - at client site up to 10 students)	\$3,808.56	1	\$3,808.56
132-51 IT Professional Services	IN-SV-120013-001	CAD Enterprise Business Analysis and Consultation Services	\$158.69	65	\$10,314.85
132-51 IT Professional Services	IN-SV-190024-001	CAD Enterprise Interface Server Configuration (per interface server)	\$793.45	2	\$1,586.90
132-51 IT Professional Services	IN-SV-100072-001	CAD Enterprise Test/Training Server Configuration (Includes CAD Enterprise Server and Unit Swap)	\$3,332.49	2	\$6,664.98
Open Market Product	IN-SV-120090-001	CAD Enterprise Standard Functional Acceptance and Integration Testing - (A - 1-5 positions)	\$3,500.00	1	\$3,500.00
Open Market Product	IN-SV-120098-001	Routing/GIS Server Implementation	\$2,100.00	3	\$6,300.00
132-51 IT Professional Services	IN-SV-120007-001	CAD Enterprise System Configuration & DOLF (A - per DOLF Session, 1-5 Positions)	\$12,695.21	1	\$12,695.21
132-50 Training	IN-SV-100071-001	GISLink Training Course (3 day Onsite)	\$3,808.56	1	\$3,808.56
132-51 IT Professional Services	IN-SV-120001-001	CAD Enterprise System Orientation/Analysis (A - 1-5 Positions)	\$6,347.61	1	\$6,347.61
132-51 IT Professional Services	IN-SV-190076-001	Onsite Go Live Support Services for CAD Enterprise and Mobile (1 person - 2 days, 24 hour coverage)	\$7,707.81	1	\$7,707.81
132-51 IT Professional Services	IN-SV-120039-001	Custom CAD Enterprise Mapping Conversion Services (Client supplied data)	\$18,249.37	1	\$18,249.37

Proposal for Twin Falls, Idaho

SIN #	Product Code	CAD Implementation Service Fee(s)	Unit Price	Qty	Total Price
132-51 IT Professional Services	IN-SV-100074-001	Base CAD Enterprise Production System Installation (Includes Database Server, Web Server, Comm Server, 1 instance of Browser, up to 5 CAD workstations, Unit Swap, NetClock and Archive and Reporting Server)	\$8,727.96	1	\$8,727.96
Open Market Product	IN-SV-120097-001	CAD Enterprise Workshop (4 day - Per class - at client site)	\$7,000.00	1	\$7,000.00
132-50 Training	IN-SV-120019-001	CAD Enterprise Supervisor Training (Five days, up to 10 students)	\$6,347.61	1	\$6,347.61
132-50 Training	IN-SV-190009-001	CAD Enterprise and Mobile System Administration Training Course (Per student - 4-5 days at CentralSquare)	\$1,314.86	1	\$1,314.86
132-50 Training	IN-SV-120015-001	CAD Enterprise User Training Course (Per class - 4-day class up to 10 students)	\$5,078.09	3	\$15,234.27
Open Market Product	IN-SV-100055-001	Standard CAD Enterprise to CAD Enterprise Advanced Interface Configuration Services (single side) – SIRCOMM	\$10,000.00	2	\$20,000.00
Open Market Product	IN-SV-100055-001	CAD Enterprise Response Plan Workshop (3 day - Per class - at client site)	\$4,200.00	1	\$4,200.00
Open Market Product	IN-SV-100055-001	CAD Enterprise Post Go Live System Optimization and Advanced Configuration workshop (3 days at the customer site)	\$5,600.00	1	\$5,600.00
CAD Enterprise Implementation Service Fee(s) Subtotal:					\$149,408.55

Proposal for Twin Falls, Idaho

SIN #	Product Code	RMS Implementation Service Fee(s)	Unit Price	Qty	Total Price
132-51 IT Professional Services	IN-SV-100028-001	Records Enterprise v4.6+ Interface Server Remote Installation	\$793.45	4	\$3,173.80
132-51 IT Professional Services	IN-SV-180008-001	Records Enterprise v4.6+ Business Analysis and Consultation Services	\$158.69	60	\$9,521.40
132-50 Training	IN-SV-100091-001	Records Enterprise User Training - Civil & Warrants (3 Days)	\$3,808.56	1	\$3,808.56
132-51 IT Professional Services	IN-SV-100088-001	Records Enterprise Server Installation and Configuration	\$6,982.37	3	\$20,947.11
Open Market Product	IN-SV-100066-001	Records Enterprise End User Training - Investigations (2 Days)	\$4,200.00	1	\$4,200.00
132-50 Training	IN-SV-100090-001	Records Enterprise User Training - Field Officers (3 Days)	\$3,808.56	1	\$3,808.56
132-50 Training	IN-SV-100087-001	Records Enterprise User Training - Property and Evidence Training (3 Days)	\$3,808.56	1	\$3,808.56
132-50 Training	IN-SV-100093-001	Records Enterprise User Training - Records (3 days)	\$3,808.56	1	\$3,808.56
132-51 IT Professional Services	IN-SV-180009-001	Records Enterprise v4.6+ 3-Day Workshop and Consultation	\$3,808.56	2	\$7,617.12
Open Market Product	IN-SV-120101-001	Records Enterprise Administration Review and Training - (A - 1-50 concurrent users)	\$4,200.00	1	\$4,200.00
132-50 Training	IN-SV-180010-001	Records Enterprise v4.6+ DOLF (A - 1-10 Users)	\$5,712.85	1	\$5,712.85
Open Market Product	IN-SV-180025-001	Records Enterprise Standard Functional Acceptance and Integration Testing - (A - 1-50 users)	\$3,500.00	1	\$3,500.00
132-51 IT Professional Services	IN-SV-100076-001	Records Enterprise System Orientation and Analysis - (A - 1-50 users)	\$6,347.61	1	\$6,347.61

Proposal for Twin Falls, Idaho

SIN #	Product Code	RMS Implementation Service Fee(s)	Unit Price	Qty	Total Price
132-51 IT Professional Services	IN-SV-100069-001	Remote Implementation Services for Records Enterprise GIS	\$2,267.00	3	\$6,801.00
Open Market Product	IN-SV-100055-001	APS Interface Configuration	\$2,500.00	1	\$2,500.00
Open Market Product	IN-SV-100055-001	Records Enterprise Reporting Server Configuration	\$2,100.00	1	\$2,100.00
Open Market Product	IN-SV-100055-001	Records Enterprise Output Designer Workshop 3 Day	\$4,200.00	1	\$4,200.00
Open Market Product	IN-SV-100055-001	Records Enterprise Routing/GIS Server Implementation	\$6,300.00	3	\$18,900.00
132-50 Training	IN-SV-190010-001	Inform Report Writing Training (3 days)	\$3,808.56	1	\$3,808.56
Open Market Product	IN-SV-100055-001	Onsite Go Live Support Services for Records Enterprise (2 persons, 2 days, single shift)	\$8,000.00	1	\$8,000.00
Records Enterprise Implementation Service Fee(s) Subtotal:					\$126,763.69

