Memorandum

Date: February 7, 2023

Agenda Item No. 8(P)(16)

To: Honorable Chairman Oliver G. Gilbert, III
and Members, Board of County Commissioners

From: Daniella Levine Cava
Mayor

Subject: Recommendation for Approval to Award Contract No. RFP-02199A, Computer Aided Dispatch Solution and Contract No. RFP-02199B, CAD to CAD Solution

Summary

This item is for the award of two contracts for the purchase of a turnkey integrated Computer Aided Dispatch (CAD) Solution and a CAD-to-CAD data exchange hub for the Miami-Dade Fire Rescue Department (MDFR). The proposed CAD Solution shall advance the overall mission, goals, and objectives of Miami-Dade County by making public safety personnel more effective in responding to public safety events through strategic resource deployment. Through this solution, there will be reduction of overall response time, significant improvement in incident location accuracy, enhanced safety of first responders, improved efficiencies in the processing of multiple incidents received by the Department's dispatchers, improved system responsiveness and performance, enhanced reliability, accuracy, and quality of data available, improved cost effectiveness of operations, and improved mobile environment.

CAD-to-CAD data exchange hub will enable interconnectivity between public safety and critical infrastructure agencies such as Florida Power and Light. Today, dispatch centers transfer calls for service via telephone or secondary CAD workstations, with staff on each side verbally relaying 9-1-1 information or retyping data from one terminal to another, which is time consuming, and increases response time. This countywide capable CAD-to-CAD data exchange will enable all disciplines, law enforcement, fire rescue and emergency medical services to, in near real-time, accurately move critical information between the agencies, thereby decreasing response times and increasing officer safety.

These contracts will enable MDFR to respond, mitigate, manage, and analyze situations threatening the safety, welfare, and property of residents and visitors. This CAD Solution also aids in response for protecting the environment, along with other public safety enhancements such as: performance based fire suppression and emergency medical services, strategic public safety resource deployment, implementation of industry best practices to achieve optimal operational efficiency, implementation of enterprise-wide systematic notifications, enhanced coordination and collaboration across agencies using CAD-to-CAD interoperability, improved information for other emergencies, such as technical rescue, water rescue, hazardous materials response, and better coordination of emergency management across all public safety agencies.

Timely award of this item is critical to assure that MDFR is able to leverage upcoming technologies and integrate with neighboring CAD systems. This integration will expedite the sharing of 9-1-1 call information, which is not available within the County or the South Florida region – making this new technology an advancement that will transcend geopolitical boundaries, enable local agencies to bond resources together. Additionally, expedited deployment of the new CAD is essential to handle large scale incidents, such as hurricanes, building fires and other natural and unanticipated disasters where response times continue to lengthen without a solution tailored to the specific needs of MDFR.

Recommendation

It is recommended that the Board of County Commissioners (Board) approve two competitive contract awards, *Contract No. RFP-02199A, Computer Aided Dispatch Solution*, to Intergraph Corporation (Intergraph), and *Contract No. RFP-02199B, CAD to CAD Solution* to CentralSquare Technologies, LLC (CentralSquare) for five years each, with two five-year options to renew, for MDFR, in the cumulative amount of $11,023,000 for the initial five-year term. Award of a contract is being recommended for each

of the groups included in the solicitation: Group A - Computer Aided Dispatch (CAD), Mobile, Interfaces and Services; and Group B - CAD to CAD (C2C), Interfaces and Services. The recommended vendors will work in partnership with the County's project management team and subject matter experts from MDFR to ensure the successful implementation of the CAD Solution.

As an industry leader, Intergraph (Group A) develops, markets, implements, and supports computer-based solutions for law enforcement, fire departments, emergency medical services, and other public safety disciplines. For over 33 years, Intergraph has developed relationships and gained experience with public and private agencies worldwide. Intergraph maintains a global public safety customer base as well as has deployed CAD solutions with many public safety agencies within United States.

CentralSquare, (Group B) is the market leader in CAD-to-CAD integrations, providing connectivity between all major CAD systems. CentralSquare has many successful hub-based installations across North America, empowering dozens of Emergency Communication Centers (ECC) and agencies within United States to share 9-1-1 incident information in real time. Operational and technical barriers that traditionally prevent largescale CAD interoperability are all mitigated through CentralSquare's hub-based solution. CentralSquare's solution shall ensure County agencies and partners transcend typical barriers by implementing a real-time situation awareness solution for ECCs that require visibility using a single platform to display calls and units from multiple, disparate CAD systems regardless of the vendor.

Background

The existing CAD system was deployed in 2005 pursuant to *Contract No. RFP317 Computer Aided Dispatch*, which was approved by the Board via Resolution R-1491-02. Subsequently, *Contract No. BW9745-3/25 for a Master Purchase Agreement* for the maintenance of the CAD system was approved by the Board via Resolution No. R-448-13, for a three-year term, with three, three-year options to renew. The last solicitation for the purchase of a CAD solution did not result in an award. All proposals were rejected by the Board via Resolution No R-1155-21.

An updated solicitation, *RFP No.02199,* was issued on April 2, 2022, under full and open competition. The solicitation was advertised through BidSync, and 18,138 vendors were notified, of which more than 75 viewed the solicitation, and 11 downloaded. Two proposals were received in response to Group A, and three proposals in response to Group B of the solicitation.

Scope

The scope of this item is countywide in nature.

Fiscal Impact/Funding Source

The fiscal impact for the five-year term is $8,400,000 for *Contract No. RFP-02199A* (CAD Solution), and $2,623,000 for *Contract No.RFP-02199B* (CAD-to-CAD), for a cumulative allocation of $11,023,000. Should the County choose to exercise, at its sole discretion, the two, five-year options to renew, the estimated cumulative value will be $20,478,000 for *Contract No. RFP-02199A* and $6,969,000 for *Contract No. RFP-02199B.* The CAD system resides under capital program #2000000424 and is budgeted at $4.688 million with the intent to maintain current CAD operations while market research and procurement was completed. The amended budget for this program will be included in the mid-year budget amendment. The capital project will be updated to reflect the additional $11.023 million in funding for the implementation of this new solution.

Contract No.	Department	Allocation	Funding Source	Contract Manager
RFP-02199A	Fire Rescue	$8,400,000	Future Financing	Gregory Rubin
RFP-02199B	Fire Rescue	$2,623,000	Future Financing	Gregory Rubin
	Total:	**$11,023,000**		

Track Record/Monitor
Natalya Vasilyeva of the Strategic Procurement Department is the Procurement Contracting Manager. Gregory Rubin of MDFR is the Project Manager.

Delegated Authority
If this item is approved, the County Mayor or County Mayor's designee will have the authority to exercise all provisions of the contract, including any cancellation, renewal, or extension provisions, pursuant to Section 2-8.1 of the County Code and Implementing Order 3-38.

Vendors Recommended for Award
Pursuant to Resolution No. R-477-18, the highest-ranked proposer in each group is recommended in accordance with the method of award per the solicitation; neither proposer that is recommended for award in each respective group is local. The lack of local vendor participation is attributable to the absence of Miami-Dade County vendors capable of providing these highly complex software solutions, as well as intricacies and challenges of developing and implementing a 9-1-1 software solution.

Vendor	Principal Address	Local Address	Number of Employee Residents 1) Miami-Dade 2) Percentage*	Principal	Awarded Group
Intergraph Corporation	305 Intergraph Way Madison, AL	None	0 0%	Steven Cost	Group A
CentralSquare Technologies, LLC	1000 Business Center Drive Lake Mary, FL	None	2 0%	David Zolet	Group B

*Provided pursuant to Resolution No. R-1011-15. Percentage of employee residents is the percentage of vendor's employees who reside in Miami-Dade County as compared to the vendor's total workforce.

Vendors Not Recommended for Award

Vendor	Local Address	Reason for Not Recommending
Emerging Digital Concepts	No	Evaluation Scores/Ranking
3AM Innovations	No	Deemed non-responsive by the County Attorney's Office (opinion attached)

Due Diligence
Pursuant to Resolution No. R-187-12, due diligence was conducted in accordance with the Strategic Procurement Department's Procurement Guidelines to determine vendor responsibility, including verifying corporate status and that there are no performance and compliance issues through various vendor responsibility lists and a keyword internet search. The lists that were referenced included convicted vendors, debarred vendors, delinquent contractors, suspended vendors, and federal excluded parties. There were no adverse findings that may impact the ability of the vendors to perform under the contracts. Staff found that CentralSquare agreed to a $1.9 million settlement agreement for payment card data breaches that happened between 2017 and 2019 as a result of cyberattacks. CentralSquare's services under the contract are related to CAD-to-CAD data exchange hub and not payment processing systems.

Applicable Ordinances and Contract Measures
- The two percent User Access Program provision does not apply due to funding source.
- The Small Business Enterprise Selection Factor and Local Preference were applied.

- The Living Wage Ordinance does not apply as the services are not covered under the Ordinance.
- The Responsible Wages and Benefits Ordinance does not apply as the services are not covered under the Ordinance.

Attachment

Alfredo “Freddy” Ramirez III
Chief of Safety and Emergency Response

Memorandum

MIAMI-DADE COUNTY

Date: July 6, 2022

To: Natalya Vasilyeva
Procurement Contracting Officer
Miami-Dade Internal Services Department

From: Michael B. Valdes
Assistant County Attorney

Subject: Responsiveness Determination for RFP No. 02199 – Computer Aided Dispatch Solution

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On April 30, 2022, the Internal Services Department received proposals for RFP No. 02199 (Computer Aided Dispatch Solution) (hereinafter "Solicitation"). You have asked this office if the proposals from the following proposers are non-responsive: (1) 3AM Innovations (2) Emerging Digital Concepts; (3) Central Square Technologies LLC; and (4) Intergraph Corporation. For ease of reference, we address the potential responsiveness issues for each identified proposer in turn.

We rely on the information provided in your e-mails regarding this subject, conversations regarding this Solicitation, the terms of the Solicitation itself, and Proposers' submissions.

The purpose of the Solicitation is to obtain a turnkey fire rescue and emergency medical services Computer Aided Dispatch (CAD) / Mobile Solution to automate emergency response and dispatch services for County first responders, including integration with Geographic Information Systems (GIS) mapping, Automatic Vehicle Locator (AVL), and the County's existing Business Intelligence system. For this Solicitation, the County anticipated "awarding up to two contracts in the following Groups: Group A – Computer Aided Dispatch (CAD), Mobile, Interfaces and Services. Group B – CAD to CAD (C2C), Interfaces and Services" for an initial 5-year term and optional renewal terms. And Proposers were allowed to "apply for one (1) or both groups and could be selected for one or both groups accordingly."

Under the terms of the Solicitation, proposals were to be "irrevocable until contract award unless the proposal is withdrawn," and "[a] proposal [could] be withdrawn in writing only, addressed to the County contact person for this Solicitation, prior to the proposal due date and time, or upon the expiration of one hundred eighty (180) calendar days after the opening of proposals." The Solicitation also required all proposers to (a) acknowledge and agree that all materials submitted in their proposal may be considered to be public records and (b) expressly waive all claims made that the proposal, or any part thereof no matter how indicated, is confidential, proprietary or a trade secret and authorizes the County to release such information to the public for any reason.

Discussion

I. 3AM Innovations

For this Solicitation, proposers were asked to provide a total price for all products and services over the initial 5-year term and provide a breakdown of how much of that overall price was attributable to costs in certain categories (Software License Fees, Professional Services, Training, Interfaces, Software Escrow

Fees, Maintenance and Technical Support Service Fees, and Additional Costs). For each of these categories, the Solicitation sought proposers to provide **fixed** pricing for the full initial 5-year term.

In the Price Proposal Schedule submitted by 3AM Innovations for Group B, 3AM Innovations listed the price for "Maintenance and Technical Support Service Fees" as $0.00. And, when explaining how that pricing broke down, 3AM Innovations stated that IT Support would only be included for the first year of the contract and, for the other 4 years of the initial term, IT Support services would be charged at a rate of $250 per hour rather than at a fixed price. However, the Price Proposal Schedule did not ask proposers to provide an hourly rate for technical support services, it asked proposers to provide a fixed fee for technical support services over the 5-year term.[1]

As a general matter, "[b]id-responsiveness determinations focus on whether a bidder has unequivocally offered to perform, without exception, 'the exact thing called for in a solicitation so that acceptance of the bid will bind the contractor to perform in accordance with all of the IFB's material terms and conditions.'" *Monument Realty LLC v. Wash. Metro. Area Transit Auth.*, 535 F. Supp. 2d 60, 74 (D.D.C. 2008) (quoting *In re: Walashek Indus. & Marine*, B–281577, 99–1 CPD ¶ 30, 1999 WL 43510, *1, (Comp. Gen. Jan. 29, 1999)). *See also Glatstien v. City of Miami*, 399 So. 2d 1005 (Fla. 3d DCA 1981) (a deviation in a bid renders such bid nonresponsive if it: (1) would deprive the County of the assurance that the contract would be entered into, performed and guaranteed according to its specific requirements; and (2) adversely affect competitive bidding by placing a proposer in a position of advantage over other proposers).

Here, the Solicitation asked proposers to provide fixed pricing on certain line items for the full initial term so that the County can make an apples-to-apples comparison of the proposals submitted by being able to evaluate a total price for the initial 5-year term. And, in so doing, the County also structured this Solicitation to obtain certainty in pricing while requiring proposers to assume the risk that the cost to the proposer of providing these services matches their assumptions.

However, by the County with an hourly rate rather than the fixed pricing information that it requested, the proposal by 3AM Innovations would adversely affect competitive bidding by placing it in a position of advantage of other proposers. In short, 3AM's proposal eliminates the risk to 3AM that comes with fixed pricing and deprives the County of the certainty in pricing that it sought. By choosing to structure their proposal this way, 3AM Innovations has made it so that the County cannot fairly compare its bid to those of other prospective bidders. Accordingly, the proposal from 3AM Innovations is nonresponsive.

II. Emerging Digital Concepts

This Solicitation required proposers to complete a price proposal schedule that stated the price for providing all minimum services as stated in Section 2.0 - Scope of Services. In addition, proposers were advised that "[p]ricing must include **all cost elements** including but not limited to all options for software licenses, professional services, training, interfaces, escrow, maintenance and technical support services required to meet the specifications outlined in Section 2.0 of this solicitation document." Proposers were provided with separate price schedules for Group A and Group B.

[1] Notably, a separate portion of the price schedule asked proposers to provide hourly rates for certain optional services. This demonstrates that, in this Solicitation, the County was deliberate when requesting fixed fees for certain line items and hourly rates for others.

In its submission, Emerging Digital Concepts completed the Price Proposal Schedule for Group B and, when providing the cost breakdown for "proposed interfaces," Emerging Digital Concepts included the following note in its submission "*THESE ARE FOR C2C ARC Annual Service Subscri[p]tions – CAD vendor pricing must be obtained separately.*" Thus, the relevant question is whether "CAD vendor pricing" is a cost element that is required to meet the specifications outlined in Section 2.0 of the Solicitation for Group B.

Based on discussions with ISD staff, it has been represented that the term "CAD vendor pricing" relates to the services requested for Group A of this Solicitation (i.e., the Computer Aided Dispatch/Mobile System). As a result, the note included in Emerging Digital Concepts' submission does not present any responsive issues because it is simply an acknowledgement that Emerging Digital Concepts' pricing for Group B does not include any of the services that are included in Group A. And, since proposers were specifically allowed to "apply for one (1) or both groups and could be selected for one or both groups accordingly," Emerging Digital Concepts can limit its pricing to only those elements required for Group B.

Furthermore, certain sections of Emerging Digital Concepts' proposal were marked as proprietary and high confidential. However, the Solicitation included a waiver whereby all proposers "knowingly and expressly waive[d] all claims that their proposal, or any part thereof ***no matter how indicated***, is confidential, proprietary or a trade secret." And proposers would demonstrate their assent to this waiver by signing an "Acknowledgment of Waiver" just below the quoted language above. In this case, Emerging Digital Concepts signed the waiver when they electronically submitted their proposal and did not indicate elsewhere on their proposal that they took exception to this provision. Accordingly, any indication that information in their proposal is proprietary or confidential is waived and does not create a responsiveness issue.

III. Central Square Technologies LLC

For this Solicitation, proposers were asked to provide a total price for all products and services over the initial 5-year term and provide a breakdown of how much of that overall price was attributable to costs in certain categories (Software License Fees, Professional Services, Training, Interfaces, Software Escrow Fees, Maintenance and Technical Support Service Fees, and Additional Costs). And, within each of those categories, proposers were further asked to breakdown that pricing into various line items.

With respect to Central Square Technologies LLC's proposal for Group A, there is a $1,000 discrepancy between the total overall price listed on their price schedule ($3,142,142.80) and the sum of all the relevant categories on the same price schedule ($3,143,142.80). However, this discrepancy does not create a responsive issue because the Price Proposal Schedule explicitly states how that discrepancy should be resolved. On the Price Proposal Schedule, proposers were advised that "Total Proposed Price shall be equal to the Proposed Price stated in Section A above. **In case of conflict, the unit prices shall prevail**." Thus, proposers were informed that they would be bound by their unit pricing in the event of any discrepancy. The County should evaluate Central Square Technologies' proposal with the pricing reflected in the line items of Section B, not the total price listed.

In addition, for one relevant line item on its Price Proposal Schedule for Group B, Central Square Technologies LLC stated that the price for "Software Escrow Fees" for Group B was "included in Group A." Within Central Square's price schedule for Group A, the price for "Software Escrow Fees" is listed

at $4,050.00. Under the terms of this Solicitation, Central Square's incorporation of Group A pricing as part of its submission for Group B does not create a responsiveness issue because proposers were allowed to "apply for one (1) or both groups and could be selected for one or both groups accordingly." Accordingly, Central Square's proposal should be treated to mean the following: (a) if the County awarded both Group A and B to Central Square Technologies, then the cost for Software Escrow Fees will be $4,050.00, and (b) if the County awarded only Group A or only Group B to Central Square Technologies, then the cost for Software Escrow Fees will also be $4,050.00.

Finally, certain sections of Central Square Technologies LLC's proposal were marked as proprietary and high confidential. However, the Solicitation included a waiver whereby all proposers "knowingly and expressly waive[d] all claims that their proposal, or any part thereof ***no matter how indicated***, is confidential, proprietary or a trade secret." And proposers would demonstrate their assent to this waiver by signing an "Acknowledgment of Waiver" just below the quoted language above. In this case, Central Square Technologies LLC signed the waiver when they electronically submitted their proposal and did not indicate elsewhere on their proposal that they took exception to this provision. Accordingly, any indication that information in their proposal is proprietary or confidential is waived and does not create a responsiveness issue.

IV. Intergraph Corporation

Under the terms of this Solicitation, proposers were required to agree that their proposal was "irrevocable until contract award unless the proposal is withdrawn," and that, after bidding closes, such proposal could only be withdrawn "upon the expiration of one hundred eighty (180) calendar days after the opening of proposals." In its submission, Intergraph Corporation provided various assumptions related to its pricing information and expressly stated that "This price quote is valid for 180 days from the RFP due date of April 30, 2022 (October 30, 2022)."

This assumption, however, does not create a responsiveness issue because ISD staff has confirmed that both the "RFP due date" and date for "the opening of proposals" occurred on the same date, April 30, 2022. Accordingly, Intergraph has agreed to keep its price quote valid for the exact length of time (180 calendar days after the opening of proposals) that the County requested.

Lastly, certain sections of Intergraph Corporation's proposal were marked as proprietary and high confidential. However, the Solicitation included a waiver whereby all proposers "knowingly and expressly waive[d] all claims that their proposal, or any part thereof ***no matter how indicated***, is confidential, proprietary or a trade secret." And proposers would demonstrate their assent to this waiver by signing an "Acknowledgment of Waiver" just below the quoted language above. In this case, Intergraph Corporation signed the waiver when they electronically submitted their proposal and did not indicate elsewhere on their proposal that they took exception to this provision. Accordingly, any indication that information in their proposal is proprietary or confidential is waived and does not create a responsiveness issue.

Conclusion

For the reasons stated above, the proposal submitted by 3AM Innovations is deemed non-responsive.

/s/ Michael B. Valdes
Michael B. Valdes

MEMORANDUM
(Revised)

TO: Honorable Chairman Oliver G. Gilbert, III
and Members, Board of County Commissioners

DATE: February 7, 2023

FROM: Geri Bonzon-Keenan
County Attorney

SUBJECT: Agenda Item No. 8(P)(16)

Please note any items checked.