Proposal for Twin Falls, Idaho

SIN #	Product Code	Mobile Implementation Service Fee(s)	Unit Price	Qty	Total Price
132-51 IT Professional Services	IN-SV-100075-001	Base Mobile Enterprise Production Server Installation (per Server, Includes installation of Mobile Server, 2 interfaces and 5 position installations)	\$6,347.61	1	\$6,347.61
Open Market Product	IN-SV-120100-001	Base Mobile Enterprise Test or Training Server Installation (per Server, Includes 1 Mobile Server and 1 Mobile Interface)	\$5,250.00	2	\$10,500.00
132-50 Training	IN-SV-170015-001	Mobile Enterprise Administration Training Course (Per class - 1-day up to 3 students)	\$1,632.24	1	\$1,632.24
132-50 Training	IN-SV-170014-001	Mobile Enterprise Train-The-Trainer (Per class - 1-day up to 8 students) 1 Day	\$1,632.24	2	\$3,264.48
132-51 IT Professional Services	IN-SV-170003-001	Mobile Enterprise System Configuration and BA services (A - 41-100 Licenses)	\$22,670.03	1	\$22,670.03
132-51 IT Professional Services	IN-SV-170026-001	Custom Mobile Enterprise Mapping Conversion Services (Client supplied data)	\$7,617.13	1	\$7,617.13
Open Market Product	IN-SV-100055-001	Field Ops Installation and Training Services	\$1,400.00	1	\$1,400.00
Mobile Enterprise Implementation Service Fee(s) Subtotal:					\$53,431.49

SIN #	Product Code	IQ Implementation Service Fee(s)	Unit Price	Qty	Total Price
Open Market Product	IN-SV-100055-001	Community Data Platform Project Management	\$793.45	1	\$0.00
Open Market Product	IN-SV-100055-001	Community Data Platform Setup and Conversion Services	\$997.48	1	\$0.00
IQ Implementation Service Fee(s) Subtotal:					\$36,244.83
CentralSquare Implementation Service Fee(s) Total:					\$329,603.73

Proposal for Twin Falls, Idaho

Custom Solution(s)

SIN #	Product Code	Product Name	Unit Price	Qty	Total Price
Open Market Product	IN-SW-100069-001	SPIDR Interface	\$12,750.00	1	\$12,750.00
Open Market Product	IN-SW-100069-001	Livescan Interface	\$19,500.00	1	\$19,500.00
Open Market Product	IN-SW-100069-001	Avtec Fire Station Alerting Interface	\$19,500.00	1	\$19,500.00
Open Market Product	IN-SW-100069-001	Odyssey Courts Interface	\$19,500.00	1	\$19,500.00
Open Market Product	IN-SW-100069-001	Laserfiche Interface	\$19,500.00	1	\$19,500.00
Open Market Product	IN-SW-100069-001	eImpact Crash Interface	\$25,500.00	1	\$25,500.00
Open Market Product	IN-SW-100069-001	Text-to-911 Interface	\$12,750.00	1	\$12,750.00
Open Market Product	IN-SW-100069-001	Evidence.com/Axon Q Interface	\$19,500.00	1	\$19,500.00
Open Market Product	IN-SW-100069-001	AvTec Radio Console Interface	\$12,750.00	1	\$12,750.00
Open Market Product	IN-SW-100069-001	State Lab Interface	\$12,750.00	1	\$12,750.00
Custom Solution(s) Total:					\$174,000.00

Project Related Fee(s)

SIN #	Product Code	Product Name	Unit Price	Qty	Total Price
132-51 IT Professional Services	IN-SV-190002-001	Project Management Services	\$158.69	1,260	\$199,949.40
Open Market Product	IN-SV-190035-001	Fixed Fee Travel Expenses	\$87,555.00	1	\$87,555.00
Project Related Fee(s) Total:					\$287,504.40

Proposal for Twin Falls, Idaho

Recurring Fee(s) (Year 1)

SIN #	Product Code	Product Name	Unit Price	Qty	Total Price
Open Market Product	IN-SW-100068-001	Community Data Platform Crimemapping.com	\$1,088.16	1	\$0.00
Open Market Product	IN-SW-100068-001	Community Data Platform Search (1-10 Users)	\$997.48	1	\$0.00
Open Market Product	IN-SW-100068-001	Field Ops - Companion Pricing (Per User Subscription)	\$108.82	20	\$2,176.40
Recurring Fee(s) (Year 1):					\$2,176.40

Project Total

Project Total: \$1,153,211.53

Proposal for Twin Falls, Idaho

Annual Maintenance Fee(s) (Year 1)

SIN #	Product Code	Product Name	Unit Price	Qty	Total Price
Open Market Product	IN-SW-100067-001	CAD Enterprise Mapping Test or Training Maintenance	\$110.00	2	\$220.00
Open Market Product	IN-SW-100067-001	CAD Enterprise Routing Server - Test or Training System Maintenance	\$1,234.00	2	\$2,468.00
Open Market Product	IN-SW-100067-001	Mobile Enterprise Mapping Maintenance	\$44.00	53	\$2,332.00
Open Market Product	IN-SW-100067-001	CentralSquare Message Switch Maintenance	\$4,840.00	1	\$4,840.00
Open Market Product	IN-SW-100067-001	Mobile Enterprise Mapping Test or Training Maintenance	\$44.00	2	\$88.00
Open Market Product	IN-SW-100067-001	Standard CAD Enterprise to CAD Enterprise Advanced Interface (single side) Maintenance	\$0.00	1	\$0.00
Open Market Product	IN-SW-100067-001	eImpact Crash Interface Maintenance	\$4,590.00	1	\$4,590.00
Open Market Product	IN-SW-100067-001	Odyssey Courts Interface Maintenance	\$3,510.00	1	\$3,510.00
Open Market Product	IN-SW-100067-001	Evidence.com/Axon Q Interface - Maintenance	\$3,510.00	1	\$3,510.00
Open Market Product	IN-SW-100067-001	AvTec Radio Console Interface Maintenance	\$2,805.00	1	\$2,805.00
Open Market Product	IN-SW-100067-001	Laserfiche Interface - Maintenance	\$3,510.00	1	\$3,510.00
Open Market Product	IN-SW-100067-001	CAD Enterprise Routing Server Maintenance	\$4,114.00	1	\$4,114.00
132-33 SW License	IN-SW-180013-001-M-8	Records Enterprise v4.6+ Accident - Maintenance 8x5	\$2,133.01	1	\$2,133.01
Open Market Product	IN-SW-100067-001	Records Enterprise Concurrent User License Maintenance	\$243.00	31	\$7,533.00
132-33 SW License	IN-SW-180015-001-M-8	Records Enterprise v4.6+ Evidence and Barcoding - Maintenance 8x5	\$2,133.34	1	\$2,133.34
Open Market Product	IN-SW-100067-001	Records Enterprise Reporting Server License Maintenance	\$450.00	1	\$450.00

Proposal for Twin Falls, Idaho

SIN #	Product Code	Product Name	Unit Price	Qty	Total Price
Open Market Product	IN-SW-100067-001	Avtec Fire Station Alerting Interface - Annual Maintenance	\$4,290.00	1	\$4,290.00
Open Market Product	IN-SW-100067-001	Text-to-911 Interface Maintenance	\$2,805.00	1	\$2,805.00
Open Market Product	IN-SW-100067-001	SPIDR Interface - Maintenance	\$2,295.00	1	\$2,295.00
Open Market Product	IN-SW-100067-001	Livescan Interface - Maintenance	\$3,510.00	1	\$3,510.00
Open Market Product	IN-SW-100067-001	State Lab Interface Maintenance	\$2,295.00	1	\$2,295.00
Open Market Product	IN-SW-100067-001	CAD Enterprise Mapping Maintenance	\$110.00	5	\$550.00
132-33 SW License	IN-SW-190117-001	CAD Enterprise Test or Training System Maintenance (A - 1-5 Users)	\$1,615.92	2	\$3,231.84
132-33 SW License	IN-SW-190108-001-M-8	NCIC/State Software Position Records Enterprise v4.6+ or Jail v4.6+ - Maintenance 8x5	\$81.61	3	\$244.83
132-33 SW License	IN-SW-190124-001	Mobile Enterprise Test or Training System Maintenance	\$1,895.21	2	\$3,790.42
132-33 SW License	IN-SW-120001-001-M-24	CAD Enterprise Server Software (A - 1-5 Positions) - Maintenance 24x7	\$5,386.40	1	\$5,386.40
132-33 SW License	IN-SW-170010-001-M-24	Mobile Enterprise Base Position - Maintenance 24x7	\$159.60	5	\$798.00
132-33 SW License	IN-SW-190126-001	Records Enterprise v4.6+ / Jail v4.6+ Test or Training System Maintenance 8x5	\$1,469.02	2	\$2,938.04
132-33 SW License	IN-SW-170009-001-M-24	Mobile Enterprise Base Position with CJIS/NCIC Forms - Maintenance 24x7	\$199.50	48	\$9,576.00
132-33 SW License	IN-SW-170003-001-M-24	Mobile Enterprise Server Software (B - 41-100 Positions) - Maintenance 24x7	\$4,987.41	1	\$4,987.41
132-33 SW License	IN-SW-110001-001-M-24	CAD Enterprise Browser (A - 1-40 Concurrent Users) - Maintenance 24x7	\$1,994.96	1	\$1,994.96
132-33 SW License	IN-SW-120007-001-M-24	CAD Enterprise Position - Maintenance 24x7	\$1,994.96	5	\$9,974.80

Proposal for Twin Falls, Idaho

SIN #	Product Code	Product Name	Unit Price	Qty	Total Price
132-33 SW License	IN-SW-180005-001-M-8	Records Enterprise v4.6+ Server Software (A - 1-10 Users) - Maintenance 8x5	\$2,489.17	1	\$2,489.17
132-33 SW License	IN-SW-120015-001-M-24	CAD Enterprise the Archive Server Software - Maintenance 24x7	\$3,690.68	1	\$3,690.68
132-33 SW License	IN-SW-120036-001-M-24	CAD Enterprise The GISLink Utility - Maintenance 24x7	\$3,989.92	1	\$3,989.92
132-33 SW License	IN-SW-120033-001-M-24	NCIC/State Query Position for CAD Enterprise - Maintenance 24x7	\$99.75	5	\$498.75
132-33 SW License	IN-SW-120053-001-M-24	Standard Alpha Numeric Paging Interface - Maintenance 24x7	\$1,795.47	1	\$1,795.47
132-33 SW License	IN-SW-120054-001-M-24	Standard ANI/ALI Interface - Maintenance 24x7	\$1,795.47	1	\$1,795.47
132-33 SW License	IN-SW-120048-001-M-24	Standard EMD Integration - Maintenance 24x7	\$99.75	5	\$498.75
132-33 SW License	IN-SW-120060-001-M-24	Standard CAD Enterprise to External System Incident Data Transfer Interface - Maintenance 24x7	\$2,992.44	2	\$5,984.88
Annual Maintenance Fee(s) (Year 1) Total:					\$123,647.14

Proposal for Twin Falls, Idaho

Optional Pricing

SIN #	Product Code	Product Name	Unit Price	Qty	Total Price
Fire Records Enterprise					
Open Market Product	IN-SW-100069-001	Fire Records Enterprise Hydrant Module (4 concurrent users; included)	\$0.00	1	\$0.00
Open Market Product	IN-SW-100069-001	Fire Records Enterprise Incident Module (4 concurrent users)	\$12,000.00	1	\$12,000.00
Open Market Product	IN-SW-100069-001	Fire Records Enterprise Personnel Module (4 concurrent users; included)	\$0.00	1	\$0.00
Open Market Product	IN-SW-100069-001	Fire Records Enterprise Property Module (4 concurrent users; included)	\$0.00	1	\$0.00
Open Market Product	IN-SW-100069-001	Fire Records Enterprise Training Module	\$8,000.00	1	\$8,000.00
Open Market Product	IN-SW-100069-001	Fire Records Enterprise Inspection Module (4 concurrent users)	\$9,600.00	1	\$9,600.00
Open Market Product	IN-SW-100067-001	Fire Records Enterprise Incident Module (4 concurrent users) - Annual Maintenance	\$2,400.00	1	\$2,400.00
Open Market Product	IN-SW-100067-001	Fire Records Enterprise Inspection Module (4 concurrent users) - Annual Maintenance	\$1,920.00	1	\$1,920.00
Open Market Product	IN-SW-100067-001	Fire Records Enterprise Training Module - Annual Maintenance	\$1,600.00	1	\$1,600.00
Open Market Product	IN-SV-100055-001	Fire Records Enterprise Training	\$19,565.00	1	\$19,565.00
Open Market Product	IN-SV-100055-001	Fire Records Enterprise Project Management	\$13,975.00	1	\$13,975.00
Open Market Product	IN-SV-100055-001	Fire Records Enterprise Installation	\$16,770.00	1	\$16,770.00
Disaster Recovery					
132-51 IT Professional Services	IN-SV-100073-001	Base CAD Enterprise Disaster Recovery Server Configuration (Includes CAD	\$6,041.11	1	\$6,041.11

Proposal for Twin Falls, Idaho

SIN #	Product Code	Product Name	Unit Price	Qty	Total Price
		Server, Unit Swap, Synchronization Software Installation, and 1 Failover test)			
Open Market Product	IN-SV-120099-001	Base Mobile Enterprise Disaster Recovery Server Installation (per Server, Includes 1 Mobile Server, up to 2 Mobile Interfaces)	\$5,250.00	1	\$5,250.00
Open Market Product	IN-SW-100069-001	CAD Enterprise Routing Server - Disaster Recovery	\$0.00	1	\$0.00
132-32 Subscription	IN-SW-190094-001	CAD Enterprise Disaster Recovery System	\$0.00	1	\$0.00
132-33 SW License	IN-SW-190112-001	CAD Enterprise Disaster Recovery System Maintenance (B - 6-20 Users)	\$1,795.47	1	\$1,795.47
132-33 SW License	IN-SW-190098-001	Mobile Enterprise Disaster Recovery System	\$0.00	1	\$0.00
132-33 SW License	IN-SW-190123-001	Mobile Enterprise Disaster Recovery System Maintenance	\$1,895.21	1	\$1,895.21
132-33 SW License	IN-SW-190102-001	Records Enterprise / Jail v4.6+ Disaster Recovery System	\$0.00	1	\$0.00
Open Market Product	IN-SW-100069-001	Records Enterprise GIS - Disaster Recovery	\$0.00	1	\$0.00
132-51 IT Professional Services	IN-SV-100088-001	Records Enterprise Server Installation and Configuration	\$6,982.37	1	\$6,982.37
132-33 SW License	IN-SW-190125-001	Records Enterprise v4.6+ / Jail v4.6+ Disaster Recovery System Maintenance 8x5	\$1,469.02	1	\$1,469.02
132-51 IT Professional Services	IN-SV-100069-001	Remote Implementation Services for Records Enterprise GIS	\$2,267.00	1	\$2,267.00
Open Market Product	IN-SW-100067-001	Routing Server Disaster Recovery Maintenance	\$1,234.00	1	\$1,234.00
Open Market Product	IN-SV-120098-001	Routing/GIS Server Implementation	\$2,100.00	1	\$2,100.00
System Hardware					