_____	**"3-Day Rule" for committees applicable if raised**
_____	**6 weeks required between first reading and public hearing**
_____	**4 weeks notification to municipal officials required prior to public hearing**
_____	**Decreases revenues or increases expenditures without balancing budget**
_____	**Budget required**
_____	**Statement of fiscal impact required**
_____	**Statement of social equity required**
_____	**Ordinance creating a new board requires detailed County Mayor's report for public hearing**
_____	**No committee review**
_____	**Applicable legislation requires more than a majority vote (i.e., 2/3's present ____, 2/3 membership ____, 3/5's ____, unanimous ____, CDMP 7 vote requirement per 2-116.1(3)(h) or (4)(c) ____, CDMP 2/3 vote requirement per 2-116.1(3)(h) or (4)(c) ____, or CDMP 9 vote requirement per 2-116.1(4)(c)(2) ____) to approve**
✓	**Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required**

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 8(P)(16)
2-7-23

RESOLUTION NO. _____

RESOLUTION APPROVING AWARD OF CONTRACT NO. RFP-02199A TO INTERGRAPH CORPORATION FOR THE PURCHASE OF A COMPUTER AIDED DISPATCH SOLUTION FOR THE MIAMI-DADE FIRE RESCUE DEPARTMENT IN A TOTAL AMOUNT NOT TO EXCEED $20,478,000.00 FOR THE INITIAL FIVE-YEAR TERM, AND TWO, FIVE-YEAR OPTION TO RENEW TERMS, AND CONTRACT NO. RFP-02199B TO CENTRALSQUARE TECHNOLOGIES, LLC FOR THE PURCHASE OF A CAD-TO-CAD SOLUTION FOR THE MIAMI-DADE FIRE RESCUE DEPARTMENT IN A TOTAL AMOUNT NOT TO EXCEED $6,969,000.00 FOR THE INITIAL FIVE-YEAR TERM, AND TWO, FIVE-YEAR OPTION TO RENEW TERMS; AND AUTHORIZING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO EXECUTE SAME FOR AND ON BEHALF OF MIAMI-DADE COUNTY AND TO EXERCISE ALL PROVISIONS OF THE CONTRACTS, INCLUDING ANY RENEWAL, CANCELLATION, AND EXTENSION PROVISIONS, PURSUANT TO SECTION 2-8.1 OF THE CODE OF MIAMI-DADE COUNTY, FLORIDA AND IMPLEMENTING ORDER 3-38

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that:

Section 1. This Board approves award of Contract No. RFP-02199A to Intergraph Corporation for the purchase of a Computer Aided Dispatch Solution in a total amount not to exceed $20,478,000.00 for the initial five-year and two, five-year option to renew terms and Contract No. RFP-02199B to Central Square Technologies, LLC for the purchase of a CAD-to-CAD Solution in a total amount not to exceed $6,969,000.00 for the initial five-year and two, five-year option to renew terms, in substantially the form attached and made a part hereof.

Section 2. This Board authorizes the County Mayor or County Mayor's designee to exercise all provisions of the contract, including any renewal, cancellation, and extension provisions pursuant to section 2-8.1 of the Code of Miami-Dade County, Florida and Implementing Order 3-38.

The foregoing resolution was offered by Commissioner , who moved its adoption. The motion was seconded by Commissioner and upon being put to a vote, the vote was as follows:

Oliver G. Gilbert, III, Chairman
Anthony Rodríguez, Vice Chairman

Marleine Bastien	Juan Carlos Bermudez
Kevin Marino Cabrera	Sen. René García
Roberto J. Gonzalez	Keon Hardemon
Danielle Cohen Higgins	Eileen Higgins
Kionne L. McGhee	Raquel A. Regalado
Micky Steinberg	

The Chairperson thereupon declared this resolution duly passed and adopted this 7th day of February, 2023. This resolution shall become effective upon the earlier of (1) 10 days after the date of its adoption unless vetoed by the County Mayor, and if vetoed, shall become effective only upon an override by this Board, or (2) approval by the County Mayor of this resolution and the filing of this approval with the Clerk of the Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

LUIS G. MONTALDO, CLERK AD INTERIM

By:_____
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency. SED

Angela F. Benjamin
Sarah E. Davis

Victor S. Vasile
Regional Divisional Counsel
Hexagon Safety, Infrastructure & Geospatial division
305 Intergraph Way
Madison, AL 35758, USA
T: 1 256.730-1516 F: 1 256.730.2899
victor.vasile@hexagon.com

VIA EMAIL (Natalya.vasilyeva@miamidade.gov)

December 12, 2022

Natalya Vasilyeva
Procurement Contracting Manager
Miami-Dade County
Internal Services Department, Strategic Procurement Division
111 NW 1st Street, Suite 1300
Miami, Florida 33128

Re: RFP No. 02199, Group A for Computer Aided Dispatch System,

Dear Natalya:

Please find enclosed the updated offer of agreement resulting from County RFP 02199, Group A for the CAD Replacement Project executed by Intergraph Corporation through its Hexagon Safety, Infrastructure & Geospatial division. This offer replaces all prior offers.

Hexagon's offer attached hereto is valid until February 28, 2022 provided that this offer is also contingent upon the County Mayor executing and issuing the written recommendation in favor of Hexagon for the above styled RFP no later than December 31, 2022. Assuming the County Mayor recommendation is issued by the date above, the offer must be accepted and a corresponding purchase order issued by February 28, 2023. If any of the aforesaid accomplishments are not made in the time outlined above, the offer presented is no longer valid.

We look forward to working with you through the County's processes to effectuate the Agreement by the County.

Sincerely,

Victor S. Vasile
Regional Divisional Counsel
Hexagon Safety, Infrastructure

cc: Clerk of the Board

Computer Aided Dispatch Solution
Contract No. RFP-02199.Group A

THIS AGREEMENT for the provision of Computer Aided Dispatch Solution, made and entered into as of this _____ day of _____("Contract Effective Date") by and between Intergraph Corporation by and through its Hexagon Safety, Infrastructure & Geospatial division, a corporation organized and existing under the laws of the State of Delaware, having its principal office at 305 Intergraph Way, Madison, AL, 35758(the "Contractor"), and Miami-Dade County, a political subdivision of the State of Florida, having its principal office at 111 NW 1st Street, Miami, Florida 33128 (the "County") (collectively, the "Parties").

WITNESSETH:

WHEREAS, the Contractor has offered to provide Computer Aided Dispatch Solution, on a non-exclusive basis, that shall conform to the Statement of Work (Exhibit A), Miami-Dade County's Request for Proposal ("RFP") No. 02199 and all associated addenda and attachments, and the requirements of this Agreement; and

WHEREAS, the Contractor has submitted a written proposal dated April 26, 2022 (the "Contractor's Proposal") which is incorporated herein by reference; and

WHEREAS, the County desires to procure from the Contractor such Computer Aided Dispatch Solution for the County, including all associated professional services, training, interfaces development, software maintenance, software licensing, and warranty described in the Contract Documents, in accordance with the terms and conditions of this Agreement;

WHEREAS, the County desires to have Contractor provide maintenance and support for the Computer Aided Dispatch System following the Extended Warranty Period (as defined in the Statement of Work).

NOW, THEREFORE, in consideration of the mutual covenants and agreements herein contained, the Parties hereto agree as follows:

The Agreement consists of the following documents:

- The General Terms and Conditions
- Exhibit A – Statement of Work and all its Exhibits and Appendices
- Exhibit B - Price Schedule; Payment and Milestone Schedule
- Exhibit C – Payment and Milestone Schedule
- Exhibit D - End User License Agreement and Appendices
- Exhibit E - Hexagon's U.S. Maintenance Terms and Conditions for Software
- Exhibit F – HIPPA
- Exhibit G - Contractor's Proposal
- Exhibit H - Miami-Dade County's RFP No.02199 and any associated addenda and attachments thereof

ARTICLE 1. DEFINITIONS AND ACRONYMS

The following words and expressions used in this Agreement shall be construed as follows, except when it is clear from the context that another meaning is intended:

1. The word "Active CAD Workstations" to mean the number of CAD workstations being utilized at peak staffing.
2. The word "Activity" or "Activities" to mean a single work activity/event or collection of work activities/events by a Party or by both Parties as provided in the SOW.
3. The word "Affiliate" to mean, for business entities, the parent business entity of a Party and any business entities in which a Party or its parent company directly or indirectly holds a controlling ownership interest.
4. The words "Associated Incidents" to mean two or more incidents that are linked together.
5. The word "Agency" to mean any public safety organization responsible for Fire Rescue services within Miami- Dade County's physical boundaries.
6. The word "Agencies" is utilized in the CAD-to-CAD (C2C) requirements to define both an Agency and a Non-Public Safety Agency.
7. The words "Agency Administrator" is utilized in the C2C requirements to mean the administrator for a particular agency which has assigned rights to the C2C administrative access.
8. The words "Agency Type" to mean the classification or type of agency - E.g., in Miami-Dade County, 'Fire' consists of EMS services combined and handled by the same agency.

9. The words “Agency/PSAP-defined” to mean a data element created by participating agency/PSAP.
10. The word “Browser Based” to mean an application that runs within a web browser using Google Chrome.
11. The words “Change Order” to mean a written document executed by the Parties, delineating a modification to the Work, and establishing the basis of payment and time adjustments, if any, for the portion of the Work affected by the change.
12. The word "Client Based" to mean an application installed on the local workstation.
13. The words “Cloned Incident” to mean an incident generated from an active or closed incident – where the newly created incident replicates the original, allowing the user to make modifications.
14. The word “Cloud” to mean a remote vendor hosted server infrastructure.
15. The words “Common Place” to mean a landmark or major feature that enables a user or system to establish a location.
16. The words “Computer Software” to mean any computer programs, data compilations, or other software which the County has developed or licensed from a third party software provider, has used or is using, is holding for use, or which are otherwise in the possession of the County, and does not include Hexagon IP, including but not limited to, Software and Software Products.
17. The word “Confidential Information” to mean any data or information, tangible or intangible, disclosed or made available by either party (the "Disclosing Party") to the other party (the "Receiving Party") in relation to this Agreement that is of value to the Disclosing Party and is not generally known in the industry or to competitors of the Disclosing Party and which shall include: (i) tangible information marked by the Disclosing Party with the word "Confidential" or otherwise identified by an appropriate stamp or legend indicating its confidential nature;and (ii) other information that is otherwise exempt per Florida Statute 119. The term “Confidential Information” does not include information that: (a) is or becomes available in the public domain through no act of the Receiving Party; (b) has been received on a non-confidential basis from a third party without breach of this Agreement, where the Receiving Party has no reason to believe that such third party is bound by any confidentiality obligation to the Disclosing Party; (c) was developed independently by the Receiving Party without reliance on the disclosed Confidential Information, provided that such independent development can be substantiated; or (d) is confirmed by the Disclosing Party as not being confidential in writing, or (e) is subject to production or request pursuant to Chapter 119, Fla. Statutes.
18. The words "Article" or "Articles" to mean the terms and conditions delineated in this Agreement.
19. The word “Core” to designate a system functionality that is considered fundamental to the solution.
20. The words “County Computer Network” to mean everything associated with providing Wide Area Network services, Local Area Network services and wireless services, including all servers and applications.
21. The word “County-developed” to refer to a functionality or data element created by the County.
22. The word "Contract" or “Agreement” to mean collectively these negotiated written General Terms and Conditions, executed by the Parties, including all other Exhibits, appendices and attachments thereto, Maintenance and Support Agreements, and all amendments issued hereto and Contractor’s Proposal.
23. The words “Contract Documents” to mean the Contract and the Notice to Proceed, Change Orders, all required insurance certificates.
24. The words "Contract Manager" to mean the Director, Internal Services Department, or the duly authorized representative designated to manage the Contract.
25. The words “Contract Sum” to mean the total amount which the County agrees to pay the Contractor and the Contractor agrees to accept from the County as full payment for the Work and as a complete discharge of the County's obligation to make payment to the Contractor for the Contractor's performance of the Work which sum is set forth in the Contract, subject to additions and deductions as provided in the Contract Documents, including modifications due to the exercise of options or modification to the Work as documented in a Change Order.
26. The word "Contractor" to mean Intergraph Corporation by and through its Hexagon Safety, Infrastructure & Geospatial division, also to be known as “Hexagon,” and its permitted successors.
27. The word “COTS” means commercial off the shelf Intellectual Property in the form generally released and distributed to Hexagon’s customers and not including any functionality or features requiring source code changes.
28. The word “COTS Documentation” means commercial off the shelf documentation in the form generally released and distributed to Hexagon’s customers and not including or requiring changes thereto.
29. The words “County Data” to mean data and information which are embodied in any electronic or tangible medium which are created or developed by the County and:
    - Processed by, or a product of, the System; or
    - Generated by or on behalf of the County.
30. The words "County Project Manager" to mean the County Mayor’s duly authorized representative designated to manage the Project on behalf of the County according to the roles and responsibilities described in the Statement of Work.
31. The words “County Protected Data” to mean the following Data in possession of the County: Personnel / Protected Class; Criminal Justice Information, HIPAA, SSN / FEIN, Bank Account, Credit Card, Personally Identifiable Information (PII) such as payment card and bank account information, Social Security Numbers, demographic information, financial information, health and medical records, MDC personnel or vendor evaluations, electronic signature data, Protected Class employee and family

information, or other County Data designated by the County.

32. The words “County Requirements” to mean the County requirements and responsibilities set forth in Exhibit A: Scope of Services.
33. Custom Documentation to mean Documentation prepared specifically for County and reflective of County’s unique system, design, architecture, requirements, configuration, customizations, workflows, and/or processes. Custom Documentation does not include Hexagon’s underlying COTS Documentation, even if the Custom Documentation is based on the COTS Documentation;
34. The word “Cutover” to mean the first day (a minimum of 13 consecutive hours) at which the System is used by the County to process live calls for service without the County having to revert to other dispatching systems or manual processes.
35. The word "Days" to mean calendar days, unless specifically specified otherwise.
36. The words “Default Notice” to mean a written notice from County to Contractor specifying the basis for such default.
37. The word “Defect(s)” to mean a failure of the Software to conform to the Software Requirements.
38. The words "Developed Works" to mean Custom Documentation and County Data.
39. The word "Documentation" shall mean all manuals, user documentation, and other related materials pertaining to the Project which are furnished by Hexagon to County in connection with the Software Products.
40. The words “External Unauthorized” to mean a person non-employed by Miami-Dade County who has gained logical or physical access without permission to any part of the network, application, data, or other system resource.
41. The words “Effective Termination Date” to mean the date specified by a Party in writing upon which the Contract shall terminate.
42. The word “Emergency Circumstances” shall mean a situation in which the President of the United States, the Governor of the State of Florida, or the Mayor of Miami-Dade County, has in his or her official capacity declared a state of emergency in Miami-Dade County.
43. The words “Event of Default” to mean an act or omission specified herein that constitutes breach of this Agreement by which the non-breaching party may exercise its rights provided in the Contract.
44. The words "Extra Work" or “Additional Work” resulting in additions or deletions or modifications to the amount, type or value of the Work and Services as required in a Change Order, as agreed to by the Parties, and approved by the County.
45. The words “Final Acceptance” to mean the County’s completion of the Reliability Period described in Exhibit A: Statement of Work.
46. The word “Flag” to mean a visual indicator on an incident that denotes there is additional and/or priority information.
47. The word “Force Majeure” to mean an unforeseeable event, such as an act of nature (including, but not limited to, a hurricane, flood, and/or earthquake), war, terrorism, riot, sovereign conduct, strikes, lockouts, fires, epidemics and/or pandemic, adverse governmental conditions or conduct of third parties occurring after the Effective Date of this Agreement.
48. The words “General Terms and Conditions” means this specific document through the signature page. For purposes of clarity, the Exhibits to this Agreement are specifically excluded from the General Terms and Conditions
49. The words “Installation Guide” means a computer file in a Microsoft Word or Adobe PDF document or a text file that contains information a User may need to install or operate a Software Product.
50. The words “Intellectual Property” or “IP” means all forms of intellectual property including, but not limited to, patents, trademarks, copyrights, trade secrets, methodologies, logos, techniques, processes, know-how, formulae, algorithms, logic designs, screen displays, schematics, source and object code computer programs or software, documents, mask work rights, design, ideas, product information, inventions and improvements thereto (whether or not patentable), and all works of authorship fixed in any medium of expression (including any form of online, digital, or electronic medium), whether or not copyrightable and whether registered or not.
51. The word “Interface” to mean the Software that integrates or connects two or more disparate software systems, including Third Party Software, to transfer data or information from and/or to disparate software solutions.
52. The word “Incident” to refer to any event that is created in the CAD system for public safety response (E.g., call for service, event, etc.).
53. The words “Internal Unauthorize” to mean a person employed by Miami-Dade County who has gained logical or physical access without permission to any part of the network, application, data, or other system resource
54. The words “Joint Venture” to mean an association of two or more persons, partnerships, corporations, or other business entities under a contractual agreement to conduct a specific business enterprise for a specified period with both sharing profits and losses.
55. The words “Key Personnel” to mean Contractor Project Manager and CAD Lead as may be further described in the Statement of Work.
56. The words “Maintenance Project” means the Maintenance Services for Covered Products and RSA services (if purchased) provided for two (2) years from the end of the Extended Warranty Period.
57. The words “Maintenance Services” means only those services associated with the maintenance of the Software and other Deliverables licensed to Customer identified in Exhibit B (Pricing Schedule).
58. The words “Licensed Software” to mean the commercially available programs, programming language, and data in machine

readable code licensed by the Contractor to the County as expressly identified in Exhibit B.

59. The word “Local Cloud” to mean County locally hosted and owned server infrastructure.
60. The words “Mobile Computing Unit (MCU)” to mean a laptop or other portable computer operating on a Windows based environment.
61. The words “Modifying Circumstance (FD)” to mean a code that time stamps the incident and sends notifications to a group or individual.
62. The word “Module” to mean a distinct component of the Licensed Software.
63. The words "Mutual Aid” to mean response to an incident with approval from requested agency at the time of need.
64. The words “Notice of Termination” means a written notice provided by County to Contractor directing the Contractor to cease all Work pursuant to conditions described by the termination notice.
65. The words “Near Real Time” refers to the time it takes for a system transaction to display information from when the information request was initiated. A Near Real Time transaction should be as close to real time as possible. Time is measured independent of network performance.
66. The words “Non-CAD Agency” means any Agency or Non-Public Safety Agency that wishes to utilize C2C interoperability via web portal and not connected directly to a CAD system.
67. The words “Non-Public Safety Agency” means any non-governmental agency or private entity, such as a utility company, that contracts, connects, contributes and or supports the mission of public safety, fire or law enforcement but wish to contract to receive C2C connection and support.
68. The words “Notice to Proceed” to mean the written notification from the County to the Contractor requesting the Services be initiated under the resultant contract.
69. The word “Notification” to mean an external or internal message that is generated as the result of agency defined criteria (E.g., second alarm notification sent to external email distribution group, AVL offline sent to external/internal email distribution group. System administrator alerts sent to internal inbox).
70. The words “Onsite Fee”, means a fixed fee for an individual to be onsite no more than five (5) consecutive days to provide specified services to the County, as described in a Change Order.
71. The words “Optional Goods and Services” to mean the Software and Services identified in Section C (Optional Fees) of Exhibit B Payment Schedule which are not included, until exercised, within the scope of the Project or Maintenance Project.
72. The word “Orphan” to mean the ability to separate and move a CAD incident window around the screen while still maintaining an active work window with another incident open,
73. The word “Grid” also referred to as beat to mean a geographic representation of the smallest response areas within an agency that allow MDFR to define how created incidents are routed based on geography jurisdiction.
74. The words “Party” or “Parties” to mean the County and Contractor individually or in the collective.
75. The word “Project” to mean all Tasks identified in the Statement of Work from the Contract Effective Date through the end of the Extended Warranty Period as described in the SOW.
76. The words “Project Requirements” or “Contractor Requirements” to mean all requirements, including Software Requirements, set forth in Exhibit A. Statement of Work.
77. The words “Project Schedule” to mean the mutually agreed to timing of Activities and Tasks to complete the Work, as it is adjusted from time to time, including delineation of personnel staffing levels, for both County and Contractor as identified in the Statement of Work.
78. “Project Services” means the services, projects, assignments, or Tasks Hexagon shall perform pursuant to the Contract Documents to meet the Project Requirements. Project Services do not include Maintenance Services.
79. The words “P1, P2, P3, or P4 Defect(s)” shall have the meaning provided in Exhibit E.
80. The word “Premise information” to mean pertinent information related to an address or location.
81. The word “Proposal” to mean the properly signed and completed written good faith commitment by the Proposer submission in response to this Solicitation by a Proposer for the Services, and as amended or modified through negotiations.
82. The word “Proposer” to mean the person, firm, entity or organization, as stated on the Submittal Form, submitting a proposal to this Solicitation.
83. The word “PSAP” to mean Public Safety Answering Point - one of the eight 9-1-1 answering points within Miami-Dade County.
84. The word “Real-Time” as it relates to a system, the time in which input data is processed within milliseconds so that it is available virtually immediately as feedback, i.e., less than 1 second. Time is measured independent of network performance.
85. The word “Releases” shall mean those versions of the Software which add functionality to the Software, including any Updates and Upgrades provided under this Agreement.
86. The word “Response Class” to mean a modification to the response plan for additional units or capabilities.
87. The word “Response Message” to refer to messages attached to a created incident that inform the responders of pertinent information regarding the geographic location or the defined incident type/signal
88. The word “Response Plan” to refer to a recommendation for response based on an agency pre-defined specific request (E.g., three suppressions, a rescue and a battalion should be recommendable).