Proposal for Twin Falls, Idaho

SIN #	Product Code	Product Name	Unit Price	Qty	Total Price
Open Market Product	IN-HW-190092-001	System Hardware - Primary Site	\$233,358.38	1	\$233,358.38
Open Market Product	IN-HW-190092-001	System Hardware - DR Site	\$233,553.34	1	\$233,553.34
Open Market Product	IN-HW-190104-001	System Hardware Integration Fee	\$91,879.00	1	\$91,879.00
Additional CAD Position					
Open Market Product	IN-SW-100069-001	CAD Enterprise Mapping	\$500.00	1	\$500.00
Open Market Product	IN-SW-100067-001	CAD Enterprise Mapping - Maintenance	\$110.00	1	\$110.00
132-33 SW License	IN-SW-120007-001	CAD Enterprise Position	\$9,068.01	1	\$9,068.01
132-33 SW License	IN-SW-120007-001-M-24	CAD Enterprise Position - Maintenance 24x7	\$1,994.96	1	\$1,994.96
Optional Interfaces					
Open Market Product	IN-SW-100069-001	Higher Ground Logging Recorder Interface	\$19,500.00	1	\$19,500.00
Open Market Product	IN-SW-100067-001	Higher Ground Logging Recorder Interface - Annual Maintenance	\$4,290.00	1	\$4,290.00
Open Market Product	IN-SW-100069-001	CentralSquare Message Switch Query Builder	\$20,000.00	1	\$20,000.00
Open Market Product	IN-SW-100067-001	CentralSquare Message Switch Query Builder - Maintenance	\$4,400.00	1	\$4,400.00
Data Conversion					
132-51 IT Professional Services	IN-SV-120042-001	CAD Data Conversion Services (Caution Notes, Premises and Historical Data Conversion). This includes up to 2 years (8 quarters) of historical data from a single source. Over 2 years, or multiple data sources will require a custom quote.	\$36,272.04	1	\$36,272.04
Open Market Product	IN-SV-100055-001	Standard Records Enterprise Data Conversion	\$49,000.00	1	\$49,000.00
Annual User Conference Estimated Costs					

Proposal for Twin Falls, Idaho

SIN #	Product Code	Product Name	Unit Price	Qty	Total Price
Open Market Product	IN-SV-100055-001	User Conference Registration Fee (ESTIMATED per attendee)	\$749.00	1	\$749.00
Open Market Product	IN-SV-190035-001	User Conference Travel Expenses (ESTIMATED per attendee)	\$1,800.00	1	\$1,800.00
Crime Analytics					
Open Market Product	IN-SW-100068-001	IQ CrimeView Advanced Reports T6 (20K to 50K, up to 5 Users) Subscription	\$4,080.60	1	\$4,080.60
Open Market Product	IN-SW-100068-001	IQ Crimeview Dashboard T6 (20K to 50K) Subscription	\$5,032.75	1	\$5,032.75
Open Market Product	IN-SW-100068-001	IQ NEARme T6 (25 to 99) Subscription	\$3,627.20	1	\$3,627.20
Open Market Product	IN-SV-100055-001	IQ CrimeView Advanced Reports T6 Subscription Professional Services	\$7,775.82	1	\$7,775.82
Open Market Product	IN-SV-100055-001	IQ CrimeView Dashboard T6 Subscription Professional Services	\$20,788.41	1	\$20,788.41
Open Market Product	IN-SV-100055-001	IQ NEARme T6 (25 to 99) Professional Services	\$7,680.60	1	\$7,680.60
132-32 Subscription	IN-SW-100060-001	TRITECH.COM IQ Search (A - 1-10 Concurrent Users) One Year Subscription	\$1,994.96	1	\$1,994.96
132-51 IT Professional Services	IN-SV-140011-001	TRITECH.COM IQ Setup and Conversion Services (Up to 5 years for TT Products)	\$997.48	1	\$997.48
132-50 Training	IN-SV-140009-001	TRITECH.COM IQ 1/2 Day End User Training (Remote)	\$634.76	1	\$634.76
132-50 Training	IN-SV-140010-001	TRITECH.COM IQ 1/2 Day Admin Training (Remote)	\$634.76	1	\$634.76
Evidence and Barcoding Hardware					
Open Market Product	IN-HW-190092-001	RMS Web Evidence and Barcoding Labels for Zebra printer using Thermal Transfer Labels 4" x 2"	\$111.29	4	\$445.16
Open Market Product	IN-HW-190092-001	RMS Web Evidence and Barcoding Wax Ribbon cartridge for Zebra Printer	\$101.40	4	\$405.60

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SIN #	Product Code	Product Name	Unit Price	Qty	Total Price
Open Market Product	IN-HW-190092-001	RMS Web Evidence and Barcode Desktop Printer	\$621.99	4	\$2,487.96
Open Market Product	IN-HW-190092-001	RMS Web Evidence and Barcoding Scanner	\$949.00	4	\$3,796.00
Open Market Product	IN-HW-190092-001	Shipping	\$200.00	1	\$200.00
Site Licenses					
Open Market Product	IN-SW-100069-001	CAD Site License	\$22,295.00	1	\$22,295.00
Open Market Product	IN-SW-100067-001	CAD Site License Annual Maintenance	\$4,904.90	1	\$4,904.90
Open Market Product	IN-SW-100069-001	Mobile Site License	\$8,082.00	1	\$8,082.00
Open Market Product	IN-SW-100067-001	Mobile Site License Annual Maintenance	\$1,778.04	1	\$1,778.04
Open Market Product	IN-SW-100069-001	RMS Site License	\$23,015.00	1	\$23,015.00
Open Market Product	IN-SW-100067-001	RMS Site License Annual Maintenance	\$1,778.04	1	\$1,778.04

Proposal for Twin Falls, Idaho

Optional Bill of Materials

Site: Primary Site

Product Description	Quantity	Unit Price	Extended Price
NX-1365-G6 Nutanix Hardware Platform 3 Node	1	\$67,709.21	\$67,709.21
10GbE Dual SFP+ Network Adapter	3	\$0.00	\$0.00
1YR Production System Support for NTN NX-1065-G6 (Hybrid)	3	\$5,543.82	\$16,631.46
Intel Skylake Processor 2.2 GHz 10-core Skylake 4114 CPU	6	\$0.00	\$0.00
4TB 3.5"-A5-A HDD	6	\$0.00	\$0.00
SPARE CABLE	1	\$0.00	\$0.00
1920GB 3.5-C SSD	3	\$0.00	\$0.00
32GB DDR4 MEM MODULE	24	\$0.00	\$0.00
SPECTRUM BASED 10GBE/40GBE 1U	2	\$11,477.25	\$22,954.50
1YR SILVER TECH SUP & WARR FOR SN2000 SERIES SWITCH	6	\$682.06	\$4,092.38
1M PASSIVE COPPER CABLE ETH 100GBE 100GB/S QSFP LSZH	2	\$92.38	\$184.75
MODULE ETH 1GBE 1GB/S SFP BASE-T UP TO 100M	6	\$110.75	\$664.50
SFP+ OPTICAL MODULE FOR 10GBASE-SR	4	\$158.73	\$634.90
SPARE - FAN MODULE WITH P2C AIR FLOW	1	\$543.05	\$543.05
SPARE - 460W AC POWER SUPPLY W/ P2C AIR FLOW	1	\$1,000.48	\$1,000.48
3m (10ft) 10G SFP+ Passive Direct Attach Copper Twinax Cable	6	\$30.00	\$180.00
OPTICAL MODULE ETH 1GBE 1GB/S SFP LC-LC SX 850NM UP TO 500M	4	\$55.91	\$223.65
MSFT Windows Server Datacenter 2016 OLV 2-CORE SNGL LICS/SA PK Minimum qty 8 - 3 year Open Value, Full Pay up front 2LICS NL 3YR AQY1	30	\$1,273.68	\$38,210.40
Microsoft SQL Server 2016 Standard - License - 1 Server - CALs required - License with 3 years SA - Open Value full pay up front	9	\$1,485.62	\$13,370.58
VMware vSphere Enterprise Plus Acceleration Kit (6 Processors)	1	\$23,623.29	\$23,623.29
VMware Support and Subscription Production for vSphere Enterprise Plus Acceleration Kit (6 Processors)	3	\$6,779.62	\$20,338.86
Site Survey (Per Site)	1	\$2,500.00	\$2,500.00

Proposal for Twin Falls, Idaho

Project Management (Per Site)	1	\$2,500.00	\$2,500.00
Travel Expense per Week	2	\$2,200.00	\$4,400.00
Install and Configure Nutanix (up to 4 Nodes)	1	\$4,400.00	\$4,400.00
Install and Configure Mellanox Switches (up to 2 Switches)	1	\$4,400.00	\$4,400.00
Install and Configure Hypervisor (per Nutanix appliance - 4 Nodes)	1	\$2,500.00	\$2,500.00
Shipping cost	1	\$2,296.38	\$2,296.38
Total:			\$233,358.38

Site: DR Site

Product Description	Quantity	Unit Price	Extended Price
NX-1365-G6 Nutanix Hardware Platform 3 Node	1	\$67,709.21	\$67,709.21
10GbE Dual SFP+ Network Adapter	3	\$0.00	\$0.00
1YR Production System Support for NTN NX-1065-G6 (Hybrid)	3	\$5,543.82	\$16,631.46
Intel Skylake Processor 2.2 GHz 10-core Skylake 4114 CPU	6	\$0.00	\$0.00
4TB 3.5"-A5-A HDD	6	\$0.00	\$0.00
SPARE CABLE	1	\$0.00	\$0.00
1920GB 3.5-C SSD	3	\$0.00	\$0.00
32GB DDR4 MEM MODULE	24	\$0.00	\$0.00
SPECTRUM BASED 10GBE/40GBE 1U	2	\$11,477.25	\$22,954.50
1YR SILVER TECH SUP & WARR FOR SN2000 SERIES SWITCH	6	\$682.06	\$4,092.38
1M PASSIVE COPPER CABLE ETH 100GBE 100GB/S QSFP LSZH	2	\$92.38	\$184.75
MODULE ETH 1GBE 1GB/S SFP BASE-T UP TO 100M	6	\$110.75	\$664.50
SFP+ OPTICAL MODULE FOR 10GBASE-SR	4	\$158.73	\$634.90
SPARE - FAN MODULE WITH P2C AIR FLOW	1	\$543.05	\$543.05
SPARE - 460W AC POWER SUPPLY W/ P2C AIR FLOW	1	\$1,000.48	\$1,000.48
3m (10ft) 10G SFP+ Passive Direct Attach Copper Twinax Cable	6	\$30.00	\$180.00

Proposal for Twin Falls, Idaho

OPTICAL MODULE ETH 1GBE 1GB/S SFP LC-LC SX 850NM UP TO 500M	4	\$55.91	\$223.65
MSFT Windows Server Datacenter 2016 OLV 2-CORE SNGL LICS/SA PK Minimum qty 8 - 3 year Open Value, Full Pay up front 2LICS NL 3YR AQY1	30	\$1,273.68	\$38,210.40
VMware vSphere Essentials Plus Kit (3 Hosts, max 2 Processors per Host) License	1	\$4,505.48	\$4,505.48
VMware Support and Subscription Production for vSphere Essentials Plus Kit (3 Hosts, max 2 Processors per Host) License	3	\$1,129.61	\$3,388.83
Site Survey (Per Site)	1	\$2,500.00	\$2,500.00
Project Management (Per Site)	1	\$2,500.00	\$2,500.00
Travel Expense per Week	2	\$2,200.00	\$4,400.00
Install and Configure Nutanix (up to 4 Nodes)	1	\$4,400.00	\$4,400.00
Install and Configure Mellanox Switches (up to 2 Switches)	1	\$4,400.00	\$4,400.00
Install and Configure Hypervisor (per Nutanix appliance - 4 Nodes)	1	\$2,500.00	\$2,500.00
Install and Configure Zerto	1	\$4,400.00	\$4,400.00
Zerto Replication License per VM single (15 VMs)	1	\$10,476.60	\$10,476.60
1 Year of premium M&S for Base Package (15 VMs) 24x7 support	3	\$7,857.45	\$23,572.35
Zerto Replication License per VM single	3	\$698.44	\$2,095.32
1 Year of premium M&S for Per VM including 24x7 support	9	\$174.61	\$1,571.49
ArcServe High Availability	2	\$4,907.00	\$9,814.00
Total:			\$233,553.34

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Pricing Assumptions

CentralSquare's price proposal is presented based upon the following assumptions:

- The CentralSquare products and services are proposed based upon CentralSquare's best understanding of the City of Twin Falls' ("the City") requirements as outlined in the Public Safety Software System (CAD/Mobile/Records Management Request for Proposal. The pricing may vary if additional information becomes available that alters the scope, quantity, and/or schedule for the proposed products and services.
- CentralSquare has provided a detailed breakdown of pricing in the tables above. CentralSquare does not have a public price list and considers its detailed, line-item pricing to be confidential and proprietary. Under a FOIA request, CentralSquare can provide a redacted pricing summary showing total pricing but excluding itemized pricing.
- All CentralSquare products and services will be provided according to CentralSquare's standard terms and conditions as defined and agreed to in CentralSquare's Software License Agreement and related attachments.
- CentralSquare has optionally proposed a site license for CAD, Mobile and RMS. Site licensing for CAD and Mobile does not include a site license for CAD or Mobile mapping fees, which are licensed on a per seat basis. The initial quantities proposed are based on 5 active CAD positions, 53 Mobile positions, and 31 concurrent RMS users for the current City of Twin Falls Public Safety Agencies listed in the RFP. Additional mapping licenses will be required for CAD or Mobile positions above the initial quantities stated. Clients are required to notify CentralSquare annually, prior to the end of the current annual support term, of the actual number of CAD and Mobile positions and RMS concurrent users. Should additional Public Safety Agencies not listed within the RFP be added to the City's system, additional CentralSquare software license fees, as well as applicable fees for services to configure/implement such agencies will be required.
- All services required by the City to support the project will be delivered according to the agreed to Statement of Work and Project Schedule, not to exceed 24 months in duration.
- All services will be performed during normal business hours unless explicitly stipulated in this quotation for specific service deliverables.
- The City assumes responsibility for directing, coordinating, and communicating with all third-party companies and vendors of every kind who are not specifically listed as CentralSquare's responsibility in the agreed to Statement of Work.
- The project will include the proposed CentralSquare software products, customizations, interfaces, and all proposed third-party products. Any changes to the scope of the project, including the addition of optionally proposed items to the base

Proposal for Twin Falls, Idaho

solution, may affect costs including but not limited to Project Management, Implementation Services, and travel.