89. The word “RSA Services” shall have the meaning provided in Attachment M.
90. “Software” means the software owned by Hexagon or an Affiliate and Third Party Software that is licensed to the County.
91. The words “Software Product” to mean IP delivered as proprietary object code or machine readable program identified in and to be provided by Hexagon to the County placed under the terms of this Agreement. Software Product includes all of the following: (i) any associated Hexagon or Affiliate files, disk(s), CD-ROM(s) or other media with which the software is provided, (ii) any associated templates, data, printed materials, and “online” or electronic documentation, (iii) any Updates or Upgrades of such Software Products provided pursuant to Maintenance Services), and (iv) any Third Party software, if any, that may be licensed to the County under this Contract. Software Product shall not mean any Third Party software, if any, that may be licensed to the County under a separate license agreement.
92. The words “Software Requirements” to mean the requirements for the Software as defined in Exhibit A. CAD Functionality Matrix included as Attachment G within Exhibit A: Scope of Work.
93. The words “Statement of Work” or “SOW” to mean the SOW (Exhibit A), which sets forth the scope of Project Services and Deliverables being provided by the Contractor as part of the Project.
94. The words “Smart Device” to mean a portable device (smart phone, tablet) using iOS or Android operating systems. Both platforms must be supported using purpose-built applications.
95. The word “Solicitation” to mean this Request for Proposals (RFP) or Request for Qualifications (RFQ) document, and all associated addenda and attachments.
96. The word “Solution” to mean the total complement of Licensed Software, Services, customizations, all other items, tangible and intangible, designed to operate as an integrated group to provide the functionality outlined in the Scope of Services.
97. The word “Subsystem” to mean a Software and hardware solution that is designed to provide a specific capability independent of the procurement of any other Subsystem. Hexagon’s computer aided dispatch system (“CAD”), records management system (“RMS”), field based reporting (“FBR”), and mobile for public safety (“MPS”) are each an example of a Subsystem.
98. The word “System” to mean the entire Hexagon Software solution.
99. The words “Task” or “Tasks” to mean an Activity or combination of Activities of any nature, whether tangible or intangible, whether on-site or remote, or an event, as further identified in the Statement of Work, Appendix A.
100. The words “Technical Support Services” to mean those services outlined in Appendix A. which the Contractor provides to the County in order to ensure optimal performance of the System, include all components thereof.
101. The words “Third Party Software” to mean computer software or other technology in which any person or entity, other than Hexagon or Hexagon’s Affiliate, has any right, title or interest, including any restrictions or obligations (such as obligations to obtain consents or approvals and restrictions that may be eliminated only by obtaining such consents or approvals) applicable to the computer software or technology, but does not include software embedded in the Software Products by license from third parties. The use of Third Party Software is subject to all of the terms and conditions of the third party’s software license or similar agreement (“SLA”) provided with the Third Party Software. Without limitation of the foregoing, Third Party Software includes software owned by Deccan International provided pursuant to the Agreement.
102. The word “Third Party Users” shall mean those individuals or entities authorized by the County to perform services, access the System, review information, and make inquiries.
103. The word “Updates” means any modified version release, fix, or patch of the Software Product provided by Hexagon.
104. The word “Upgrade” means each new release of the Software Product that is a result of an architectural, major, or minor change to the Software Product provided by Hexagon.
105. “User” means Customer or an individual employed by Customer. A User may also include Customer’s contractor who requires temporary use of the Software Product to provide services on Customer’s behalf
106. The word “Subcontractor” to mean any person, firm, entity or organization, other than the employees of the Contractor, who contracts with the Contractor to furnish labor, or labor and materials, in connection with the Services to the County, whether directly or indirectly, on behalf of the Contractor.
107. The word “Third-Party” to mean any company or subcontractor, other than the Contractor, who will provide software, and/or services to fulfill the requirements of the Scope of Services.
108. The word “User” to mean anyone accessing the licensed software to conduct a transaction.
109. The word “WebGUI” to mean a web user interface, or web-based graphical user interface, and refers to the interaction between a user and software running on a web server wherein the user interface is the web browser and the web page it downloaded and rendered.
110. The words “Work”, to mean all matters and things required to be done by the contractor in accordance with the provisions of this Agreement.
111. The words "Project Manager" to mean the County Mayor or the duly authorized representative designated to manage the Project.
112. The words "Scope of Services" to mean the document appended hereto as Exhibit A..
113. The words "Service" or "Services" to mean the provision of Computer Aided Dispatch Solution services in accordance with the Scope of Services.
114. The word "Subcontractor" or “Subconsultant” to mean any person, entity, firm, or corporation, other than the employees of the

Contractor, who furnishes labor and/or materials, in connection with the Work, whether directly or indirectly, on behalf and/or under the direction of the Contractor and whether or not in privity of Contract with the Contractor.

115. The word "Work" to mean all matters and things required to be done by the Contractor in accordance with the provisions of this Contract.
116. The words “Extended Warranty Period” to mean the one (1) year period commencing upon Cutover during which Hexagon shall provide warranty and Maintenance Services in accordance with Article 40.1 and Exhibit E for the Software Products identified in Exhibit B to this Agreement.
117. The words “Code Freeze” to mean a point in the Project where Customer may not make any change, configuration change, or other modification to the Software implemented as part of the Project.
118. The words “Deliverable” to mean software, hardware, Documentation, Tasks, and other items delivered or to be delivered by Contractor to the County and identified in this Agreement.
119. The words “Documentation” to mean all manuals, user documentation, and other related materials pertaining to the Project which are furnished by Hexagon to the County in connection with the Software Products.
120. The following table contains acronyms and their description used throughout the Scope of Services:

Abbreviation	Definition
9-1-1	Emergency Call Intake via 9-1-1 Computer Aided Dispatch (CAD)
AD	Active Directory
ANI/ALI	Automatic Number Information / Automatic Location Information
APCO	Association of Public-Safety Communications Officials
API	Application Programming Interface
ARL	Automatic Resource Location (Capability that communicates the GPS location of the wearer, E.g., portable radio, Smart Device, etc.)
ATM	Advanced Tactical Mapping
ATMS	Advanced Traffic Management System
AVL	Automatic Vehicle Location (Capability that communicates the GPS location of the unit/vehicle
BARB	Deccan’s Box-area Automated Run-card Builder
BPR	Business Process Reengineering
C2C	CAD to CAD
CAD	Computer Aided Dispatch
CBT	Computer Based Training
CFS	9-1-1 Call For Service
CJIS	Criminal Justice Information Services
COTS	Commercial Off The Shelf
CP	Communication Plan
DEH	Data Exchange Hub
DL	Driver’s License
DOB	Date of Birth
DPCC	Miami-Dade Data Processing Control Center
DR	Disaster Recovery
EAMS	Enterprise Asset Management System
E9-1-1	Enhanced 9-1-1
EMD	Emergency Medical Dispatch
EMS	Emergency Medical Services
ESP	ESP® (Electronic Satellite Pursuit)
ePCR	electronic Patient Care Reporting
ERD	Entity Relationship Diagrams
EST	Eastern Standard Time
ESInet	Emergency Services Internet Protocol Network
FBI	Federal Bureau of Investigation

FDLE	Florida Department of Law Enforcement
FIPS	Federal Information Processing Standards
GB	Giga byte
GIS	Geographic Information System
GPS	Global Positioning System
GUI	Graphical User Interface
HA	High Availability
HIPPA	Health Insurance Portability and Accountability Act
HQ	Head Quarters
HR	Human Resource
HTML	Hypertext Markup Language
IAFC	International Association of Fire Chiefs
ICFB	Integrated Command Facility Building
III	Interstate Identification Index
iOS	iPhone Operating System
ISD	Miami-Dade Internal Services Department
ITD	Miami-Dade Information Technology Department
LiveMUM	Deccan's Live Move-Up Module
LOE	Level of Effort
Mbps	Megabits per second
MCU	Mobile Computing Unit
MDC	Miami-Dade County
MDFR	Miami-Dade Fire Rescue Department
MDPD	Miami-Dade Police Department
MHz	Megahertz
MMS	Multimedia Messaging Service
MUD	Mobile Unit Display
NEMSIS	National EMS Information System
NENA	National Emergency Number Association
NFIRS	National Fire Incident Reporting System
NFPA	National Fire Protection Agency
NIEM	National Information Exchange Model
NG 9-1-1/NG 911	Next Generation 9-1-1
NIST	National Institute of Standards and Technology
OS	Operating System
PCO	Police Complaint Officers / Call Takers
PDF	Portable Document Format
PMDC	Motorola's Premier Mobile Data Computer System
PSAP	Public Safety Answering Point
RAM	Random Access Memory
RMS	Records Management System
SDK	Software Development Kit
SDLC	System Development Life Cycle
SIP	Session Initiation Protocol

SMS	Short Message Service
SOP	Standard Operating Procedures
SSL	Secure Sockets Layer
TCP/IP	Transmission Control Protocol/Internet Protocol
TIS	Miami-Dade's Traffic Information System
TRT	Technical Rescue Team
UHF	Ultra-High Frequency
UNA	Unified Network Architecture
USDD	US Digital Designs
VNC	Virtual Network Computing
VPN	Virtual Private Network
WBS	Work Breakdown Schedule
XML	Extensible Markup Language

ARTICLE 2. ORDER OF PRECEDENCE

If there is a conflict between or among the provisions of this Agreement, the order of precedence is as follows: 1)Any amendments to this Agreement, 2)General Terms and Conditions, as they may be amended from time to time, with those having an earlier occurring letter having higher precedential value versus those with a subsequently occurring letter Exhibit A - Statement of Work(SOW) and all its Attachments

- Exhibit B- Price Schedule; Payment and Milestone Schedule
- Exhibit C- Payment and Milestone Schedule
- Exhibit D - End User License Agreement
- Exhibit E - Hexagon's U.S. Maintenance Terms and Conditions for Software
- Exhibit F - HIPPA
- Exhibit G - Contractor's Proposal
- Exhibit H - Miami-Dade County's RFP No.02199 and any associated addenda and attachments thereof

ARTICLE 3. RULES OF INTERPRETATION

3.1. References to a specified Article, section or schedule shall be construed as reference to that specified Article, or section of, or schedule to this Agreement unless otherwise indicated.

3.2. Reference to any agreement or other instrument shall be deemed to include such agreement or other instrument as such agreement or other instrument may, from time to time, be modified, amended, supplemented, or restated in accordance with its terms.

3.3. The terms "hereof", "herein", "hereinafter", "hereby", "herewith", "hereto", and "hereunder" shall be deemed to refer to this Agreement.

3.4. The terms "directed", "required", "permitted", "ordered", "designated", "selected", "prescribed" or words of like import to mean respectively, the direction, requirement, permission, order, designation, selection or prescription of the Project Manager.

3.5. The titles, headings, captions, and arrangements used in these Terms and Conditions are for convenience only and shall not be deemed to limit, amplify, or modify the terms of this Contract, nor affect the meaning thereof.

ARTICLE 4. NATURE OF THE AGREEMENT

4.1. This Agreement constitutes the entire agreement applicable to the matters contained in this Agreement. The Parties agree that there are no commitments, agreements, or understandings concerning the subject matter of this Agreement that are not contained in this Agreement, and that this Agreement contains the entire agreement between the Parties as to all matters contained herein. Accordingly, it is agreed that no deviation from the terms hereof shall be predicated upon any prior representations or agreements, whether oral or written. It is further agreed that any oral representations or modifications concerning this Agreement shall be of no force or effect, and that this Agreement may be modified, altered, or amended only by a written amendment duly executed by the both Parties hereto or their authorized representatives.

4.2. The Contractor shall provide all labor, materials, tools, supplies, and other items required to perform the Project Services, Maintenance Services, and perform Contractor Requirements specified in the applicable Contract Documents.

4.3 The Contractor acknowledges that the County shall be responsible for making all policy (pertaining to County-department policies and directives) decisions regarding the Project Services. The Contractor agrees to provide input on policy issues in the form of recommendations. The Contractor agrees to implement any and all changes in providing Project Services hereunder as a result of a policy change implemented by the County prior to when the System is declared a production ready System.

After Code Freeze, the Contractor agrees that all identified mutually agreed upon P1 and P2 Defects will be resolved prior to Cutover in the County's current Release or made available to the County in a new Release provided to the County prior to Cutover. P3 and P4 Defects arising during the Project will be addressed within Maintenance Services but the existence of such Defects shall not preclude or be a required for Cutover. The Contractor agrees to act in an expeditious and fiscally sound manner in providing the County with input regarding the time and cost to implement changes subject to a Change Order, and in executing the activities required to implement said changes.

ARTICLE 5. CONTRACT TERM

The Contract shall become effective on the Contract Effective Date, and shall continue through the last day of the five year term, thereafter. The County, at its sole discretion, may renew this Contract for two additional five-year option to renew terms. The County may extend this Contract for up to an additional one hundred-eighty (180) calendar days beyond the current Contract period and will notify the Contractor in writing of the extension. This Contract may be extended beyond the initial one hundred-eighty (180) calendar day extension period by mutual agreement between the County and the Contractor, upon approval by the Board of County Commissioners (the "Board").

During the term and any extensions thereof, the Parties shall reasonably cooperate with one another to amend the Agreement's underlying license (including Appendix D) and regulatory provisions as reasonably required by necessary third party component licensing requirements contained in future updates in Hexagon Software.

ARTICLE 6. GRANT OF LICENSE

County acknowledges the Contractor will retain ownership and title of all Intellectual Property provided to County or made by the Contractor pursuant to the Contract Documents or requiring Contractor-owned IP (Intellectual Property), including Software or Documentation, to serve its primary purpose. All Contractor Software and Contractor-owned IP provided under this Agreement is licensed to the County in accordance with Appendix D (End User License Agreement) except as it is inconsistent with the terms set forth herein. Third Party Software is licensed to County pursuant to the software license agreement delivered with such Third Party Software product.

ARTICLE 7.NOTICE REQUIREMENTS

All notices required or permitted under this Agreement shall be in writing and shall be deemed sufficiently served if delivered by: (i) Registered or Certified Mail, with return receipt requested; (ii) personally by a by courier service; (iii) Federal Express Corporation or other nationally recognized carrier to be delivered overnight; or (iv) via e-mail (if provided below) and followed with delivery of hard copy as follows:

(1) To the County

a) to the Project Manager: Gregory Rubin

Miami-Dade County, Fire Rescue Department
9300 NW 41 Street
Doral, FL, 33178
Attention: Assistant Fire Chief, Gregory Rubin
Phone: (786) 331-5104
E-mail: Gregory.Rubin@miamidade.gov

and

b) to the Contract Manager:

Miami-Dade County
Internal Services Department, Strategic Procurement Division
Attention: Chief Procurement Officer
111 NW 1st Street, Suite 1300
Miami, FL 33128-1974
Phone: (305) 375-4900
E-mail: Namita.Uppal@miamidade.gov

(2) To the Contractor

Intergraph Corporation
Attention: Victor S. Vasile
305 Intergraph Way
Madison, AL, 35758
Phone: (256) 730-1516
E-mail: Victor.Vasile@hexagon.com

Either party may at any time designate a different address and/or contact person by giving notice as provided above to the other party. Such notices shall be deemed given upon receipt by the addressee.

ARTICLE 8. DELIVERY

8.1. Execution of Project Services shall be performed in the manner described in the Exhibit A. Statement of Work.
8.2. Documentation. To the extent required by the Contract Documents, the Contractor shall provide electronic copies of the associated Documentation as provided by the developer of the System to the County upon Cutover except as otherwise specified in the Exhibit A. Statement of Work. If the Documentation is available in MS Office format, Contractor will make available those MS Office documents to the County.

The compensation for all Work performed under this Contract, including all costs associated with such Work, shall be paid in accordance with Exhibit B. The County shall have no obligation to pay the Contractor any additional sum in excess of this amount, except for a change and/or modification to the Contract, which is approved and executed in writing by the County and the Contractor.

All Work undertaken by the Contractor before County's approval of this Contract shall be at the Contractor's risk and expense.

ARTICLE 9. MAINTENANCE PROJECT AND TECHNICAL SUPPORT SERVICES

During the Extended Warranty Period and the Maintenance Project, including any extensions thereof, the Contractor shall provide the County with Maintenance Services in the manner outlined in Exhibit E - Hexagon's U.S. Maintenance Terms and Conditions for Software for the Covered Products.

ARTICLE 10.PERFORMANCE OF SERVICES

10.1 The Project Schedule shall be jointly managed by the Parties' respective Project Managers. From time to time, either Party may propose updating the Project Schedule to account for changed circumstances. A proposed update to the Project Schedule will only become effective once the updated Project Schedule has been approved by both Project Managers and administratively executed and accepted by the County. Once approved by both Parties' Project Managers, as part of its approval process, the County may either reject or accept the updated Project Schedule in its entirety.

10.2 The Parties shall perform their respective responsibilities within the Agreement, including Statement of Work, in accordance with the Project Schedule. To the extent either Party does not or is unable to complete its responsibilities in the time allotted, the Parties' Project Managers shall reasonably work with one another to address such delay through either an updated Project Schedule accounting for the delay or a Change Order, that includes a modified Project Schedule, if the projected date of Cutover is materially delayed. Any issues unresolved by the Project Managers regarding updating the Project Schedule shall be addressed in accordance with the Dispute Resolution process set forth in Article 18.

10.3 From time to time, the Parties may find it in the best interest of the Project to Conditionally Accept a Task. In such a situation, the Parties' Project Managers will review the completed and incomplete portions of the Task and mutually determine whether any subsequent dependent Tasks should proceed while the incomplete portions of the previous dependent Task are completed in accordance with a SOW. If the Project Managers mutually agree to Conditional Acceptance for the completed portions of the Task, then they will recommend the County issue Conditional Acceptance for the Task. Once recommended to the County, the County may either reject or accept the recommendation for Conditional Acceptance and grant such status. The Parties also acknowledge

Conditional Acceptance may also make partial payment for a milestone appropriate with the understanding such would be addressed through a Change Order. Conditional Acceptance cannot occur in connection with the System Cutover to Production Use Task in the SOW.

10.4 The Contractor shall bear the risk of loss or damage to the Deliverable until the time the Task giving rise to the Deliverable has been accepted in accordance with the Task Acceptance Process in the SOW.

ARTICLE 11. FEES AND PAYMENT METHOD AND TIMES

The price the Contractor will charge to provide the Work to be performed under this Agreement; the compensation for all Work performed under this Agreement, including all costs associated with such Work, shall be paid in accordance with Exhibit B. Price Schedule and Exhibit C. Payment Milestones. The County shall have no obligation to pay the Contractor any additional sum in excess of this amount, except for a change and/or modification to the Contract, which is approved and executed in writing by the County and the Contractor.

All Work undertaken by the Contractor before County's approval of this Contract shall be at the Contractor's risk and expense.

ARTICLE 12. PRICING

Prices shall remain firm and fixed for the term of the Contract, including any extension periods, pursuant to Exhibit B, however, the Contractor may offer incentive discounts to the county at any time during the Contract term, including any extensions thereof. It is hereby agreed and understood that the County may add additional services/items on this Agreement at the County's option through and only through a Change Order or Amendment. The County may elect to accept or reject the Change Order or Amendment at its discretion. The Contractor shall be invited to submit price quotes for the additional services/items. If these quotes are determined to be fair and reasonable, then the additional services will be included in the Agreement via a Change Order or Amendment.

It is the policy of Miami-Dade County that payment for all purchases by County agencies and the Public Health Trust (the "Trust"), shall be made in a timely manner and that interest payments be made on late payments. All firms, including Small Business Enterprises, providing goods and services to the County, shall receive payment to maintain sufficient cash flow. In accordance with Section 218.74 of the Florida Statutes, and Section 2-8.1.4 of the Code of Miami-Dade County (the "Code"), the time at which payment shall be due from the County or Trust shall be forty-five (45) days from receipt of a proper invoice. The invoice shall be regarded as proper so long as it has identified: the milestone(s) met giving rise to the invoice, the amount corresponding to the milestone due to be paid, and the County approved Milestone Acceptance Form. to the extend the county believes the invoice is inaccurate or inconsistent with these requirements, it shall notify the Contractor's Project Manager in writing within twenty business days (20) of receiving the invoice, otherwise the County will pay the invoice in accordance with this Article. Payments due from the County shall be made within forty five (45) calendar days from receipt of an approved invoice from the Contractor, and shall bear interest from forty-five(45) calendar days after the due date at the rate of one percent (1%) per month on the unpaid balance.

In accordance with Miami-Dade County Implementing Order No. 3-9, Accounts Receivable Adjustments, if money is owed by the Contractor to the County, whether under this Contract or for any other purpose, the County reserves the right to retain such amount from payment due by County to the Contractor under this Contract. Such retained amount shall be applied to the amount owed by the Contractor to the County. The Contractor shall have no further claim to such retained amounts which shall be deemed full accord and satisfaction of the amount due by the County to the Contractor for the applicable payment due herein.

Invoices and associated back-up documentation shall be submitted electronically or in hard copy format by the Contractor to the County as follows:

Miami-Dade County
Fire Rescue Department
9300 NW 41st Street
Doral, FL, 33178
Attention: Fiscal Bureau

The County may at any time designate a different address and/or contact person by giving written notice to the other party.

ARTICLE 13. INDEMNIFICATION AND INSURANCE

13.1. The Contractor shall indemnify and hold harmless the County and its officers, employees, agents and instrumentalities from any and all liability, losses or damages, including attorneys' fees and costs of defense, which the County or its officers, employees, agents or instrumentalities may incur as a result of third party claims, demands, suits, causes of actions or proceedings of any kind or nature

("Claim") arising out of negligent acts or omissions of the Contractor or its employees, agents, servants, partners principals, subcontractors, relating to or resulting from the performance of this Agreement. The Contractor shall pay all third-party claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the County, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may issue thereon. The Contractor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by the Contractor shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County or its officers, employees, agents, and instrumentalities as herein provided.

13.2 The Contractor's defense and indemnification obligation s are conditioned upon:

- The County providing prompt written notice to the Contractor in writing of any Claim;
- The Contractor having sole control of the defense of any actions and negotiations related to the defense or settlement of any Claim; and
- The County cooperating fully in the defense or settlement of any Claim

In those situations where this Agreement imposes an indemnity obligation on the Contractor, the county may at its expense, elect to participate in the defense if the County should so choose. Furthermore, the County may at its own expense defend or settle any such claims if the contractor fails to diligently defend such claims, and thereafter seek indemnity for costs from the Contractor.

13.3 The Contractor shall furnish to the Internal Services Department, Strategic Procurement Division, certificate(s) of insurance that indicate that insurance coverage has been obtained, which meets the requirements as outlined below:

1. Worker's Compensation Insurance for all employees of the Contractor as required by Chapter 440, Florida Statutes.
2. Commercial General Liability Insurance in an amount not less than $1,000,000 per occurrence, and $2,000,000 in the aggregate. **Miami-Dade County must be shown as an additional insured with respect to this coverage.**
3. Automobile Liability Insurance covering all owned, non-owned, and hired vehicles used in connection with the Services, in an amount not less than $1,000,000 combined single limit per occurrence for bodily injury and property damage.
4. Professional Liability Insurance in an amount not less than $1,000,000 per occurrence, $2,000,000 in the aggregate.
5. Cyber Liability to include ransomware (as applicable by law), media liability, breach response costs, regulatory fines and penalties as well as credit monitoring expense in an amount not less than $1,000,000 per occurrence $2,000,000 in the aggregate.

All insurance policies required above shall be issued by companies authorized to do business under the laws of the State of Florida, with the following qualifications:

The company must be rated no less than "**A-**" as to management, and no less than "**Class VII**" as to financial strength, by Best's Insurance Guide, published by A.M. Best Company, Oldwick, New Jersey, or its equivalent, subject to the approval of the County Risk Management Division.

OR

The company must hold a valid Florida Certificate of Authority as shown in the latest "List of All Insurance Companies Authorized or Approved to Do Business in Florida", issued by the State of Florida Department of Financial Services and are a member of the Florida Guaranty Fund.

The mailing address of Miami-Dade County as the certificate holder must appear on the certificate of insurance as follows:

Miami-Dade County
111 NW 1st Street
Suite 2340
Miami, Florida 33128-1974

Compliance with the foregoing requirements shall not relieve the Contractor of this liability and obligation under this section or under any other section in this Agreement.

Award of this Contract is contingent upon the receipt of the insurance documents, as required, within ten (10) business days. If the

certificate of insurance is received within the specified timeframe but not in the manner prescribed in this Agreement, the Contractor shall have an additional five business days to submit a corrected certificate to the County. If the Contractor fails to submit the required insurance documents in the manner prescribed in this Agreement within fifteen (15) business days, the Contractor shall be in default of the contractual terms and conditions and award of the Contract may be rescinded, unless such timeframe for submission has been extended by the County.

The Contractor shall assure that the certificate of insurance required in conjunction with this section remain in full force for the term of the Contract, including any renewal or extension periods that may be exercised by the County. If the certificate of insurance is scheduled to expire during the term of the Contract, the Contractor shall submit new or renewed certificate of insurance to the County before such expiration. If expired certificate of insurance is/are not replaced or renewed to cover the Contract period, the County may suspend the Contract until the new or renewed certificate is/are received by the County in the manner prescribed herein. If such suspension exceeds thirty (30) calendar days, the County may, at its sole discretion, terminate the Contract for cause and the Contractor shall be responsible for all direct and indirect costs associated with such termination subject to Article 14. However, in no event will Contractor be deemed in default or responsible for delays in the Project associated with such suspension understanding Contractor's certificate of insurance shall be issued within 30 days after the expiration, however no gap in coverage is acceptable after the expiration of the prior coverage period.

ARTICLE 14. LIMITATION OF LIABILITY

For claims against Contractor arising from the Contract Effective Date of this Agreement through the end of the Project, Contractor's liability for direct damages shall not exceed the total contract value corresponding to the Project and excluding the Maintenance Project. For claims arising during the Maintenance Project, the Contractor's liability for direct damages shall not exceed the amounts paid by the County under the Maintenance Project within the previous twelve (12) months. These limitations of liability shall not apply to (i) any Claim as provided in Article 13.3, (ii) or any claim relating to a breach of County Protected Data, which liability is set out in Article 32. The caps on direct damages above are mutually exclusive of one another.

In addition, the Contractor will not be liable in any event for consequential, indirect, punitive, exemplary or special damages, including, loss of revenue, loss of data, business interruption, or loss of business information, nor shall Contractor have any liability to the County arising from or relating to third-party hardware, software, information or materials selected, procured or supplied by the County

ARTICLE 15. MANNER OF PERFORMANCE

15.1. The Contractor shall perform the Work described in the SOW in a competent and professional manner in accordance with this Agreement.

15.2. If so directed upon reasonable request form the County, the Contractor shall promptly remove from the Project any Contractor's employee, Subcontractor, or any other person performing Project Services hereunder if any individual is not performing in a manner consistent with the requirements for a such position. The Contractor agrees that such removal of any of its employees does not require the termination or demotion of any employee of the Contractor.

15.3. The Contractor agrees to defend, hold harmless and indemnify the County and shall be liable and responsible for all claims, suits, actions, damages, and costs (including attorneys' fees and court costs) made against the County, occurring on account of, arising from or in connection with the removal and replacement of any Contractor's personnel performing Services hereunder at the behest of the County. Removal and replacement of any Contractor's personnel as used in this Article shall not require the termination and/or demotion of such Contractor's personnel.

15.4. The Contractor warrants and represents that its personnel have the proper skill, training, background, knowledge, experience, rights, authorizations, integrity, character, and licenses as necessary to perform the Project Services described in the SOW, in a competent and professional manner. The County reserves the right to review qualifications and approval such Key Personnel nominated by the Contractor. The County shall not unreasonably withhold its approval of same.

15.5. Each Party shall reasonably cooperate with one another and coordinate its respective work efforts to most effectively and efficiently maintain the progress in performing the Project.

15.6. The standards to be applied in performance of Work by the Contractor shall be measured as that deemed reasonable for the Contractor's employee category applicable to the Work being performed and not that of a reasonable person. The quality of the Contractor's performance and all interim and final Deliverables provided to, or on behalf of, County shall be comparable to industry

standards.

15.7. The Contractor shall comply with all provisions of all federal, state, and local laws, statutes, ordinances, and regulations that are applicable to the performance of this Agreement.

15.8. Contractor shall be responsible for any damage to County property, computer hardware, software, data, facilities, and equipment caused by the negligent acts or omissions of Contractor's employees, subcontractors, or any other person performing Work on behalf of the Contractor so long as the County has not acted in a negligent manner or is otherwise culpable in causing the damage to County property, including, its computer hardware, data, facilities, and equipment. The County acknowledges and agrees it shall backup its data in accordance with industry best practices

15.9. In the event of a change in Contractor personnel is required, Contractor shall work with County toward a mutually agreeable remedy including managing the effect upon the Project Schedule and ensuring that the substitution of any Key Personnel is done in accordance with Article 22.

Neither Party will be liable for delays in performing its obligations under this Contract to the extent that the delay is caused by Force Majeure provided that such delay is beyond the reasonable control of the Party, not caused by its own fault or negligence, and cannot be overcome by the exercise of due diligence. Within twenty-four (24) hours of the occurrence of an act of Force Majeure that would cause a delay in performing obligations under this Contract, the affected party shall notify the counterparty of the act by sending an e-mail message to the Project Manager of the other party. In addition, the affected party shall continue to use its best efforts to resume performance as quickly as possible and will delay performance only for such period of time as is necessary as a result of the act of Force Majeure.

ARTICLE 16. EMPLOYEES OF THE CONTRACTOR

All employees of the Contractor shall be considered to be, at all times, employees of the Contractor and not employees or agents of the County. The Contractor shall supply competent employees. Miami-Dade County may require the Contractor to remove an employee it deems careless, incompetent, insubordinate or otherwise objectionable and whose continued employment on County property or engagement in the Project as per the County decision is not in the best interest of the County. Each employee shall have and wear proper identification at all times when physically on County-owned property.

ARTICLE 17. INDEPENDENT CONTRACTOR RELATIONSHIP

17.1. The Contractor is, and shall be, in the performance of all Work under this Agreement, an independent contractor, and not an employee, agent or servant of the County. All persons engaged in any of the Work performed pursuant to this Agreement shall at all times and in all places, be subject to the Contractor's sole direction, supervision, and control. The Contractor shall exercise control over the means and manner in which it and its employees perform the Work, and in all respects the Contractor's relationship and the relationship of its employees to the County shall be that of an independent contractor and not as employees and agents of the County.

17.2. The Contractor does not have the power or authority to bind the County in any promise, agreement, or representation other than specifically provided for in this Agreement.

ARTICLE 18. SUBCONTRACTUAL RELATIONSHIP

18.1 If the Contractor will cause any part of this Agreement to be performed by a Subcontractor, the provisions of this Contract will apply to such Subcontractor and its officers, agents and employees in all respects as if it and they were employees of the Contractor; and the Contractor will not be in any manner thereby discharged from its obligations and liabilities hereunder, but will be liable hereunder for all acts and negligence of the Subcontractor, its officers, agents, and employees, as if they were employees of the Contractor. The services performed by the Subcontractor will be subject to the provisions hereof as if performed directly by the Contractor.

The Contractor, before making any subcontract for any portion of the services, will state in writing to the County the name of the proposed Subcontractor, the portion of the Project Services which the Subcontractor is to do, the place of business of such Subcontractor, and such other information as the County may require.

The County will have the right to require the Contractor not to award any subcontract to a person, firm or corporation disapproved by the County.

The County acknowledges and agrees to allow Contractor to subcontract with Deccan to provide those Deccan software and services identified in Table B of Exhibit B. Price Schedule without need for Contractor to obtain any additional approval from

County.

The County acknowledges and agrees to allow Contractor to subcontract with EBA Engineering, Inc. to provide those services identified in Table B of Exhibit B (Price Schedule) without need for Contractor to obtain any additional approval from County.

18.2 Before entering into any subcontract hereunder, the Contractor will inform the Subcontractor fully and completely of all provisions and requirements of this Agreement relating either directly or indirectly to the Project Services to be performed. Such services performed by such Subcontractor will strictly comply with the requirements of this Agreement.

18.3 In order to qualify as a Subcontractor satisfactory to the County, in addition to the other requirements herein provided, the Subcontractor must be prepared to prove to the satisfaction of the County that it has the necessary facilities, skill and experience, and ample financial resources to perform the Services in a satisfactory manner. To be considered skilled and experienced, the Subcontractor must show to the satisfaction of the County that it has satisfactorily performed services of the same general type which is required to be performed under this Agreement.

18.4 The County shall have the right to withdraw its consent to a subcontract if it appears to the County that the subcontract will delay, prevent, or otherwise impair the performance of the Contractor's obligations under this Agreement.

To the extent the County withdraws its consent and to the extent that only the Subcontractor can reasonably provide its services and/or Deliverables, then the Contractor will be relieved of any such obligation to provide those Project Services or Deliverables. All Subcontractors are required to protect the confidentiality of the County's proprietary and confidential information, and information considered to be County Protected Data as defined herein. Within each such subcontract, there shall be a clause for the benefit of the County in the event the County finds the Contractor in breach of this Contract; (1) permitting the County to request completion by the Subcontractor of its performance obligations under the subcontract, and (2) permitting the County to pay the Subcontractor directly for the performance by such Subcontractor. The Contractor shall not be entitled to such amount paid to the subcontract for the work. The Contract Sum shall be reduced by the amount paid to the subcontractor. Notwithstanding, the foregoing shall neither convey nor imply any obligation or liability on the part of the County to any subcontractor hereunder as more fully described herein

ARTICLE 19. DISPUTE RESOLUTION

In the event a dispute between the County Project Manager and Contractor Project Manager arises and such dispute cannot be resolved by the Project Manager and Contractor Project Manager, such dispute shall be subject to the dispute resolution procedures set forth in this Article.

19.1. The Parties shall undertake commercially reasonable efforts to negotiate and settle promptly any dispute that may arise with respect to this Agreement ("Dispute") in accordance with the provisions set forth herein. If either party disputes any provision of this Agreement (the "Disputing Party"), or the interpretation thereof, or any conduct by the other Party under this Agreement, that Party shall bring the matter to the attention of the other Party at the earliest possible time in order to resolve the Dispute. If such dispute is not resolved by the employees responsible for the subject matter of the dispute within thirty (30) days, the Disputing Party shall be permitted to deliver to the first level of representatives below a written statement ("Dispute Notice") describing the dispute in detail, including any time commitment and any fees or other costs involved. A copy of the Dispute Notice shall also be directed to the non-Disputing Party contact person identified in the Article 7 titled "Notices". Receipt by the first level of representatives of a Dispute Notice shall commence the dispute resolution process and a time period within which the respective representatives must exercise their best effort to resolve the dispute. Each level below shall have thirty (30) days to resolve the Dispute unless otherwise agreed by the parties, otherwise the Dispute shall be escalated to the next higher level of representatives in the sequence as set forth below.

Escalation Timetable

Hexagon Representative	County Representative	Time	Work During Dispute
Project Manager	Project Manager	10 Business Days	Disputed Items Continue
Director for Project Operations	MDFR Fire Chief/or designee	15 Business Days	Disputed Items Continue
Non-Binding Mediation	Non-Binding Mediation	As described in 19.1	Parties mutually agree that Hexagon may suspend work on Disputed Items

General Manager for U.S Public Safety or higher ranking executive.	County Mayor	135 Calendar Days	Parties mutually agree that Hexagon may suspend work on Disputed Items

To the extent a dispute is not resolved following the resolution efforts at the second level of the escalation path, the Parties agree to enter into non-binding mediation to resolve the dispute. Within one hundred and twenty (120) calendar days, of the issuance of the Dispute Notice, or such longer period that is mutually agreeable to the parties, the Parties agree to identify a mutually acceptable mediator who shall mediate the dispute. If after making reasonable efforts to identify a mutually acceptable mediator and no later than one hundred and twenty (120) calendar days after the issuance of the Dispute Notice, the Parties are unable to identify such a mediator. The parties shall have JAMS select a mediator from its panel who is located in Miami-Dade County. The mediator shall be an attorney licensed to practice law in the state courts in Florida. Subject to the mediator's availability, the Parties agree to mediate the dispute within thirty (30) days after the Parties have identified a mediator who has agreed to mediate the dispute. Subject to the mediator's requirements, the Parties agree they shall be permitted to attend the mediation via telephone or video conferencing. The Parties agree to pay in equal shares the mediator's fee and expenses unless otherwise agreed to pursuant to a settlement agreement.

If after non-binding mediation between the Parties the dispute is unresolved, such dispute shall be forwarded to the County Mayor and Contractor's General Manager for U.S. Public Safety or higher ranking executive ("Contractor Designee") for resolution. The County Mayor and Contractor Designee shall engage in good faith discussions with the goal of resolving the Dispute.

To the extent the County Mayor and the Contractor Designee are unable to resolve the Dispute, either Party may commence litigation regarding the Dispute and/or to preserve its rights. Any litigation would take place in Miami Dade County applying Florida law without regard to any conflict of laws principles that would result in the application of non-Florida law.

19.2 Prerequisites to Litigation. Only after the Parties have endeavored to resolve the dispute through the processes outlined herein may commence litigation to resolve the dispute.

Any court proceeding or action arising out of, under, or in connection with, the Contract for a breach thereof, shall be conducted in accordance with, and governed by, the laws of the State of Florida, in a court located in Miami-Dade County, Florida without regard to any conflict of laws principles that would result in the application of non-Florida law. Parties shall be responsible for their own litigation costs in litigation.

19.3 Injunctive Relief. Notwithstanding the foregoing, either party may, before or during the exercise of the informal dispute resolution procedures set forth above, apply to a court located in Miami-Dade County, Florida for a temporary restraining order or preliminary injunction where such relief is necessary to protect its interests pending completion of such informal dispute resolution procedures.

ARTICLE 20. MUTUAL OBLIGATIONS

Nothing in this Agreement shall be construed for the benefit, intended or otherwise, of any third party that is not an Affiliate or otherwise related (by virtue of ownership control or statutory control) to a party.

ARTICLE 21. QUALITY ASSURANCE/QUALITY ASSURANCE RECORD KEEPING

The Contractor shall maintain, and shall require that its Subcontractors and suppliers maintain, complete and accurate records to substantiate compliance with the requirements set forth in the Agreement. The Contractor and its Subcontractors and suppliers shall retain such records, and all other documents relevant to the Project Services furnished under this Agreement for a period of three years (3) from the expiration date of this Agreement and any extension thereof.

ARTICLE 22. AUDITS

The County, or its duly authorized representatives or governmental agencies, shall until the expiration of three years (3) after the expiration of this Agreement and any extension thereof, have access to and the right to examine and reproduce any of the Contractor's books, documents, papers and records and of its Subcontractors and suppliers which apply to all matters of the County. Such records shall subsequently conform to IFRS requirements, or other generally accepted accounting requirements and processes, as applicable, and shall only address those transactions related to this Agreement.