- The proposed pricing includes five (5) live CAD positions for the Twin Falls office and CAD Browser for the two (2) records department and one (1) Emergency Communications Manager seats. CentralSquare would like the opportunity to discuss the City's needs further to provide the best value licensing approach for the proposed solution.
- CentralSquare's proposed pricing includes modifications to the CentralSquare products necessary to support the proposed interfaces but does not include modifications that might be required to the existing and/or agency-supplied products that are not included in the proposed pricing.
- All third-party interfaces are based on the current vendors and/or third-party systems as defined in the City's RFP and subsequent amendments. Should any of the vendors (including model numbers, or release numbers) or third-party systems change, the scope and price of the related interface(s) may change accordingly.
- Pricing includes CentralSquare's standard Acceptance Test provisions. Additional Acceptance Test pricing may be required if the City identifies Acceptance Test requirements that exceed CentralSquare's standard Acceptance Test provisions.
- All prerequisite computer hardware, system software, peripherals, network components, etc., not included in the proposed pricing, will be provided by the City according to CentralSquare's recommended standards and according to the agreed to Statement of Work and Project Schedule.
- Shipping and taxes (if applicable), unless explicitly identified as included herein, are not contained in the proposed pricing.
- CentralSquare's annual maintenance and recurring/subscription fees are subject to a 5% annual increase.
- Estimated costs for registration and travel for the CentralSquare Annual user have been including in optional pricing. CentralSquare has not determined the registration fee at this time but can provide an updated cost once determined. Travel costs are a best estimate but cannot be guaranteed in advance.
- CentralSquare's prices for software license fees and custom interfaces include a 12-month warranty period. Warranty support will commence upon go-live for each CentralSquare application software product and/or interface, or 30 days following CentralSquare's certification that the application/interface is ready for production status, whichever occurs first.
- CentralSquare has made its best effort to delineate the pricing for each major software component in our cost proposal. CentralSquare's pricing is based upon the overall scope of the project. Please note that the addition or deletion of certain line items may affect the pricing of other related products and/or services.

Proposal for Twin Falls, Idaho

- All CentralSquare prices shall remain valid for a period of 180 days from the date of this proposal submission, unless otherwise extended in writing by CentralSquare.

Payment Terms

CentralSquare's standard payment terms are as follows:

- 20% due at Contract Signing
- 20% due at Installation
- 25% due at completion of Demonstration of Licensed Functionality (DOLF)
- 15% due at completion of Pre-Go Live End User Training
- 10% due at Go Live
- 10% due at System Acceptance
- 100% Hardware and third-party software due at time of order

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Date: Monday, October 7, 2019
To: Mayor and City Council
From: Travis Rothweiler, City Manager

Request

ACTION: Consideration of the City of Twin Falls accepting the status to become a Community Development Block Grant (CDBG) program recipient for the 2020 Fiscal Year.

Time Estimate

The estimated amount of time this item will take is 30 minutes plus time to answer questions.

Background

The City of Twin Falls received notice that we have met the population eligibility requirements to become an "Entitlement City" and could directly receive Community Development Block Grant (CDBG) program funding in fiscal year (FY) 2020. For planning purposes, US HUD estimates the city's allocation in FY 2020 will be approximately \$342,000, based on FY 2019 allocation levels. The amounts are based on a formula that is updated every year for every eligible community. Since the number of participating grantees changes every year, HUD is very clear that is not a guaranteed funding level, but rather estimates that are based on previous allocation amounts as well as the number of jurisdictions that have entitlement community status.

It is important to note the President's Fiscal Year (FY) 2020 budget proposes to remove funding for the CDBG program. It's also important to note that while the President proposes a budget each year, it is the Congress that makes the appropriation decisions. The administration has zeroed out CDBG in its last two budget proposals but the funding was restored by the Congress and the President signed the budget bills. The CDBG program has been in existence since 1974 and has broad support. It is unlikely that the program will not be funded in 2020. While it remains to be seen whether or not Congress will appropriate funding for the CDBG program for FY 2020, the City will be under no obligation if the funding is eliminated.

The City has two options to consider: (1) accept our status as a CDBG program recipient, or (2) decline our status as a CDBG program recipient and continue eligibility for State of Idaho CDBG program funding.

Representative from HUD initially asked us to inform them in writing no later than September 30, 2019. We have asked for an extension until October 10th. Should we choose to participate, HUD will provide assistance in the development of the required documents, including the development of a "Consolidated Plan."

According to the US HUD website:

The Consolidated Plan is designed to help states and local jurisdictions to assess their affordable housing and community development needs and market conditions, and to make data-driven, place-based investment decisions. The consolidated planning process serves as the framework for a community-wide dialogue to identify housing and community development priorities that align and focus funding from the CPD formula block grant programs: Community Development Block Grant (CDBG) Program, HOME Investment Partnerships (HOME) Program, Housing Trust Fund (HTF)

Program, Emergency Solutions Grant (ESG) Program, and Housing Opportunities for Persons With AIDS (HOPWA) Program. The Consolidated Plan is carried out through Annual Action Plans, which provide a concise summary of the actions, activities, and the specific federal and non-federal resources that will be used each year to address the priority needs and specific goals identified by the Consolidated Plan. Grantees report on accomplishments and progress toward Consolidated Plan goals in the Consolidated Annual Performance and Evaluation Report (CAPER).

Based on our brief survey, cities who have accepted CDBG funds have a dedicated staff member(s) that oversees/administers the CDBG funds, the Consolidation Plan, and program compliance/reporting requirements. We are in the process of identifying and connecting with communities/individuals in an attempt to fully understand their workload, and if they have other duties within the Community Development Department (all of the administrators are located in their respective Community Development departments). Per the CDBG program requirements, up to 20% of the grant award plus 20% of any program income can be spend on administration. Based on the estimate included in the letter, the City of Twin Falls would be able spent \$68,400 on personnel related costs and planning. It is possible in the first year that the majority of the administrative funds will be used the hire a consultant to complete the Consolidation Plan. Moving forward, we believe that the \$68,400 will cover all the base salary and a portion of the benefit costs. The balance of the funds would be used to complete projects and programs contained within the Consolidation Plan.

The letter also states that new grantees will incur significant start-up costs associated with developing the citizen participation plan and consolidated action plan. The City of Twin Falls would be able to hire a consultant to work on these activities prior to our award being official and these costs are eligible for a one-time reimbursement.

Approval

Approval of this Agenda item requires a simple majority (50%+1) of the members in attendance at this meeting.

Budget Impact:

If the City Council elects to accept the entitlement, the City of Twin Falls will receive CDBG funds from HUD in the amount of \$342,000. We know there will be costs impacts that will be at least equal to the grant amount.

Regulatory Impact:

United States 24 CFR Part 91 governs the City's requirements as it relates to the US Department of HUD's CDBG program.