Pursuant to Section 2-481 of the Code, the Contractor will grant Commission Auditor access to all financial and performance related records, property, and equipment purchased in whole or in part with government funds. The Contractor agrees to maintain an accounting system that provides accounting records that are supported with adequate documentation, and adequate procedures for determining the allowability and allocability of costs.

ARTICLE 23. SUBSTITUTION OF PERSONNEL

In the event the Contractor wishes to substitute personnel for the Key Personnel during the Contractor's Project, the Contractor must notify the County in writing and request written approval for the substitution at least ten (10) business days or other mutually agreed upon time period prior to effecting such substitution. Notwithstanding the foregoing, this section does not apply to such situations such as the employee's employment with Contractor has ended, the employee or a family member has a prolonged illness, military deployment/activation, jury duty, the employee has died, or other similar circumstances. In such situations, Hexagon will provide notice of the substitution of the employee to the County.

a) Any such personnel being presented as a potential substitution must possess equal or superior skills, qualifications, and/or experience in terms of CAD projects completed and modules/versions implemented as defined in Article – "Performance of Services". Prior to providing any candidates to the County for consideration, the Contractor will conduct appropriate due diligence activities in accordance with the Contractor's policies, and may provide any supplemental information to the County that the Contractor may deem appropriate. The County reserves the right to conduct interviews, check references, or background checks in accordance with applicable law the County deems appropriate prior to granting approval of a substitution, and contractor agrees to fully cooperate and support with reasonably appropriate activities conducted by the County. All costs associated with the substitution of personnel shall be borne by the Contractor. Any substitution of Key Personnel must be completed within a mutually agreed upon timeframe.

b) Notwithstanding employment changes outside of the Contractor's control, such as sickness, jury duty, changes in employment status, personal hardship, military deployment, or other material changes, the Contractor agrees to avoid replacing or reassigning any of its Key Personnel under this Contract, except in accordance with a County request. Contractor shall provide the Key Personnel as long as said personnel are in Contractor's employment or otherwise capable. If it becomes necessary for Contractor to replace any Key Personnel under this Contract, Contractor will provide County with reasonable written details concerning the proposed replacement, including resumes, references, etc.

c) In the event County's Project Manager determines in good faith that the continued assignment of any such Contractor Key Personnel is not in the best interests of County, then County's Project Manager shall give Contractor written notice to that effect requesting that the Key Personnel be replaced. Promptly after its receipt of such a request, Contractor shall investigate the matters stated in the request and discuss its findings with County's Project Manager. If Contractor reasonably agrees that replacement of the affected Key Personnel is appropriate, Contractor shall replace in accordance with Paragraph "a" above. If Contractor in good faith does not agree that replacement of the affected Key Personnel is appropriate, the replacement shall proceed as stated above in subsection a. Nothing in this provision shall be deemed to give County the right to require Contractor to terminate any Contractor employee's employment; it is intended to give County only the right for its Program Manager to request that Contractor discontinue using specific Key Personnel on the Project.

Contractor personnel and subcontractors are required to adhere to provisions for protection of County Protected Data, as outlined in Exhibit F. HIPPA and Attachment CJIS in the Statement of Work. County's Personal Data/Personally Identifiable Information ("PII") should only be stored, transmitted, and processed within the United States.

ARTICLE 24. CONSENT OF THE COUNTY REQUIRED FOR ASSIGNMENT

Neither Party shall assign, transfer, convey or otherwise dispose of this Agreement, including its rights, title, or interest in or to the same or any part thereof without the prior written consent of the other Party, which it may reasonably provide upon request.

ARTICLE 25. ASSUMPTION, PARAMETERS, PROJECTIONS, ESTIMATES AND EXPLANATIONS

Intentionally Omitted

ARTICLE 26. SEVERABILITY

If this Agreement contains any provision found to be unlawful, the same shall be deemed to be of no effect and shall be deemed stricken from this Agreement without affecting the binding force of this Agreement as it shall remain after omitting such provision.

ARTICLE 27. TERMINATION FOR CONVENIENCE OF MIAMI-DADE COUNTY

In addition to any other provision for the termination of the Agreement, the Agreement may be terminated by the County in accordance with this provision whenever the County determines that such termination is in its best interests, upon thirty (30) calendar days' notice. Any such determination shall be effected by delivery to the Contractor of a Notice of Termination (in accordance with Article 7) specifying the extent to which the Contract is terminated and the date upon which such termination becomes effective.

After receipt of a Notice of Termination and except as otherwise directed by the County, the Contractor shall:

a) Take such action as may be necessary for the protection and preservation of the County's Data, materials and property;
b) Place no further orders or subcontracts for materials, services or equipment, except as may be necessary for completion of such portion of the Work not terminated;
c) Take no action which will increase the amounts payable by the County under this Contract;
d) Cancel all orders and subcontracts;
e) Resolve all claims from its subcontractors for work performed on behalf of Contractor for the County;
f) Settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval of the County, which approval shall be final for all the purposes of this provision;
g) Deliver to the County, in the manner, at the times, and to the extent directed by the County:
    i. Complete parts of work in progress as mutually agreed to by the Parties, supplies and other material or equipment procured as part of, or acquired in connection with the performance of, the portion of the Contract terminated, and

    ii. Completed or partially completed non-Contractor proprietary; plans, drawings, information, and other Deliverables, which, had the contract been completed, would have been required to be furnished to the County.

h) Complete performance of such portion of the Contract as was not terminated by the Notice of Termination, except where materially prevented by the inability to complete the terminated portion of the Contract;
i) Take such action as may be necessary, or as the County may direct, for the protection and preservation of the property related to this Contract, which is in the possession of the Contractor and in which the County has or may acquire an interest, until the effective date of termination;
j) In the event that the County exercises its right to terminate this Contract, the Contractor will be compensated for Deliverables Accepted by the County up to the Effective Termination Date specified by the Termination Notice, for Work performed up to Effective Termination Date, and for actual out-of-pocket expenses as a result of such early termination.

After receipt of a Notice of Termination, the Contractor shall submit to the County its termination claim, if any. Such claim shall be submitted promptly but in no event later than six months from the date of termination. In the event of Termination pursuant to this section, the County shall pay Hexagon for all Payment Milestones completed in addition to any other Task accepted by the County work satisfactorily performed up to the point of termination. The failure of the Contractor to submit its termination claim within the time specified shall preclude the recovery of any costs or damages incurred by the Contractor as a result of the total or partial termination of the Contract.

All compensation pursuant to this Article shall be subject to audit.

Notwithstanding anything to the contrary, the Maintenance Project may only be terminated pursuant to this Article thirty (30) days prior to the anniversary date of the commencement of the Maintenance Project. Upon such notice, Contractor shall be entitled to retain all amounts paid under the Maintenance Project and have no further obligation to perform Maintenance Services or other services included within the Maintenance Project for the portion of the Maintenance Project terminated. The County will have no further obligation to pay Hexagon for Maintenance Services and other services included within the Maintenance Project that were terminated. Each Party shall remain obligated to one another for those portions of the Maintenance Project not terminated and not frustrated by the termination of the terminated portion of the Maintenance Project.

ARTICLE 28. TERMINATION IN THE EVENT OF DEFAULT

28.1 In the event of an Event of Default, either Party may terminate the Contract only after providing thirty (30) calendar days' notice and opportunity to cure the Event of Default and the Event of Default has not been cured. During a thirty (30) day cure period, the Parties shall try to determine a mutually agreeable plan to cure the Event of Default. If such Event of Default cannot be cured or an acceptable plan is not agreed to within the thirty (30) day cure period, the notifying Party may, but does not have the obligation to, terminate the Agreement. Party providing notice to cure may extend opportunity to cure timeframe at its sole discretion In the event the Agreement is terminated for cause by the Contractor, the Contractor shall submit to the County its claim for payment for Tasks completed and Project Services (as reflected by the Contractor timesheets and labor rates enclosed within the contract less the percentage of the one-time discount) rendered under the Contract up to the Effective Termination Date less payments already received by the Contractor. Upon receipt of the Contractor's claim hereunder, the County shall review the claim within seventy-five (75) calendar days. Thereafter the County shall either pay the Contractor the amount stated within the claim or provide the Contractor an alternate amount (to the extent the County believes compensation is due) for which it will pay as compensation for termination under this section. If The Contractor chooses not to accept the County's proposed alternate amount, the Contractor

may, notwithstanding any other provision to the contrary, pursue any and all available legal remedies available to it. If the County terminates this Agreement pursuant to this Article 27, and that termination is later, after the exhaustion of all appellate rights, determined to have been improper or unjustified, then the termination shall be treated as a termination for convenience under Article 26. For avoidance of doubt, the Parties agree and acknowledge that any compensation provided by the County for a claim under this section shall be exclusive and not considered a settlement of any other claims that either Party may have against the other under this Agreement.

28.2 In the event the County terminates the Agreement for cause, the County may, as a further sanction, terminate or cancel any other contract(s) that such individual or corporation or other entity has with the County and that such individual, corporation or other entity shall be responsible for all direct and indirect costs associated with such termination or cancellation, including attorney's fees.

28.3 The foregoing notwithstanding, any individual, corporation or other entity which attempts to meet its contractual obligations with the County through fraud, misrepresentation or material misstatement may be debarred from County contracting for up to five (5) years in accordance with the County debarment procedures. The Contractor may be subject to debarment for failure to perform and all other reasons set forth in Section 10-38 of the County Code.

28.4 In the event that the County exercises its right to terminate this Agreement, the Contractor shall, upon receipt of such notice(article 7) and if uncured, in the context of termination for cause, unless otherwise directed by the County stop work on the date specified in the Notice of Termination.

After receipt of a Notice of Termination and except as otherwise directed by the County, the Contractor shall:

a) Take such action as may be necessary for the protection and preservation of the County's Data, materials and property;
b) Place no further orders or subcontracts for materials, services or equipment, except as may be necessary for completion of such portion of the Work not terminated;
c) Take no action which will increase the amounts payable by the County under this Contract;
d) Cancel all orders and subcontracts;
e) Resolve all claims from its subcontractors for work performed on behalf of Contractor for the County;
f) Settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval of the County, which approval shall be final for all the purposes of this provision;

g) Deliver to the County, in the manner, at the times, and to the extent directed by the County:

iii. Complete parts of work in progress as mutually agreed to by the Parties, supplies and other material or equipment procured as part of, or acquired in connection with the performance of, the portion of the Contract terminated, and

iv. Completed or partially completed non-Contractor proprietary; plans, drawings, information, and other Deliverables, which, had the contract been completed, would have been required to be furnished to the County.

h) Complete performance of such portion of the Contract as was not terminated by the Notice of Termination, except where materially prevented by the inability to complete the terminated portion of the Contract;

i) Take such action as may be necessary, or as the County may direct, for the protection and preservation of the property related to this Contract, which is in the possession of the Contractor and in which the County has or may acquire an interest, until the effective date of termination.

ARTICLE 29. EVENT OF DEFAULT

29.1 An Event of Default shall mean a breach of this Agreement by either Party based upon the situations below. Without limiting the generality of the foregoing, and in addition to those instances referred to herein as a breach, an Event of Default shall include the following:

i. a Party has not reasonably performed its obligations within this Agreement, including applicable Statement of Work and Requirements or provided required Tasks or materials, on a reasonably timely basis as compared to then current Project Schedule.
ii. the Contractor has refused or failed to supply enough properly skilled staff personnel;
iii. the Contractor has failed to make prompt payment to subcontractors or suppliers for any Project Services;

iv. either Party has become insolvent (other than as interdicted by the bankruptcy laws), or has assigned the proceeds received for the benefit of the Party's creditors, or a Party has taken advantage of any insolvency statute or debtor/creditor law or if a Party's affairs have been put in the hands of a receiver;

v. the Contractor has failed to obtain the approval of the County where required by this Agreement;
either Party has failed to provide "adequate assurances" as required by the requesting Party as provided under section 28.2 below;

vi. the Contractor has materially failed in the representation of any warranties stated herein;

29.2 When reasonable grounds for uncertainty exist with respect to either Party's ability or capacity to perform its obligations or any portion thereof, one Party may request that the other Party, within thirty (30) calendar days, provide adequate assurances, in writing, of that Party's ability to perform in accordance with the terms of this Agreement. In the event that the Party to whom the request was directed fails to provide to the requesting Party the requested assurances within the prescribed timeframe, the requesting Party may:

i. treat such failure as a repudiation of this Agreement; and
ii. resort to any remedy for breach provided herein or at law.

ARTICLE 30. REMEDIES IN THE EVENT OF DEFAULT

As it pertains to the Contractor, if an Event of Default is determined to have occurred, the Contractor shall be liable to the limits set forth in this Agreement, for all proven direct damages arising from the Event of Default.. As it pertains to the County, if an Event of Default is proven to have occurred, the County shall be liable for proven damages by law, not to exceed the total contract value.

ARTICLE 31. CONTRACT CHANGES

If, during the course of the performance of the Work, either Party determines that work not explicitly described or included in the mutually agreed Contract Documents is a material requirement to be performed to complete the Work and not expressly identified in the Statement of Work or other such documents identify the work items, the Party shall notify the respective Party's Project Manager in writing and in a timely manner. If, the Parties mutually agree that a material deviation from the Contract Documents is required, notwithstanding commercially reasonable due diligence, the Parties will negotiate an adjustment, either an increase or decrease, in Work, Project Schedule, and/or cost in the form of either a contract amendment or Change Order. Should the Parties be unable to reach mutual agreement to determine if a deviation is considered material, the Parties shall follow the dispute resolution process outlined in Article 18.

From time to time, either Party may propose a change to the scope of the Project, including but not limited to the Work, Project Schedule, Deliverables, Payment Milestone Schedule, and/or Pricing Schedule. The Parties' Project Managers shall discuss the substance of a proposed Change Order. To the extent the Parties elect to proceed, Contractor shall prepare a proposed Change Order for the County's review. Following the County's review and mutual resolution of any identified discrepancies or issues in the draft Change Order, the Contractor will then execute the Change Order and provide it to the County for its review and execution. The Change Order will only become effective upon the County executing the same Change Order previously executed by Contractor.

Denial by the County of the Contractor's proposed changes to the Project shall neither provide the Contractor with a basis for a claim for damages nor an adjustment of the time of completion as designated in the Project Schedule, nor shall the denial release the Contractor from its contractual responsibilities under the Contract Documents.

If Contractor proceeds with changes in Work without prior approval of the County Project Manager, the Contractor may submit a change order for additional compensation for performance of this work, however the County has no obligation to accept or make payment. The provision of prior written notice to the County Project Manager by Contractor does not constitute authorization or approval by County to perform the work. Performance of work by Contractor outside the originally anticipated level of effort without prior written County Project Manager approval is at Contractor's sole risk and at no cost to County. Except as herein provided, no direction, statement or conduct of the County shall be treated as a Change Order or entitle the Contractor to additional compensation or an equitable adjustment hereunder.
No allowance shall be made or recovery be allowed to the Contractor for loss of anticipated profit or overhead recovery as a result of a portion of the Work not being performed by reason of a change, modification, addition or deletion in the Work documented through a Change Order.

ARTICLE 32. PATENT AND COPYRIGHT INDEMNIFICATION

a) The Contractor shall not infringe on any U.S. copyrights, trademarks, service marks, trade secrets, patent rights, other intellectual property rights or any other third-party proprietary rights in the performance of the Work.

b) The Contractor warrants that all Deliverables furnished hereunder, including but not limited to equipment, programs,

documentation, Software, analyses, applications, methods, ways, processes, and the like, do not infringe upon or violate any U.S. copyrights, trademarks, service marks, trade secrets, patent rights, other intellectual property rights or any other third party proprietary rights.

c) The Contractor shall be liable and responsible for any and all claims made against the County for infringement of U.S. patents, copyrights, service marks, trade secrets or any other third party proprietary rights, by the use or supplying of any programs, documentation, software, analyses, applications, methods, ways, processes, and the like, in the course of performance or completion of, or in any way connected with, the Work, or the County's continued use of the Deliverables furnished hereunder. Accordingly, the Contractor at its own expense, including the payment of attorney's fees, shall indemnify, and hold harmless the County and defend any action brought against the County with respect to any claim, demand, cause of action, debt, or liability.

d) In the event any Deliverable or anything provided to the County hereunder, or portion thereof is held to constitute an infringement and its use is or may be enjoined, the Contractor shall have the obligation to, at the County's option to (i) modify, or require that the applicable Subcontractor or supplier modify, the alleged infringing item(s) at its own expense, without impairing in any respect the functionality or performance of the item(s), or (ii) procure for the County, at the Contractor's expense, the rights provided under this Agreement to use the infringing item(s), or (iii) refund to the County the full value of the fees paid by the County for the infringing item, if the amount of such fees is discernible from Exhibits A, B and C, and if the functionality or performance of the deliverable would not be adversely affected by the removal of the infringing item..

e) The Contractor shall be solely responsible for determining and informing the County whether a prospective supplier or Subcontractor is a party to any litigation involving patent or copyright infringement, service mark, trademark, violation, or proprietary rights claims or is subject to any injunction which may prohibit it from providing any Deliverable hereunder. The Contractor shall enter into agreements with all suppliers and Subcontractors at the Contractor's own risk. The County may reject any Deliverable that it believes to be the subject of any such litigation or injunction, or if, in the County's judgment, use thereof would delay the Work or be unlawful.

f) The Contractor will have no liability, however, to the County under this Article 32 to the extent that the infringement claim is based solely upon: (I) modifications to any item made by or upon direction of the County in a manner that causes the infringement; (II) use of any item in combination with any hardware, software or other products or services in a manner that causes the infringement and where such combination was not within the reasonable contemplation of the Parties given the intended use of the item; (III) the failure of the County to use corrections or enhancements to such item that are made available by the Contractor; (IV) specifications or direction provided by the County caused such infringement claim; or (V) use not authorized under this Contract.

g) In no event will the indemnification for Infringement Claims apply to any Beta Software or sample, hot fix, royalty-free, or evaluation software delivered pursuant to the Agreement used in a manner prescribed by the Contractor.

h) This Article provides the sole and exclusive remedies of the County and Hexagon's entire liability in the event of an infringement claim. The County has no right to recover and Hexagon has no obligation to provide any other or further remedies, whether under another provision of the Agreement or any other legal theory or principle in connection with a Claim.

ARTICLE 33. CONFIDENTIALITY

33.1. As a political subdivision of the State of Florida, the County is subject to the stipulations of Florida Public Records Law. The Contractor acknowledges that the Public Records Law extends to the Work except where exempt under Florida Public Records Law.

33.2 The Parties agree not to disclose Confidential Information provided to it by the Disclosing Party to the maximum extent allowable under applicable law unless it first obtains the Disclosing Party's written consent to such disclosure. For purposes of clarity, the foregoing prohibition does not impact or limit the County's ability to share Confidential Information among its employees or participating public safety agencies. Contractor also agrees not to disclose County Protected Data except as allowed or required by the County or by law. It is further understood and agreed that money damages may not be a sufficient remedy for any breach of this provision of the Agreement by the Receiving Party and the Disclosing Party may be entitled to seek equitable relief, including injunction and specific performance, as a remedy for any such breach. Such remedies shall not be deemed to be the exclusive remedies for a breach of this provision of the Agreement but will be in addition to all other remedies available at law or equity. The covenants set forth herein and the rights and obligations related thereto shall continue for a period of five (5) years from the date of disclosure. Unless otherwise requested by the County, upon the completion of the Services performed hereunder, the Contractor

shall immediately turn over to the County all such Confidential Information existing in tangible form, and no copies thereof shall be retained by the Contractor or its employees, agents, Subcontractors, or suppliers without the prior written consent of the County.

ARTICLE 34. PROPRIETARY INFORMATION

As a political subdivision of the State of Florida, Miami-Dade County is subject to the stipulations of "Florida "Public Records Law".

The Contractor acknowledges that the Public Records Law extends to the Work. The Contractor acknowledges that all computer software in the County's possession may constitute or contain information or materials which the County has agreed to protect as proprietary information from disclosure or unauthorized use and may also constitute or contain information or materials which the County has developed at its own expense, the disclosure of which could harm the County's proprietary interest therein.

During the term of the Contract, the Contractor will not use directly or indirectly for itself or for others, or publish or disclose to any third party, or remove from the County's property, any computer programs, data compilations, or other software which the County has developed, has used, or is using, is holding for use, or which are otherwise in the possession of the County, and which are owned by, licensed, or authorized for use to the County (hereinafter "Computer Software"). All third-party license agreements provided to the Contractor must also be honored by the Contractor and its employees, except as authorized by the County and, if the Computer Software has been leased or purchased by the County, all hired party license agreements must also be honored by the Contractors' employees with the approval of the lessor or Contractors thereof. This includes mainframe, minis, telecommunications, personal computers, and any and all information technology software.

The Contractor will report to the County any information discovered or which is disclosed to the Contractor which may relate to the improper use, publication, disclosure, or removal from the County's property of any information technology software and hardware and will take such steps as are within the Contractor's authority to prevent improper use, disclosure, or removal. For purposes of clarity, nothing herein shall limit the Contractor's rights in and to its Confidential Information, Hexagon-owned IP, Documentation, or Software in any way, including, but not limited to, use or distribution thereof.

ARTICLE 35. PROPRIETARY RIGHTS

35.1 The County is and will be the exclusive owner of, and have all rights, title, and interest in and to:

- All Custom Documentation; and
- Computer software created by the County independent of Hexagon and Hexagon's IP
- All County Data

(collectively the "Developed Works")

35.2 All right, title, and interest in the Developed Works will vest in the County immediately upon creation regardless of the state of completion of such Developed Works.

35.3 Hexagon, including its subcontractors, is and shall be the exclusive owner of and have all Intellectual Property rights in and to:

- All Software and Software Products, including but not limited to, Interfaces, all updates, upgrades, patches, bug-fixes, customizations, modifications, enhancements, and configurations thereto;
- All Documentation, including COTS Documentation, but excluding Custom Documentation
- All Hexagon data

35.4 All Software and Software Products up to the number of licenses provided in Exhibit B (Price Schedule) shall be licensed to the County subject to the End-User License Agreement attached as Exhibit D.

ARTICLE 36. VENDOR REGISTRATION/CONFLICT OF INTEREST

a) Vendor Registration

The Contractor shall be a registered vendor with the County – Internal Services Department, Strategic Procurement Division, for the duration of this Agreement. In becoming a registered vendor with Miami-Dade County, the vendor's Federal Employer

Identification Number (FEIN) must be provided, via submission of Form W-9 and 147c Letter, as required by the Internal Revenue Service (IRS). If no FEIN exists, the Social Security Number of the owner must be provided as the legal entity identifier. This number becomes Contractor's "County Vendor Number." To comply with Section 119.071(5) of the Florida Statutes relating to the collection of an individual's Social Security Number, be aware that the County requests the Social Security Number for the following purposes:

Identification of individual account records
Payments to individual/Contractor for goods and services provided to Miami-Dade County
Tax reporting purposes
Provision of unique identifier in the vendor database used for searching and sorting departmental records

The Contractor confirms its knowledge of and commitment to comply with the following:

1. ***Miami-Dade County Ownership Disclosure Affidavit***
   (Section 2-8.1 of the Code of Miami-Dade County)
2. ***Miami-Dade County Employment Disclosure Affidavit***
   (Section 2.8.1(d)(2) of the Code of Miami-Dade County)
3. ***Miami-Dade County Employment Drug-free Workplace Certification***
   (Section 2-8.1.2(b) of the Code of Miami-Dade County)
4. ***Miami-Dade County Disability and Nondiscrimination Affidavit***
   (Section 2-8.1.5 of the Code of Miami-Dade County)
5. ***Miami-Dade County Debarment Disclosure Affidavit***
   (Section 10.38 of the Code of Miami-Dade County)
6. ***Miami-Dade County Vendor Obligation to County Affidavit***
   (*Section 2-8.1 of the Code of Miami-Dade County)*
7. ***Miami-Dade County Code of Business Ethics Affidavit***
   (Article I, Section 2-8.1(i) of the Code of Miami-Dade County)
8. ***Miami-Dade County Family Leave Affidavit***
   (Article V of Chapter 11 of the Code of Miami-Dade County)
9. ***Miami-Dade County Living Wage Affidavit***
   (Section 2-8.9 of the Code of Miami-Dade County)
10. ***Miami-Dade County Domestic Leave and Reporting Affidavit*** *(Article VIII, Section 11A-60 - 11A-67 of the Code of Miami-Dade County)*
11. ***Miami-Dade County Verification of Employment Eligibility (E-Verify) Affidavit***
    (Section 448.095, of the Florida State Statutes)
12. ***Miami-Dade County Pay Parity Affidavit***
    (Resolution No. R-1072-17)
13. ***Miami-Dade County Suspected Workers' Compensation Fraud Affidavit***
    (Resolution No. R-919-18)
14. ***Office of the Inspector General***
    (Section 2-1076 of the Code of Miami-Dade County)
15. **Small Business Enterprises**
    The County endeavors to obtain the participation of all small business enterprises pursuant to Sections 2-8.1.1.1.1, 2-8.1.1.1.2 and 2-8.2.2 of the Code of Miami-Dade County and Title 49 of the Code of Federal Regulations.
16. ***Antitrust Laws***
    By acceptance of any contract, the Contractor agrees to comply with all antitrust laws of the United States and the State of Florida.

b) Conflict of Interest and Code of Ethics

Sections 2-11.1 (c) and (d) of the Code require that any County official, agency/board member or employee, or any member of his or her immediate family who, through a firm, corporation, partnership or business entity, has a financial interest, direct or indirect, with Miami-Dade County or any person or agency acting for Miami-Dade County, competing or applying for a contract, must first obtain and submit a written conflict of interest opinion from the County's Ethics Commission prior to the official, agency/board member or employee, or his or her immediate family member entering into any contract or transacting any business with Miami-Dade County or any person or agency acting for Miami-Dade County. Any such contract or business transaction entered in violation of these subsections, as amended, shall be rendered voidable. All County officials, autonomous personnel, quasi-judicial personnel, advisory personnel, and employees wishing to do business with the County are hereby advised they must comply with the applicable provisions of Section 2-11.1 of the Conflict of Interest and Code of Ethics Ordinance.

ARTICLE 37. INSPECTOR GENERAL REVIEWS

Independent Private Sector Inspector General Reviews

Pursuant to Miami-Dade County Administrative Order No. 3-20, the County has the right to retain the services of an Independent Private Sector Inspector General (the "IPSIG"), whenever the County deems it appropriate to do so. Upon written notice from the County, the Contractor shall make available to the IPSIG retained by the County, all requested records and documentation pertaining to this Agreement for inspection and reproduction. The County shall be responsible for the payment of these IPSIG services, and under no

circumstance shall the Contractor's prices and any changes thereto approved by the County, be inclusive of any charges relating to these IPSIG services. The terms of this provision apply to the Contractor, its officers, agents, employees, Subcontractors, and assignees. Nothing contained in this provision shall impair any independent right of the County to conduct an audit or investigate the operations, activities, and performance of the Contractor in connection with this Agreement. The terms of this Article shall not impose any liability on the County by the Contractor or any third party.

Miami-Dade County Inspector General Review

According to Section 2-1076 of the Code of Miami-Dade County, Miami-Dade County has established the Office of the Inspector General which may, on a random basis, perform audits on all County contracts, throughout the duration of said contracts. The cost of the audit for this Contract in the amount of one quarter of one percent (0.25%) of the total Contract amount shall NOT apply.

Exception: The above application of one quarter of one percent (0.25%) fee assessment shall not apply to the following contracts: (a) IPSIG contracts; (b) contracts for legal services; (c) contracts for financial advisory services; (d) auditing contracts; (e) facility rentals and lease agreements; (f) concessions and other rental agreements; (g) insurance contracts; (h) revenue-generating contracts; (i) contracts where an IPSIG is assigned at the time the contract is approved by the Board; (j) professional service agreements under $1,000; (k) management agreements; (l) small purchase orders as defined in Miami-Dade County Implementing Order No. 3-38; (m) federal, state and local government-funded grants; and (n) interlocal agreements.

Nothing contained above shall in any way limit the powers of the Inspector General to perform audits on all County contracts including, but not limited to, those contracts specifically exempted above. The Miami-Dade County Inspector General is authorized and empowered to review past, present, and proposed County and Trust contracts, transactions, accounts, records, and programs. In addition, the Inspector General has the power to subpoena witnesses, administer oaths, require the production of records, and monitor existing projects and programs. Monitoring of an existing project or program may include a report concerning whether the project is on time, within budget and in conformance with plans, specifications, and applicable law. The Inspector General is empowered to analyze the necessity of and reasonableness of proposed change orders to the Contract. The Inspector General is empowered to retain the services of IPSIGs to audit, investigate, monitor, oversee, inspect, and review operations, activities, performance and procurement process, including but not limited to project design, specifications, proposal submittals, activities of the Contractor, its officers, agents and employees, lobbyists, County staff and elected officials to ensure compliance with contract specifications and to detect fraud and corruption.

Upon written notice to the Contractor from the Inspector General or IPSIG retained by the Inspector General, the Contractor shall make all requested records and documents available to the Inspector General or IPSIG for inspection and copying. The Inspector General and IPSIG shall have the right to inspect and copy all documents and records in the Contractor's possession, custody or control which, in the Inspector General's or IPSIG's sole judgment, pertain to performance of the Contract, including, but not limited to original estimate files, change order estimate files, worksheets, proposals and agreements form and which successful and unsuccessful Subcontractors and suppliers, all project-related correspondence, memoranda, instructions, financial documents, construction documents, proposal and contract documents, back-charge documents, all documents and records which involve cash, trade or volume discounts, insurance proceeds, rebates, or dividends received, payroll and personnel records, and supporting documentation for the aforesaid documents and records.

ARTICLE 38. FEDERAL, STATE, AND LOCAL COMPLIANCE REQUIREMENTS

Contractor agrees to comply, subject to applicable professional standards, with the provisions of any and all applicable Federal, State and the County orders, statutes, ordinances, rules and regulations which may pertain to the Services required under this Agreement, including, but not limited to:

a) Equal Employment Opportunity(EEO) clause provided under 41 C.F.R. Part 60-1.3 in accordance with Executive Order 11246, "Equal Employment Opportunity", as amended and applicable to this Agreement.
b) Miami-Dade County Small Business Enterprises Development Participation Provisions.
c) The Clean Air Act (42 U.S.C. § 7401-7671q.) and the Federal Water Pollution Contract Act (33 U.S.C. §§ 1251-1387), as amended.
d) The Davis-Bacon Act (40 U.S.C. §§ 3141-3144 and 3146-3148) as supplemented by the Department of Labor regulations (29 C.F.R. Part 5).
e) The Copeland "Anti-Kickback" Act (40 U.S.C. § 3145) as supplemented by the Department of Labor regulations (29 C.F.R. Part 2).
f) Environmental Protection Agency (EPA), as applicable to this Agreement
g) Miami-Dade County Code, Chapter 11A, Article 3.
h) Section 2-11.1 of the Code of Miami-Dade County, "Conflict of Interest and Code of Ethics".
i) Section 10-38 of the Code of Miami-Dade County, "Debarment of Contractors from County Work".

j) Section 11A-60 - 11A-67 of the Code of Miami-Dade County, "Domestic Leave".
k) Section 21-255 of the Code of Miami-Dade County, prohibiting the presentation, maintenance, or prosecution of false or fraudulent claims against Miami-Dade County.
l) Miami-Dade County Ordinance 99-152..
m) The Equal Pay Act of 1963, as amended (29 U.S.C. § 206(d)).
n) Section 448.07 of the Florida Statutes "Wage Rate Discrimination Based on Sex Prohibited".
o) Chapter 11A of the Code of Miami-Dade County (§ 11A-1 et seq.) "Discrimination".
p) Chapter 22 of the Code of Miami-Dade County (§ 22-1 et seq.) "Wage Theft".
q) Chapter 8A, Article XIX, of the Code of Miami-Dade County (§ 8A-400 et seq.) "Business Regulations".
r) Any other laws prohibiting wage rate discrimination based on sex.
s) Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).
t) Executive Order 12549 "Debarment and Suspension", which stipulates that no contract(s) are “to be awarded at any tier or to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs”.
u) The prohibitions against discrimination on the basis of age under the Age Discrimination Act of 1975 (42 U.S.C. §§ 6101-07) and regulations issued pursuant thereto (24 C.F.R. Part 146).

Pursuant to Resolution No. R-1072-17, by entering into this Contract, the Contractor is certifying that the Contractor is in compliance with, and will continue to comply with, the provisions of items "f" through "k" above.

The Contractor shall hold all licenses and/or certifications, obtain and pay for all permits and/or inspections, and comply with all laws, ordinances, regulations and building code requirements applicable to the work required herein. Damages, penalties, and/or fines imposed on the County or Contractor for failure to obtain and maintain required licenses, certifications, permits and/or inspections shall be borne by the Contractor. The Project Manager shall verify the certification(s), license(s), and permit(s) for the Contractor prior to authorizing Work and as needed.

Notwithstanding any other provision of this Agreement, Contractor shall not be required pursuant to this Agreement to take any action or abstain from taking any action if such action or abstention would, in the good faith determination of the Contractor, constitute a violation of any law or regulation to which Contractor is subject, including but not limited to laws and regulations requiring that Contractor conduct its operations in a safe and sound manner.

ARTICLE 39. NONDISCRIMINATION

During the performance of this Contract, Contractor agrees to not discriminate against any employee or applicant for employment because of race, color, religion, ancestry, national origin, sex, pregnancy, age, disability, marital status, familial status, sexual orientation, gender identity or gender expression, status as victim of domestic violence, dating violence or stalking, or veteran status, and on housing related contracts the source of income, and will take affirmative action to ensure that employees and applicants are afforded equal employment opportunities without discrimination. Such action shall be taken with reference to, but not limited to recruitment, employment, termination, rates of pay or other forms of compensation, and selection for training or retraining, including apprenticeship and on the job training.

By entering into this Contract, the Contractor attests that it is not in violation of the Americans with Disabilities Act of 1990 (and related Acts) or Miami-Dade County Resolution No. R-385-95. If the Contractor or any owner, subsidiary or other firm affiliated with or related to the Contractor is found by the responsible enforcement agency or the County to be in violation of the Act or the Resolution, such violation shall render this Contract void. This Contract shall be void if the Contractor submits a false affidavit pursuant to this Resolution or the Contractor violates the Act or the Resolution during the term of this Contract, even if the Contractor was not in violation at the time it submitted its affidavit.

ARTICLE 40. SYSTEM WARRANTY

40.1 As it relates to the System, the Contractor warrants that for a period of one (1) year following Cutover (the “Extended Warranty Period”), the Software comprising the System shall operate in material accordance with the Software Requirements provided that to the extent a Defect arises during the Extended Warranty Period, the Contractor shall support and maintain the Software in like manner as set forth in Exhibit E of this Agreement.

40.2 Third-party Warranty Coverage. To the extent third-party products are supplied by the Contractor, those products are provided with a pass-thru-warranty from the original manufacturer, if any.

40.3 Disclaimer. Except as provided in the Software Requirements, any product information the Contractor has shared with the County during the proposal and/or contract activities to date was to provide an understanding of the Contractor’s current expected direction, roadmap, or vision and is subject to change at any time at sole discretion. The Contractor specifically disclaims all representations

and warranties regarding future features or functionality to be provided in any Software or Deliverable. The Contractor does not commit to develop the future features, functions, and/or products discussed in this material beyond that which is specifically committed to be provided by the Contractor pursuant to this Agreement. The County should not factor any future features, functions, or products into its current decisions since there is no assurance that such future features, functions, or products will be developed. When and if future features, functions, or products are developed, they will be made generally available for licensing by the Contractor.

40.4 Warranty Disclaimer. EXCEPT AS SPECIFICALLY SET FORTH IN THIS ARTICLE, THE CONTRACTOR DISCLAIMS (TO THE FULLEST EXTENT PERMITTED BY LAW) ALL WARRANTIES ON PRODUCTS FURNISHED PURSUANT TO THIS AGREEMENT, INCLUDING ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE WARRANTIES SET FORTH IN THIS ARTICLE ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND REPRESENT THE FULL AND TOTAL WARRANTY OBLIGATION OF HEXAGON.

ARTICLE 41. FUNCTIONALLY EQUIVALENT SOFTWARE

As long as the County maintains continuous Maintenance Services with Contractor for the System, including all Software and (i) in the event the System is no longer supported, and (ii) the Contractor makes available successor software products (e.g., software products based on a new technical architecture) ("Successor Products") with substantially similar features and functionality to the System during the Contract Term, including any extensions or renewals thereof, then County, at its sole discretion, may transfer the System to the Successor Products, for no additional license fees. In the event the County elects to transfer its license to the System to the Successor Products, the County shall return to Contractor the Licensed Software and pay the then-current maintenance fees for the Successor Products, and fees for services, third party hardware and software associated with the transfer to the Successor Products at mutually agreed cost.

ARTICLE 42. LICENSED SOFTWARE ESCROW

As part of Extended Warranty Period and the Maintenance Project, the Contractor shall provide all source code and any updates or fixes for COTS Software that are Covered Products for safekeeping with the source code escrow agent. The Contractor maintains an existing escrow agreement with Iron Mountain which allow the Contractor to register County as a beneficiary under the Escrow Agreement. As beneficiary of the Escrow Agreement, County will have access to all Source Code of the COTS Covered Products and for all versions of the software in the event that a triggering event (defined below) occurs. The software source deposited with the escrow agent will be a snapshot of the current version of the Source Code delivered by the Contractor in the form of a pure Source Code tree. Upon taking possession of the source code, County will have the right to use the source code for products that it owns in the versions currently installed on its system or any subsequent versions in the archive. The Contractor will make a deposit of the then current source code with the escrow agent once every six (6) months.

County shall have access to the source code only in the event the Contractor: (1) files for bankruptcy protection under Chapter 7 of the Bankruptcy Code, (2) makes a general assignment for the benefit of creditors; (3) appoints a general receiver or trustee in bankruptcy of Hexagon's business or property; or (4) or takes any other action under any state or federal insolvency or similar law for the purpose of its bankruptcy or liquidation.

Upon County taking possession of the source code, County hereby agrees as follows:

(1) County accepts full and total responsibility for the safekeeping of the source code. County agrees that such source code shall be subject to the restrictions of transfer, sale, and reproduction placed on the software itself as stated in the software license signed by all parties.

(2) County agrees to only use source code related to applications for which they own a license. There will be Source Code from other applications in the archive.

(3) No license under any trademark, patent, copyright, or any other intellectual property right, is either granted or implied by the disclosure of the source code to County. The Contractor's disclosure of the source code to County shall not constitute any representation, warranty, assurance, guarantee or inducement by the Contractor to County of any kind, and, in particular, with respect to the non-infringement of trademarks, patents, copyrights, or any other intellectual property rights, or other rights of third persons or of the Contractor.

(4) the Contractor will not be responsible for maintaining the source code. Furthermore, the Contractor will not be liable for any consequences related to the use of source code modified by County.

ARTICLE 43. PURCHASE OF ADDITIONAL PRODUCTS

Additional products related to the System for which the Contractor is the proprietary provider or authorized reseller/distributor may be purchased during the term of the Contract. In the event the County wishes to purchase such additional items during the Maintenance Project, a County representative will contact the Contractor to obtain a price proposal for the additional items. In the event that the County opts to proceed with the purchase, the County will issue a purchase order with mutually agreed to pricing and statement of work for the

additional goods and services. Such purchase shall be governed by the General Terms and Conditions of this Contract with the understanding additional or different terms and conditions may be necessary in connection with the sale of those products and that those terms would be incorporated as part of in or prior to such sale.