Attachments

1. Notification letter provided by the U.S. Department of Housing and Urban Development, Dated September 16, 2019.
2. Guidance on 24 CFR Part 91 – Guidance to new communities.
3. State Funding #1
4. State Funding #2



U.S. Department of Housing and Urban Development

Region X Portland Field Office
Community Planning & Development Division

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1220 Southwest Third Avenue, Suite 400
Portland, OR 97204-2825
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September 16, 2019

Travis Rothweiler, Manager
City of Twin Falls
203 Main Avenue East
Twin Falls, Idaho 83301



Dear Mr. Rothweiler,

SUBJECT: Eligibility for the 2020 Community Development Block Grant (CDBG) Program

We are pleased to notify you of the city of Twin Fall's eligibility to receive Community Development Block Grant (CDBG) program funding in fiscal year (FY) 2020. Your eligibility is based on the Census Bureau's July 1, 2018 population estimates and the Office of Management and Budget's September 14, 2018 Metropolitan Statistical Area updates. For planning purposes, we estimate that the city's allocation in FY 2020 will be approximately **\$342,000** (based on FY 2019 allocation levels).

Please note that the Census Bureau demographic data used for the CDBG formula is updated every year for every grantee, and since the number of participating grantees changes every year, HUD makes no guarantee that these estimates are an accurate prediction of actual FY 2020 allocation amounts for any jurisdiction that decides to accept entitlement community status. Potential grantees should also be aware that the President's Fiscal Year (FY) 2020 budget proposes no funding for the CDBG program. It remains to be seen whether or not Congress will appropriate funding for the CDBG program for FY 2020.

As a potential new CDBG metropolitan city, you have two options to consider:

- (1) Accept your status as a CDBG program recipient, or
- (2) Decline your status as a CDBG program recipient and continue eligibility for State of Idaho CDBG program funding

Please inform us in writing no later than September 30, 2019, concerning whether you intend to participate or defer your CDBG entitlement status in FY 2020. Please send your letter to:

Doug Carlson, CPD Director
Oregon State HUD Office
Edith Green-Wendell Wyatt Federal Building
1220 SW 3rd Avenue, Suite 400
Portland, OR 97204-2825

Should you choose to participate, this office will provide assistance to ensure that you understand the required contents of a "Consolidated Plan" and identify a program year start date that works best for you. Initial guidance related to accepting a CDBG award is attached to this letter.

Your city's program year can start no earlier than January 1, 2020 and no later than October 1, 2020. A consolidated plan must be submitted to HUD 45 days before your program year begins. In developing your plan, it is important that enough time is allocated to complete the housing market analysis and citizen participation requirements of the plan.

If you chose to participate, we will work closely with you to help you get off to a good start. Please provide a local contact that can work with our office on the plans and other information required to receive a CDBG grant. You may also consider enlisting the help of one or more experienced CDBG grantees in your area to share their expertise. If you have questions regarding this information, please feel free to contact me at (971) 222-2612 or via e-mail at doug.carlson@hud.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "Doug Carlson", with a long horizontal flourish extending to the right.

Doug Carlson, Director
Community Planning and Development

C: Dennis Porter, CDBG Program Director, IDOC

GUIDANCE FOR POTENTIAL NEW ENTITLEMENT GRANTEES COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) PROGRAM

Potential new CDBG entitlement grantees may be identified annually when the Census Bureau releases updated population data. In addition, the Office of Management and Budget periodically issues bulletins that update their designations of metropolitan areas, counties included in metropolitan areas, and principal cities of those metropolitan areas. This memorandum provides guidance to potential new entitlement communities on the process required to become entitlement communities.

Once they are notified that they may be eligible for CDBG funding, potential new entitlement grantees are required to provide a written response to their local HUD Field Offices stating that they accept or decline their entitlement status. This response may be sent via email with a PDF attachment, facsimile, or mailed to the Field Office.

Part 91 Requirements

Potential new entitlement grantees must select a program year start date between January 1 – October 1. New grantees are encouraged to select a program year start date from July 1 – October 1 because of the amount of time required to develop a citizen participation plan, Consolidated Plan/Action Plan, train and hire staff on CDBG program requirements, and perform other necessary administrative actions required for start-up. In addition, because the Congressional appropriation process is often not completed by the start of the federal fiscal year, grantees with a program year start date of April 1 or earlier often do not receive their CDBG grants until well after their program year start dates.

Grantees are required to prepare a citizen participation plan that gives their policies and procedures for citizen participation in accordance with 24 CFR 91.105(a)(1). According to 24 CFR 91.105(a)(2), the citizen participation plan must provide for and encourage citizens to participate in the development of the consolidated plan/action plan, substantial amendments to the consolidated plan, and the annual performance and evaluation report. Low and moderate persons should be encouraged to participate in this process, particularly those that reside in areas where CDBG assistance may be targeted. Grantees must also encourage the participation of minorities, non-English speaking persons, and persons with disabilities as well. Participation by nonprofits, community-based organizations, public housing agencies, businesses, developers, and faith based organizations should also be encouraged.

A grantee is required to prepare a Consolidated Plan every three to five years and an annual Action Plan that details the activities it will carry out with CDBG funds. 24 CFR 91.5 defines a Consolidated Plan as the document submitted to HUD that serves as the comprehensive housing affordability strategy, community development plan, and submissions for funding under any of the Community Planning and Development formula programs (CDBG, HOME, ESG, and HOPWA) prepared in accordance with the process detailed in Subpart C of the Part 91 regulations.

Information required for a complete Consolidated Plan includes:

- A housing and a homeless needs assessment, which includes the jurisdiction's estimated housing needs, number and types of families in need of housing assistance for extremely low income, low income, moderate income, and middle-income families, renters or owners, elderly persons, single persons, large families, persons with HIV/AIDS and their families, and persons with disabilities.
- A homeless needs assessment which describes the nature and extent of homelessness; an estimate of the number of persons who are not homeless but require supportive housing; and the number of housing units occupied by low- and moderate-income families that contain lead paint hazards.
- A housing market analysis.
- A strategic plan which addresses nonhousing community development needs and barriers to affordable housing.
- An anti-poverty strategy.

Grantees must address all of the requirements listed in the regulations.

HUD cannot provide an estimate of how many hours it would take to prepare a Consolidated Plan because the number would vary with each entitlement grantee. It is recommended that potential new entitlement grantees contact other comparable entitlement grantees or the HUD Field Office to ascertain this information.

[The regulations at 24 CFR 91.15(a)(1) state that jurisdictions should submit their Consolidated Plans to HUD at least 45 days before the start of its program year. 24 CFR 91.15(a)(2) states that HUD will not accept a Consolidated Plan submission earlier than November 15 or later than August 16 of the federal fiscal year for which the grant funds are appropriated. It is important for grantees to understand that failure to submit their Consolidated Plan and Annual Action Plan by August 16 will result in the loss of funding for that fiscal year. Grantees should consult 24 CFR 91.220-230 for guidance concerning preparation of an annual Action Plan. Information on the Consolidated Plan may be accessed at <https://www.hudexchange.info/programs/consolidated-plan>. Grantees are required to submit their Consolidated Plan/Action Plan in the eCon Planning Suite: Consolidated Plan and IDIS. The eCon Planning Suite includes CPD maps, a mapping tool to assist grantees in determining where to target CDBG assistance. Additional information on the eCon Planning suite may be accessed at <https://www.hudexchange.info/programs/consolidated-plan/econ-planning-suite/>. Webcasts on use of the eCon Planning suite may be accessed at <https://www.hudexchange.info/programs/consolidated-plan/econ-planning-suite-overview-webinars/>.

Grantees are also permitted to hire consultants to assist them in developing a Consolidated Plan. Consultants must be procured in accordance with the procurement requirements at 2 CFR 200.318-200.326, accessible at https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl. Notice 96-5 also provides guidance on

procurement. It may be accessed at
<http://www.hud.gov/offices/adm/hudclips/notices/cpd/96cpdnotices.cfm>.

Once a grantee submits its Consolidated Plan/Action Plan to the HUD Field Office, HUD has 45 days to review and approve it. A Consolidated Plan/Action Plan is considered approved by HUD 45 days after HUD receives it unless HUD notifies the grantee before that date that its plan is disapproved. The Field Office may disapprove all or part of a grantee's Consolidated Plan/Action Plan. Reasons include but are not limited to the plan being substantially incomplete, developed without citizen participation and/or consultation, or HUD determined that one or more of the certifications submitted with the plan are inaccurate. A grantee has 45 days from the date of notification of disapproval by HUD to resubmit its Consolidated Plan/Action Plan, and HUD has 30 days to approve or disapprove the resubmitted Consolidated Plan/Action Plan.

Once HUD approves a grantee's Consolidated Plan/Action Plan, the HUD Field Office issues a grant agreement. After the grant agreement is executed by HUD and the grantee, an account is established in the grantee's name with the U.S. Treasury. This is the grantee's Line of Credit. Grantees must draw down funds by activity as they are needed rather than draw down the entire grant at once. Grantees are not permitted to draw down funds in advance of need and are required to minimize the time between the transfer of funds from the Treasury to disbursement by them or their subrecipients for eligible activities.

Preparation of Consolidated Plans/Action Plans

New CDBG grantees are permitted to incur costs for the preparation of their citizen participation plans, Consolidated Plans/Action Plan and other administrative costs before the date of their grant agreements. Under the authority of 24 CFR 570.200(h), reimbursement for pre-award costs, before the effective date of the grant agreement, a grantee may incur costs and then after the effective date of the grant agreement pay for those costs using its CDBG funds. Citizens must be advised of the extent that pre-award costs will affect future grants, and the costs must be in compliance with Subpart C of the Part 570 regulations and the environmental review procedures stated in 24 CFR Part 58. Pre-award authority is only permitted for preparation of the first year's Consolidated Plan/Action Plan.

CDBG Program Administration

CDBG grantees are permitted to spend no more than 20 percent of their CDBG grants plus 20 percent of program income earned that program year for planning and administration expenses. Planning and administration expenses include but are not limited to preparation of the Consolidated Plan/Action Plan, staff salaries for employees administering the CDBG program, and lease of office space. New grantees will require significant start-up costs associated with the development of their citizen participation and consolidated/action plans and capacity building.

New CDBG grantees are advised to carefully consider the options for administering their proposed CDBG-assisted activities. The option(s) selected may depend on the size of the CDBG grant, grantees' capacity for CDBG program administration, and the activities that they plan to carry out. In accordance with 24 CFR 570.200(f), a grantee may carry out CDBG activities:

- through its employees (the hiring of staff to administer the CDBG program is an eligible administrative cost).
- procuring with a consulting firm or for-profit grant administrator (the contract must be governed by the requirements of 2 CFR 200.318-200.326).
- through loans or grants made to subrecipients (see 24 CFR 570.500(c) for the definition of subrecipient) or
- the use of one or more public agencies (such as the county, a public housing authority or a redevelopment authority).

Grantees may use one or more of these options for carrying out CDBG-assisted activities. However, please note that 24 CFR 570.501(b) states that the grantee is responsible for ensuring that CDBG funds are used in accordance with all program requirements. The use of designated public agencies, subrecipients, or contractors does not relieve grantees of this responsibility. This means that grantees must ensure that designated public agencies, subrecipients, and contractors are carrying out CDBG-assisted activities in compliance with all CDBG program requirements. The grantee is responsible for monitoring such entities to ensure performance and compliance. The grantee remains responsible for any compliance problems and is financially responsible for any disallowed costs.

CDBG grantees are required to provide CDBG assistance only to areas within their jurisdictions' boundaries unless the requirements in 24 CFR 570.309 are met. This provision states that a grantee must determine that an activity funded outside of its jurisdiction is necessary to further the purposes of the Housing and Community Development Act of 1974 and its community development objectives, and that the grantee's residents are reasonably benefiting from the activity. It is important that grantees document the basis for this determination before CDBG funds are expended, and grantees must maintain that documentation. Urban counties are reminded that local governments which chose to opt out of the county's program or chose not to sign a cooperation agreement to participate in the county's program are not part of the CDBG Urban County. Even though these local governments may lie within the county's corporate boundaries, they are outside the jurisdiction of the county for CDBG program purposes.

Reporting Requirements

CDBG grantees are required to be proficient in the use of the Integrated Disbursement and Information System (IDIS). IDIS is the system through which grantees enter activity accomplishments and draw funds from the Line of Credit. Grantees are required to report on all CDBG-assisted activities in IDIS on a regular basis. Grantees are required to enter information on the proposed activity and national objective. As the activity progresses, grantees are required to report on activity accomplishments and performance measures. For activities that will meet the low- and moderate-income jobs national objective, grantees are required to enter information on race and income of the beneficiaries and identify the number of jobs created or retained. For activities that will meet the low- and moderate-income limited clientele national objective, grantees

are required to enter information on race and income of the beneficiaries. For activities that will meet the low- and moderate-income area benefit national objective, grantees are required to enter information on the Census tract and block groups that comprise the service area of the activity. The IDIS training manual may be accessed at <https://www.hudexchange.info/resource/2685/idis-online-for-cdbg-entitlement-communities-training-manual/>. The IDIS library may be accessed at <http://archives.hud.gov/offices/cpd/systems/idis/library/index.cfm>.

To obtain an IDIS account, a grantee's chief executive officer (or their designee) must fill out the IDIS Online Access Request Form, have it notarized, and submit it to their local HUD Field Office. For security and separation of duties purposes, multiple staff members will require IDIS access. The form and additional information on the requirements for acquiring an IDIS account may be accessed at <https://www.hudexchange.info/programs/idis/idis-technical-assistance/>.

	2013		2014		2015		2016		2017		2018		2019
Boise	\$	1,235,766.00	\$	1,286,976.00	\$	1,279,982.00	\$	1,299,794.00	\$	1,290,612.00	\$	1,365,826.00	\$ 1,367,330.00
Caldwell							\$	419,146.00	\$	408,579.00	\$	475,374.00	\$ 481,039.00
Coeur d'Alene	\$	297,298.00	\$	295,366.00	\$	291,050.00	\$	310,681.00	\$	301,850.00	\$	318,476.00	\$ 329,815.00
Idaho Falls	\$	361,453.00	\$	342,373.00	\$	342,928.00	\$	342,935.00	\$	336,511.00	\$	391,880.00	\$ 399,774.00
Lewiston	\$	216,143.00	\$	198,024.00	\$	195,985.00	\$	185,148.00	\$	182,319.00	\$	213,738.00	\$ 237,429.00
Meridian	\$	293,913.00	\$	300,091.00	\$	329,895.00	\$	356,324.00	\$	349,131.00	\$	422,148.00	\$ 424,162.00
Nampa	\$	719,538.00	\$	732,030.00	\$	719,453.00	\$	748,427.00	\$	759,294.00	\$	829,024.00	\$ 796,464.00
Pocatello	\$	371,538.00	\$	379,650.00	\$	363,249.00	\$	375,419.00	\$	381,727.00	\$	447,315.00	\$ 441,414.00

CDBG Funding - Idaho
2013-2019