ARTICLE 44. CONFLICT OF INTEREST

The Contractor represents that:

a) No officer, director, employee, agent, or other consultant of the County or a member of the immediate family or household of the aforesaid has directly or indirectly received or been promised any form of benefit, payment, or compensation, whether tangible or intangible, in connection with the award of this Agreement.

b) There are no undisclosed persons or entities interested with the Contractor in this Agreement. This Agreement is entered into by the Contractor without any connection with any other entity or person making a proposal for the same purpose, and without collusion, fraud or conflict of interest. No elected or appointed officer or official, director, employee, agent, or other consultant of the County, or of the State of Florida (including elected and appointed members of the legislative and executive branches of government), or a member of the immediate family or household of any of the aforesaid:
   i) is interested on behalf of or through the Contractor directly or indirectly in any manner whatsoever in the execution or the performance of this Agreement, or in the Services, Deliverables, supplies or Work, to which this Agreement relates or in any portion of the revenues; or
   ii) is an employee, agent, advisor, or consultant to the Contractor or to the best of the Contractor's knowledge any Subcontractor or supplier to the Contractor.

c) Neither the Contractor nor any officer, director, employee, agency, parent, subsidiary, or affiliate of the Contractor shall have an interest which is in conflict with the Contractor's faithful performance of its obligation under this Agreement; provided that the County, in its sole discretion, may consent in writing to such a relationship, provided the Contractor provides the County with a written notice, in advance, which identifies all the individuals and entities involved and sets forth in detail the nature of the relationship and why it is in the County's best interest to consent to such relationship.

d) The provisions of this Article are supplemental to, not in lieu of, all applicable laws with respect to conflict of interest. In the event there is a difference between the standards applicable under this Agreement and those provided by statute, the stricter standard shall apply.

e) In the event Contractor has no prior knowledge of a conflict of interest as set forth above and acquires information which may indicate that there may be an actual or apparent violation of any of the above, Contractor shall promptly bring such information to the attention of the County's Project Manager. Contractor shall thereafter cooperate with the County's review and investigation of such information and comply with the instructions Contractor receives from the Project Manager regard to remedying the situation.

ARTICLE 45. PRESS RELEASE OR OTHER PUBLIC COMMUNICATION

Under no circumstances shall the Contractor without the express written consent of the County:

a) Issue or permit to be issued any press release, advertisement or literature of any kind which refers to the County, or the Work being performed hereunder, unless the Contractor first obtains the written approval of the County. Such approval may be withheld if for any reason the County believes that the publication of such information would be harmful to the public interest or is in any way undesirable; and

b) Communicate in any way with any contractor, department, board, agency, commission or other organization or any person whether governmental or private in connection with the Project Services to be performed hereunder except upon prior written approval and instruction of the County; and

c) Except as may be required by law, the Contractor and its employees, agents, Subcontractors, and suppliers will not represent, directly or indirectly, that any product or service provided by the Contractor or such parties has been approved or endorsed by the County.

ARTICLE 46. BANKRUPTCY

The County reserves the right to terminate this Contract, if, during the term of any contract the Contractor has with the County, the Contractor becomes involved as a debtor in a bankruptcy proceeding, or becomes involved in a reorganization, dissolution, or liquidation proceeding, or if a trustee or receiver is appointed over all or a substantial portion of the property of the Contractor under federal bankruptcy law or any state insolvency law.

ARTICLE 47. GOVERNING LAW

This Contract, including appendices, and all matters relating to this Contract (whether in contract, statute, tort (such as negligence), or otherwise) shall be governed by, and construed in accordance with, the laws of the State of Florida. Venue shall be either the appropriate state court or United States District Court located in Miami-Dade County without regard to any conflict of laws principles that would result in the application of non-Florida law..

ARTICLE 48. COUNTY USER ACCESS PROGRAM (UAP)

Miami-Dade County

Does not apply.

ARTICLE 49. COLLECTIVE PURCHASING CLAUSE

This Agreement, excluding Exhibits A, B, and C, may be utilized by other local government entities located in the United States ("Other Public Entities") with the prior authorization of the Contractor as the contract vehicle for a software purchases, services, maintenance or other projects with the Contractor. Software, services, hardware, and maintenance will be priced and scoped upon request and dependent upon the scope of the intended project for the Other Public Entity. To the extent this clause is exercised by an Other Public Entity with the Contractor's consent, the Contractor shall deal directly with the Other Public Entity regarding the scope and pricing of the project being requested subject to the terms of the Collective Purchasing Contract.

Other Public Entities shall make their own legal determination as to whether the Collective Purchasing Contract is consistent with its laws, regulations, and other policies. Sections applicable to, and only to Miami Dade County, including, Article 36 (Vendor Registration), Article 37 (Inspector General Review), Article 38 (Local Compliance), and Article 51 (First Source Hiring Referral Program) are limited only to the Agreement with Miami Dade County and shall be considered omitted for purposes of the Agreement's use by Other Public Entities.

ARTICLE 50. INTEREST OF MEMBERS, OFFICERS OR EMPLOYEES AND FORMER MEMBERS, OFFICERS OR EMPLOYEES

No member, officer, or employee of the County, no member of the governing body of the locality in which the Project is situated, no member of the governing body in which the County was activated, and no other public official of such locality or localities who exercises any functions or responsibilities with respect to the project, shall, during his or her tenure, or for one year thereafter, have any interest, direct or indirect, in this Contract or the proceeds thereof.

ARTICLE 51. SURVIVAL

The parties acknowledge Articles: 6 (Grant of License), 12.1 and 12.2 (Indemnification), 13 (Limitation of Liability), 18 (Dispute Resolution), 21 (Audits), 23 (Assignment), 32 (Patent Indemnification), 33 (Confidentiality), 34 (Proprietary Information), 35 (Proprietary Rights), 37 (Inspector General Reviews), 47 (Governing Law), 53 (Export Compliance) and Exhibit D (End User License Agreement) survive the expiration of the Term.

ARTICLE 52. FIRST SOURCE HIRING REFERRAL PROGRAM

Pursuant to Section 2-2113 of the Code of Miami-Dade County, for all Work Orders arising under this Agreement, the Contractor, prior to hiring to fill each vacancy arising under a Work Order shall (1) first notify Career Source South Florida ("CSSF"), the designated Referral Agency, of the vacancy and list the vacancy with CSSF according to the Code, and (2) make good faith efforts as determined by the County to fill a minimum of fifty percent (50%) of its employment needs under the County contract through the CSSF. If no suitable candidates can be employed after a Referral Period of three to five days, the Contractor is free to fill its vacancies from other sources. Contractor will be required to provide quarterly reports to the CSSF indicating the name and number of employees hired in the previous quarter, or why referred candidates were rejected. Sanctions for non-compliance shall include, but not be limited to: (i) suspension of Contract until Contractor performs obligations, if appropriate; (ii) default and/or termination; and (iii) payment of $1,500/employee, or the value of the wages that would have been earned given the noncompliance, whichever is less. Registration procedures and additional information regarding the First Source Hiring Referral Program are available at https://iapps.careersourcesfl.com/firstsource/.

ARTICLE 53. PUBLIC RECORDS AND CONTRACTS FOR SERVICES PERFORMED ON BEHALF OF MIAMI-DADE COUNTY

The Contractor shall comply with the Public Records Laws, including by not limited to, (1) keeping and maintaining all public records that ordinarily and necessarily would be required by the County in order to perform the service; (2) providing the public with access to public records on the same terms and conditions that the County would provide the records and at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law; (3) ensuring that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law; and (4) meeting all requirements for retaining public records and transferring, at no cost, to the County all public records in possession of the Contractor upon termination of the Contract and destroying any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements upon such transfer. In addition, all records stored electronically must be provided to the County in a format that is compatible with the information technology systems of the County. Failure to meet any of these provisions or to comply with Florida's Public Records Laws as applicable shall be a material breach of this Agreement and shall be enforced in accordance with the terms and conditions of the Agreement.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (305) 375-5773, ISD-VSS@MIAMIDADE.GOV, 111 NW 1st STREET, SUITE 1300, MIAMI, FLORIDA 33128.

ARTICLE 54. INDIVIDUALLY IDENTIFIABLE HEALTH INFORMATION and/or PROTECTED HEALTH INFORMATION

Any person or entity that performs or assists Miami-Dade County with a function or activity involving the use or disclosure of "Individually Identifiable Health Information (IIHI) and/or Protected Health Information (PHI)" shall comply with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and the Miami-Dade County Privacy Standards Administrative Order. HIPAA mandates for privacy, security, and electronic transfer standards, include but are not limited to:

1. Use of information only for performing Services required by the Contract or as required by law;
2. Use of appropriate safeguards to prevent non-permitted disclosures;
3. Reporting to Miami-Dade County of any non-permitted use or disclosure;
4. Assurances that any agents and Subcontractors agree to the same restrictions and conditions that apply to the Contractor and reasonable assurances that IIHI/PHI will be held confidential;
5. Making Protected Health Information (PHI) available to the customer;
6. Making PHI available to the customer for review and amendment; and incorporating any amendments requested by the customer;
7. Making PHI available to Miami-Dade County for an accounting of disclosures; and
8. Making internal practices, books and records related to PHI available to Miami-Dade County for compliance audits.

PHI shall maintain its protected status regardless of the form and method of transmission (paper records, and/or electronic transfer of data). The Contractor must give its customers written notice of its privacy information practices including specifically a description of the types of uses and disclosures that would be made with protected health information.

ARTICLE 55. EXPORT COMPLIANCE

Hexagon-owned IP, including any technical data related to Software, Project Services and Maintenance Service, is subject to the export control laws and regulations of the United States. Diversion contrary to United States law is prohibited. Hexagon-owned IP, including any technical data related to Software or Services, shall not be exported or re-exported, directly or indirectly (including via remote access), under the following circumstances:

- To Cuba, Iran, North Korea, Syria, the Crimean region of Ukraine or any national of these countries or territories.
- To any person or entity listed on any United States government denial list, including, but not limited to, the United States Department of Commerce Denied Persons, Entities, and Unverified Lists, the United States Department of Treasury Specially Designated Nationals List, and the United States Department of State Debarred List (http://export.gov/ecr/eg_main_023148.asp).
- To any entity if Customer knows, or has reason to know, the end use is related to the design, development, production, or use of missiles, chemical, biological, or nuclear weapons, or other unsafeguarded or sensitive nuclear uses.
- To any entity if the County knows, or has reason to know, that a reshipment contrary to United States law or regulation will take place.

The Country agrees to hold harmless and indemnify the Contractor and its Affiliates for any causes of actions, claims, costs, expenses and/or damages resulting to the Contractor from a breach of the export restrictions set forth in this Agreement by the County or any User. Any questions regarding export or re-export of the Software should be addressed to Hexagon's Export Compliance Department at 305 Intergraph Way, Madison, Alabama, 35758, USA or at exportcompliance@intergraph.com.

Based upon current export regulations and laws, export of Software and technical data to a citizen of the countries identified in bullet one shall not have occurred if the citizen is only viewing and receiving object code or using the Software as designed within the United States. Similarly, a deemed export shall not have occurred if citizens of the countries identified in bullet one are lawfully residing in the United States.

ARTICLE 56. VERIFICATION OF EMPLOYMENT ELIGIBILITY (E-VERIFY)

By entering into this Contract, the Contractor becomes obligated to comply with the provisions of Section 448.095 of the Florida Statutes, titled "Verification of Employment Eligibility". This includes but is not limited to utilization of the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of all newly hired employees by the Contractor located within the United States effective January 1, 2021 and requiring all Subcontractors to provide an affidavit attesting that the Subcontractor does not employ, contract with, or subcontract with, an unauthorized alien. Failure to comply may lead to termination of this Contract, or if a Subcontractor knowingly violates the statute, the subcontract must be terminated immediately. Any challenge to termination under this provision must be filed in the Circuit Court no later than twenty (20) calendar days after the date of termination and the Contractor may be liable for any additional costs incurred by the County resulting from the termination of the Contract. If this Contract is terminated for a violation of the statute by the Contractor, the Contractor may not be awarded a public contract for a period of one year after the date of termination. Public and private employers must enroll in the E-Verify System (http://www.uscis.gov/e-verify) and retain the I-9 Forms for inspection.

IN WITNESS WHEREOF, the Parties have executed this Agreement effective as of the last date that the Agreement is executed below,

Contractor		Miami-Dade County	
By:		By:	
Name:	Tiffany Taylor	Name:	Daniella Levine Cava
Title:	Finance Director	Title:	Mayor
Date:	November 22, 2022	Date:	
Attest:		Attest:	
	Corporate Secretary/Notary Public		Clerk of the Board

Corporate Seal/Notary Seal

Approved as to form
and legal sufficiency

Assistant County Attorney

Exhibit A. Statement of Work

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Introduction

This Statement of Work, including the attachments hereto, provided by Intergraph Corporation by and through its Hexagon Safety, Infrastructure & Geospatial division ("Hexagon") to Miami-Dade County acting on behalf of the Miami-Dade Fire Rescue Department, ("Customer") describes the Project Software, Third Party Software, and Services that will be provided to implement an integrated computer aided dispatch ("CAD") system, mobile system for the Customer (the "Project") in exchange for payment of the amount set forth in Exhibit B to the Agreement. This SOW, in conjunction with Exhibit B to the Agreement, sets forth the Project Software, Third Party Software, and Services Hexagon will provide as well as each Party's responsibilities and obligations to implement the Project Software and Third Party Software. Except as otherwise provided herein, capitalized terms shall have the meaning set forth in the Agreement and Attachment I (Glossary of Terms) hereto.
The Software provided by Hexagon will be the HxGN OnCall Dispatch Advantage Subsystem ("HxGN OnCall Dispatch System" or "OnCall Dispatch").

Purpose

The SOW guides the Tasks and Activities for the Project. It documents Project implementation requirements, identifies each Task within the implementation process, sets expectations for each Party, and identifies the Task Acceptance Criteria.
The SOW includes and incorporates the following Attachments:

- Attachment A – RESERVED
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- Attachment C – Initial Project Schedule
- Attachment D – Training Curriculum
- Attachment E – Sample Project Deliverable Sign-off Form
- Attachment F – System Configuration Diagram
- Attachment G – Functional Specifications Matrix Group A
- Attachment H – Interface Specifications Matrix Group A
- Attachment I – Glossary of Terms
- Attachment J – GIS Requirements
- Attachment K – RESERVED
- Attachment L – Regional Provisions
    - Attachment L-1 – CJIS Security Addendum
- Attachment M – Resident System Administrator Services

The remainder of this section details Project assumptions that impact the Project cost, schedule and scope, Project team composition, and Project management responsibilities.
Each Task identified in this SOW includes the following, as necessary: Task Description, Task Deliverables, Task Prerequisites, Task Assumptions, Hexagon/Customer Team Participation and Responsibilities, and Task Acceptance Criteria. The Tasks defined in the SOW may not be listed chronologically, and the actual Project implementation Tasks and timelines will follow the Project Schedule, unless otherwise noted.

Software Functionality and Support

As part of this Project, Hexagon shall provide licenses to the Project Software. The Project Software shall have the capabilities and functionality set forth in the Specifications corresponding to the Project Software, which reflects all of the functionality Hexagon is obligated to provide. The Project Software shall only be tested to evaluate conformity to the Specifications. The COTS versions of the Project Software will be provided, and, unless otherwise provided in the Specifications, this SOW does not include any Product Change Requests or Customizations.
OnCall presents an iterative upgrading process that will also be reflected in the Project. Several times per year, Hexagon may publish a new release to OnCall Software Products. Until the end of the Testing Phase, Hexagon may periodically implement

newer releases of OnCall within the Customer's environment, so the Customer may have a more current release of OnCall leading into the Training Phase and Deployment Phase.
Upon Cutover, the Warranty Period for the Project Software shall commence as described in Attachment K (Warranty).

Project Governance

Hexagon will assign a Project Manager at the beginning of the Project to act as the primary point of contact at Hexagon for the Customer and provide general oversight and guidance for the Hexagon Project team throughout Project.
To ensure successful delivery of the Project in accordance with the schedule, regular communications and an escalation path are necessary. Typically, all formal communications will occur between the Hexagon Project Manager and the Customer Project Manager. Generally, each Party's Project Manager will have, at minimum, a bi-weekly status conference with one another. On a monthly basis, Hexagon will provide a status report reflecting completed Activities, upcoming Activities, at-risk Activities, other pertinent matters affecting the Project, and, as necessary, an updated Project Schedule. The Customer may propose revisions to the status report and its attachments, but it must do so within five (5) Business Days, otherwise it is final and accepted by the parties.
Finally, on a quarterly basis, or more frequently if deemed necessary by the Parties, the Department Sponsor for Customer, a Hexagon Director or Vice President responsible for operations, and the Customer's Project Managers shall hold a remote executive review meeting to discuss the status of the Project and particular challenges impacting the Project. The two senior officials for both parties shall also serve as the escalation point for disputes arising between the Project Managers.
Projects of this nature involve both Parties performing a variety of Tasks that are dependent upon one another. With that type of relationship and the number of Tasks involved, from time to time delays may occur. The Hexagon Project Manager and Customer Project Manager will address and take actions to mitigate such delays, to the extent reasonably possible.
The Hexagon Project Manager will manage the Project Schedule and provide digital copies of it to the Customer as updated. From time to time and outside of the status report process described above, the Project Managers may find an adjustment to the Project Schedule is necessary. If the adjustment is mutually agreeable, the Hexagon Project Manager shall update the Project Schedule and it will become the then current Project Schedule, superseding all prior Project Schedules. The Parties acknowledge that potentially material adjustments to the Project Schedule may need to be addressed through a Change Order due to its impact on other aspects of the SOW. Unless otherwise noted between the Project Managers, all Tasks reflected in this SOW are regarded as having completed the Task Acceptance Process upon Cutover or commencement of a Task for which the earlier Task was a prerequisite as noted within the SOW and/or Project Schedule, unless Conditional Acceptance was formally requested and approved.
Any provisions particular to Customer's country are specified in Attachment L – Regional Provisions, which shall supersede any conflicting provisions provided in this SOW.

Customer Core Team(s)

The Customer shall provide qualified resources to staff the Core Team (described below) to facilitate a successful implementation of OnCall. The Core Team consists of an overall Customer project manager who is responsible for the day-to-day coordination of Customer's Project Activities and personnel divided amongst smaller discipline-oriented groups with particular roles and responsibilities appropriate to the discipline. Those subdivided groups are denoted with suggested team member resources below.

Core Team Roles and Responsibilities

Dispatch Core Team

Below is the defined group of Customer members responsible for decision making for the remainder of the Public Safety Access Point ("PSAP") user group(s) regarding configuration and use of the OnCall Dispatch solution. The "Dispatch Core Team" should consist of, at a minimum, the following resources with the corresponding qualifications:

- **Fire Dispatcher** – This person: (i) intimately understands the structure of the PSAP, the agencies for which it dispatches, and the methods in which dispatching occurs, and (ii) intimately understands the process by which emergency calls for service are answered, triaged, created in the current CAD, and sent for dispatch.

- **System Administrator (Operational)** – This person is responsible for the operational administration of the OnCall Dispatch system. Managing things like user accounts, permissions, parameter settings, user interface layouts, units, event types, etc.
- **Decision Maker (Operational)** – This person has authority, either by role or designation, to make decisions on behalf of the agency or agencies OnCall Dispatch is serving pertaining to the configuration of OnCall.

The ideal size of the Dispatch Core Team is six (6) members. Under no circumstances shall the Dispatch Core Team be larger than twelve (12) members.

Mobile Core Team

Below is the defined group of Customer members responsible for decision making for the remainder of the field operations user group(s) regarding configuration and use of the OnCall Dispatch mobile solutions (OnCall Mobile) including OnCall Dispatch Mobile Unit, and OnCall Dispatch Mobile Responder. The "Mobile Core Team" should consist of, at a minimum, the following resources with the corresponding qualifications:

- **Firefighter** – This person is an active member of the operational division of the agency. They are tasked with responding to calls for service, field-initiated activities like traffic stops or inspections, and other duties in operations. This person should not be technology averse. They should embrace the use of technology and seek to find ways to leverage it to their benefit in their daily duties.
- **Fire Officer** – This person is an active member of the operational division of the agency and responsible for the day-to-day supervision of a fire company. This person is typically a rank of lieutenant or above.
- **Fire Investigator** – This person is an active member of the fire marshal's office and has primary responsibility for long-term case work or other fire-related investigations.
- **Command Staff** – This person is an active member of the command staff at the agency.
- **Decision Maker** – This person has authority, either by role or designation, to make decisions on behalf of the agency or agencies OnCall Dispatch Mobile Unit or Mobile is serving pertaining to the configuration of OnCall Dispatch mobile products.

The ideal size of the Mobile Core Team is six (6) members. Under no circumstances shall the Mobile Core Team be larger than twelve (12) members.
It is possible to have a Mobile Core Team duplicated for different responder roles.

Project Assumptions

The following list of assumptions and Customer responsibilities reflect Hexagon's understanding of the Project. Changes in any of the assumptions and Customer responsibilities will affect the scope, Project Schedule, and/or cost of the Project.

Agreement and Schedule Assumptions

- The Agreement has been executed by both parties and the Customer has provided either a notice to proceed or PO.
- Hexagon and the Customer will review the SOW and determine a mutually agreeable date for the initiation of Services to be performed.
- Hexagon will have timely access to the applicable members of the Core Teams and other Customer Project staff in accordance with the Project Schedule. Customer shall make additional personnel available on a priority basis, as needed, to provide subject matter expertise to complete this Project.
- Customer shall assign appropriately qualified personnel to the Core Teams and ensure they are actively engaged in the Project.
- Any work and effort ascribed to Hexagon in a given Task is confined to that specific Task and may not be used for or applied to any other Task.
- Customer shall provide Hexagon Project Manager with contact information for a Customer resource to resolve any issues that should arise from Hexagon's access of Customer's System during working and non-working hours.
- Any Service Request that is set to "Waiting on Customer" (WOC) will be automatically closed after ten (10) Business Days of notification if the Customer does not update the SR.

- The Customer shall provide Hexagon with access to data, documents, plans, reports, diagrams, and analyses reasonably related to the Project or otherwise necessary to facilitate Hexagon's performance of its Activities.
- Unless expressly stated in this SOW, all Documentation, if any, provided by Hexagon under this SOW will be COTS Documentation and delivered in a commercially modifiable format to the extent practical (i.e. HelpDesk files and release notes will not be required to be provided in any other format, however user guides and system administrator guides can be provided in such modifiable format), and the Documentation will not be customized by Hexagon. All Documentation delivered will be in Hexagon-approved format. Changes to Hexagon-format to accommodate specific Customer requests may be done at Hexagon's discretion and at an additional cost.
- Unless Hexagon and Customer mutually agree otherwise, all Documentation provided by Hexagon will only be provided in electronic format.
- Unless otherwise stated in the Task, all Tasks will be conducted remotely.
- All Hexagon personnel performing remote Activities will be identified and properly vetted prior to commencement of those remote Activities.
- As reflected herein, Hexagon may have proposed certain Activities or Tasks be performed on site. Circumstances may necessitate to have these Activities and Tasks performed remotely.
- Customer shall not require Hexagon personnel to undergo COVID testing in order to perform work at County facilities unless required by that facility in which case the Customer shall be responsible for the expense of the COVID testing.
- If the title of a Task includes the name of a Subsystem (e.g., OnCall Dispatch), that Task shall be construed as pertaining only to that Subsystem unless expressly stated otherwise.
- For workshops being conducted by Hexagon in the Tasks below, Hexagon shall provide an agenda no later than three (3) Business Days prior to the commencement of the workshop. The agenda should describe Customer personnel needed to participate and topics to be covered, and a list of prerequisites (that may be identical as to what is listed in the Task).

Hardware and Software Assumptions

- All Software will be electronically delivered.
- All specifications provided with this SOW will assume a traditional on-premises solution (*i.e.*, not a hosted solution), and any change with respect to alternative hosting requires execution of a mutually agreed upon Change Order.
- The Customer shall purchase, install, and test all physical hardware, including the client/mobile hardware.
- The Customer will ensure its hardware, operating system software, database software, and other third-party products/environments minimally conform with Attachment F. Deviations from Attachment F will not be considered due to the critical nature of the software supported by these systems.
- Hexagon and the Customer will test the final system hardware configuration to ensure conformance with Attachment F.
- Customer shall purchase all applicable operating systems, database licenses, and Third-Party Software (not included in this Project and identified in Exhibit B to the Agreement) and ensure such operating systems, database licenses, and Third-Party Software meet the minimum requirements as defined in Attachment F.
- HxGN OnCall Dispatch requires SQL Server 2019 Enterprise Edition (EE) with SA, which will be configured in an "Always On" configuration for the Production Environment CAD database servers. The test environment CAD database server requires SQL Server 2019 Developer Edition (DE), and the training environment CAD database server requires SQL Server 2019 Standard Edition (SE).
- Hexagon technology for this Project will be implemented in the Microsoft environment as specified in Attachment F.
- Customer shall purchase, install, configure, and administer its Network Infrastructure, including, but not limited to, its WAN/LAN and wireless infrastructure. Customer's wireless infrastructure shall be consistent for all agencies and meet minimum bandwidth requirements as stated in Attachment F.
- Customer shall be responsible for the wired and wireless connectivity between servers/clients and clients/clients.
- For automatic failover to a alternate location: (i) the network latency between the site servers shall be less than 10 milliseconds (ms) and (ii) load balancers must support and be configured to provide automatic failover between locations (Global Server Load Balancing).
- Customer shall be responsible for, and purchase and maintain if necessary, any hardware and/or third-party software necessary for implementing interfaces.
- Except as specified in this SOW, including Exhibit B: Price Schedule, Hexagon is not required to provide any additional Software customizations, custom forms, forms modifications, third-party software, custom interfaces, or custom reports.
- To the extent the Customer desires to use the Software or other deliverables provided herein in a manner or in combination with software or hardware that is not certified or recommended by Hexagon, then the Customer shall be solely responsible for such use. Hexagon shall not be responsible for the correction of any errors, Defects, reduced

performance, compromised functionality, or other unintended consequences arising from such use. The Customer also shall not withhold acceptance of any deliverable or the System due to such use.

- Customer has reviewed the SOW and acknowledges and agrees Software Requirements: (i) represents all the functionality required of the System; and (ii) is the only functionality that is required to be delivered under this SOW.
- Customer shall have its GIS system conform to the requirements set forth in Attachment J (GIS Requirements) and other GIS specifications set forth in the Agreement.
- Customer may use any supported third-party mapping provider for GIS information within OnCall Dispatch during this Project (see Attachment J). It is the Customer's responsibility to provide this.
- The high availability ESRI environment to be used for dispatching will be dedicated only to supporting HxGN OnCall Dispatch.

System Access/CJIS Assumptions

- Additional security guidelines and assumptions are provided in Attachment L.
- Customer consents to Hexagon's inspection and use of Customer's data and systems, including, but not limited to, log files and databases, for the limited purpose of providing the Services specified herein and any future maintenance or warranty services described within the Agreement.
- Customer shall grant Hexagon personnel system administrator level access with unique log-in credentials to all servers, networks, databases, and workstations that will be involved in the Project.
- SecureLink is the remote access solution used by Hexagon. If Customer desires for Hexagon to utilize an alternate method and/or process for remotely working on their System, such alternate method and/or process shall be mutually agreed upon prior to this SOW being executed. Such alternate method and/or process may impact the original level of effort and Project Schedule quoted for this upgrade, which in turn may require a Change Order to modify.
- Customer shall provide unrestricted system and VPN access via SecureLink to Hexagon developers and implementers who will need to have access to multiple infrastructure platforms at the same time. The Customer shall provide Hexagon personnel individualized system access credentials and allow Hexagon authorized resources VPN access twenty-four (24) hours a day, seven (7) days a week for the duration of the Project.
- Customer shall provide external VPN access while on site to access various Hexagon resource libraries.
- After completion of this Project, Hexagon will VPN using SecureLink into the live System only at Customer's request and will follow Customer's required VPN access procedures.
- If SecureLink loses its FIPS 140-2 compliance, then Hexagon shall use the Customer's access mechanism
- During the Project and prior to Cutover, the Customer shall allow Hexagon unescorted access into the System provided that Hexagon will provide the Customer with advance notice of its access and information about changes made by Hexagon within the System.

Third-Party Assumptions

- Customer shall schedule and coordinate third-party technical resources with the skills necessary to perform and/or support all Customer Responsibilities, provide necessary information, respond to Hexagon requests, and support the testing of interfaces, as required. Customer shall schedule and coordinate third-party technical resources in such a way as to ensure that a negative impact to the overall Project Schedule does not occur.
- If the Customer's third party vendor directs Hexagon to pay it a sum of money in order to receive information, data, support, documentation, API, or other cooperation from the Customer's third party vendor, then (i) the Customer may choose pay the vendor the appropriate sum to allow Hexagon to continue to develop and implement the Interface or (ii) Hexagon shall relieved of any and all obligations related to that specified Interface.
- The Customer shall be responsible for ensuring its third party vendors, who have licensed software to the Customer and which is the subject of an Interface, provide reasonably necessary cooperation and information to facilitate the development, configuration, testing, and cutover of the Interfaces.
- Customer shall maintain, in good working order, all third-party systems which will integrate with Hexagon software or on which the Hexagon software depends as part of this Project.
- Customer shall be responsible for the operation and timely availability of external systems or third-party software necessary for the execution of the Project.
- If a delay in the Project is caused by a third-party vendor, Hexagon services not covered in this SOW may be required at additional costs.

- The Customer shall be solely responsible for having mapping data and coordinating with its mapping provider regarding the use Customer's mapping data in connection with the System, and supporting and deploying its mapping software program and data in connection with its use with the System.

Project Tasks

Project Initiation

Prior to the Kickoff Meeting and after execution of the Agreement, the Hexagon Project Manager will contact the Customer Project Manager to identify the Project Start date and coordinate scheduling the Kickoff Meeting. For the Project to be successful, the following initial Activities must be performed before any Tasks occur:

- The Hexagon Project Manager will contact the Customer Project Manager. During this initial contact, the Hexagon Project Manager will:
    - Schedule the kickoff meeting;
    - Identify the Project Start date;
    - Create a detailed agenda describing the goals of the kickoff meeting;
    - Discuss any mitigating factors that could affect the Project (e.g., scheduling conflicts, communication factors, and other risk factors);
    - Schedule a conference call before the kickoff to go over the kickoff agenda;
    - Ensure both Hexagon and Customer have appropriate Subject Matter Experts available for kickoff; and
    - Provide document titled "Infrastructure Build Document", if not previously provided to the Customer.
- Hexagon's Project Manager will prepare kickoff materials.
- Hexagon's Project Manager shall have updated the Initial Project Schedule and provide the draft Updated Initial Project Schedule and sent a copy to the Customer Project Manager for review prior to the Kickoff meeting.

Planning Phase

1. Hardware Validation Meeting

Task Description

In this Task Hexagon will meet with the Customer to review and validate the hardware the Customer will order as part of and for this Project ("Hardware Validation Meeting").

Task Prerequisites

- Agreement has been executed.

Task Assumptions

- The Hardware Validation Meeting shall last no more than one (1) Business Day.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Review and validate the hardware the Customer will order for the Project.

Customer Team Participation and Responsibilities

Customer shall:

- Provide the hardware purchase list for Hexagon to review.

Task Acceptance Criteria

This Task is complete once the Hardware Validation meeting is complete.

2. Esri ArcGIS Consulting: System Design and Architecture

Task Description

Hexagon (through its subcontractor geographIT, a division of EBA Engineering) will provide services up to forty (40) hours to assist the Customer in architecting the deployment of the ArcGIS GIS platform in support of the Customer's OnCall deployment ("GIS Design Period"). This environment will be considered High Availability (HA) with three (3) identical production servers put in place to provide failover redundancy should one of the GIS servers go down.
geographIT will work with Customer, along with its GIS and IT staff to develop a system design and architecture to support the Hexagon OnCall GIS environment. The architecture will consider the requirements of the OnCall system, the Customer operating environment and hardware platforms and ArcGIS system requirements to support the operational needs the environment must support. The design and architecture phase will consist of:

- Creating a system architecture diagram to visualize the placement and connectivity of the ArcGIS Platform being designed.
- Creating a system deployment plan defining the order in which the GIS environment will be deployed and configured.

Task Deliverables

- Requirements gathering meeting via MS Teams to talk with the Customer, GIS staff, and Hexagon to gather a baseline for system requirements.
- System design and ArcGIS platform architecture diagrams.
- Deployment plan for provisioning environment and configuring the ArcGIS platform.

Task Prerequisites

- Server Equipment Ordering Task is complete.

Task Assumptions

- Hardware and software required to support the system and high availability configuration are not included in this SOW.

geographIT Team Participation and Responsibilities

geographIT shall:

- Provide assistance up to the GIS Design Period

Customer Team Participation and Responsibilities

Customer shall:

- Attend the requirements gathering meeting.

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) consumption of the hours provided in the GIS Design Period, or (ii) Customer confirms the Task is complete.

3. Server Equipment Ordering

Task Description

Following Hardware Validation Meeting, Customer shall order hardware, database software, operating system software, or other third party software (excluding Kemp Load Balancers which will be ordered by Hexagon) consistent with the requirements set forth in Attachment F.

Task Deliverables

- Hardware identified in Attachment F ordered

Task Prerequisites

- Hardware Validation Meeting is complete.
- Esri ArcGIS Consulting: System Design and Architecture Task is complete.

Task Assumptions

N/A.

Hexagon Team Participation and Responsibilities

N/A.

Customer Team Participation and Responsibilities

Customer shall:

- Order the equipment

Task Acceptance Criteria

This Task is complete when the Customer has ordered the hardware necessary for the Project.

4. Project Kickoff Meeting

Task Description

The objective of this Task is to discuss and address questions regarding Project Assumptions, discuss the updated Initial Project Schedule and agree to it at the meeting or shortly thereafter, and all requirements are understood prior to beginning any significant work. A meeting for Project Kickoff will be held after the SOW has been fully executed. The Project Kickoff meeting will be scheduled by each party's Project Manager as part of Project Initiation Activities.
Prior to the Kickoff Meeting and after written acceptance of the Agreement, the Hexagon Project Manager will contact the Customer Project Manager to identify the Project Start date and coordinate scheduling the Kickoff Meeting. The Project Kickoff Meeting shall last no more than one (1) Business Day.
During this Task, the Parties shall confirm the updated Initial Project Schedule as updated by the Hexagon Project Manager. The resulting updated Initial Project Schedule shall be substantially similar in durations as that provided within Attachment C. Prior to the Project Kickoff Meeting Task, the Customer Project Manager shall have reviewed the updated Initial Project Schedule and be in a position to succinctly identify any needed changes understanding material extensions of the Initial Project Schedule may require additional Hexagon Services to be added via a Change Order. Once the list of changes has been made to the updated Initial Project Schedule by the Hexagon Project Manager, the Hexagon Project Manager will thereafter provide the Project Schedule to the Customer Project Manager. From time to time, the Parties' Project Managers may modify the Project Schedule upon mutual written consent or upon transmission of an updated Project Schedule to the Customer Project Manager as part of a

status report and the Customer Project Manager offers no objection to the updated Project Schedule within five (5) Business Days thereafter.
At the Project Kickoff Meeting, the Customer shall provide: (i) contact information for all members of its Core Team and Executive/Departmental Sponsor, (ii) proposed alterations to the updated Initial Project Schedule, (iii) contact information for any third-party vendors which OnCall will integrate as contemplated in Attachment H, and (iv) identify to Hexagon any perceived concerns or risks with the Project. During the Project Kickoff Meeting, Hexagon shall provide template COTS Interface Questionnaires for Customer completion prior to required Tasks, Monday.com credentials and overview of the same, template status report, and issue and risk tracking template documentation, and an ICD template. The Parties shall also decide and ensure all Parties have access to the chosen teleconference platform.

Task Deliverables

- Kickoff meeting agenda
- Project Schedule
- Kickoff meeting minutes, to include identified risks and action items
- COTS Interface Questionnaire
- Monday.com credentials
- Status Report template,
- Issue and risk tracking template documentation
- ICD template

Task Prerequisites

- Agreement executed by both Customer and Hexagon and PO issued (if applicable).
- Hexagon Project Manager has verbally communicated with the Customer to (i) identify the Project Start date and (ii) coordinate a date for the Project Kickoff Meeting.
- Customer has assigned a Customer Project Manager.
- The Core Team has reviewed this SOW.
- Customer agrees to provide a mapping service in conformity with Attachment J

Task Assumptions

- The Hexagon Project Manager will conduct the kickoff.
- This task will be conducted on site.
- Some members of the Hexagon Project Team may participate remotely.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Review the Project organization, roles, and responsibilities with the Customer;
- Conduct an overview of the Project including a review of the SOW to verify all aspects of the Project approach;
- Review the draft Updated Initial Project Schedule and adjust the Updated Initial Project Schedule as needed and mutually agree upon it with Customer;
- Work with Customer to identify and document any potential Project risks;
- Provide meeting minutes that document risks and action items that affect the Project Schedule, resources, and/or the SOW;
- Inform the Customer of VPN requirements for Project implementation and continued System maintenance;
- Review of delivery methodology;
- Provide: Monday.com credentials and overview of the same, template status report, and issue and risk tracking template documentation, and an ICD template
- Establish status reporting requirements; and
- Provide overview of Standard Interfaces being delivered as part of the Project as identified in Attachment H.

Customer Team Participation and Responsibilities

Customer shall:

- Review the SOW;
- Ensure its Core Teams attend the applicable portions of the Kickoff Meeting;
- Provide SMEs and any other resources as recommended by the Customer and Hexagon Project Managers;
- Provide Hexagon with VPN access and individualized user accounts to Customer's System as appropriate for this Project and continued software maintenance;
- Have previously reviewed the Updated Initial Project Schedule and work with Hexagon to finalize the Updated Initial Project Schedule;
- Provide location and logistical support for Kickoff Meeting; and
- Designate and prepare workspace for Hexagon personnel.

Task Acceptance Criteria

This Task is complete at the conclusion of the Project Kickoff Meeting and delivery of the Project Kickoff meeting minutes to Customer and identified Deliverables.

5. COTS Interface Questionnaire Completion

Task Description

Hexagon will provide an interface questionnaire ("COTS Interface Questionnaire") to the Customer to complete. The Customer shall complete the COTS Interface Questionnaires within ten (10) Business Days of receipt ("COTS Interface Review Period") whereupon Hexagon will be able to install the COTS Interface and configure it based upon the information provided in the COTS Interface Questionnaire subject to the functionality and features within the COTS version of the Interface.
The following Interfaces are regarded as the COTS Interfaces (collectively, "COTS Interfaces"):

- HxGN OnCall Dispatch | PTT to Motorola MCC7500
- HxGN OnCall Dispatch | CAD Link to FirstWatch, and MDFR RMS
- HxGN OnCall Dispatch | Notifications to Zetron 25, Hiplink, and Motorola MCC7500
- HxGN OnCall Dispatch | Tracker
- OnCall Dispatch | Mobile Responder

For more information on, parameters of, and assumptions underlying the COTS Interfaces, see Attachment H, Interface Descriptions.

Task Deliverables

- Completed COTS Interface Questionnaires

Task Prerequisites

- Project Kickoff Meeting Task is complete.
- Hexagon has submitted COTS Interface Questionnaires to Customer.

Task Assumptions

- The Customer will direct its third-party vendors to provide any API or specification documentation required to configure the COTS Interfaces.
- If required, all NDAs between Hexagon and third parties will be executed and current. The Customer will exercise all reasonable efforts to facilitate its third-party vendors reasonable cooperation with this requirement.
- Unless otherwise provided in the Specifications, only COTS versions of the COTS Interfaces will be provided and configured.

- The Customer shall be responsible for underlying requirements pertaining to its third-party systems as described in Attachment H.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Review completed COTS Interface Questionnaires.

Customer Team Participation and Responsibilities

Customer shall:

- Promptly review, complete, and submit COTS Interface Questionnaires and provide comments, questions, or approval within the COTS Interface Review Period.

Task Acceptance Criteria

This Task is complete upon Hexagon providing the COTS Interface Questionnaires and reviewing Customer's responses it provided within the COTS Interface Review Period.

6. OnCall Dispatch & Mobile Unit Launch

Task Description

OnCall Dispatch & Mobile Unit Launch ("Launch Workshop") is a workshop style session lasting up to three (3) Business Days that is intended to educate Dispatch and Mobile Core Team members on the features and functionality of OnCall Dispatch and OnCall Dispatch Mobile Unit to support the collection and importation of data and information that CAD requires to execute its primary functions ("CAD Static Data"). During the Launch Workshop, Hexagon will provide limited instruction on the use of OnCall Dispatch and OnCall Dispatch Mobile Unit illustrating how the CAD Static Data elements identified below are utilized in the Subsystem. The Launch Workshop is limited in scope to facilitate upcoming System Build Tasks; it is not intended or designed to provide a comprehensive overview or instruction of the Subsystem. Such instruction and training will be provided at later stages of the Project. During the Launch Workshop, Hexagon shall provide to Customer OnCall Dispatch Static Data Collection Spreadsheet(s) to facilitate Customer's collection and eventual importation of CAD Static Data in subsequent Tasks.

Task Deliverables

- Blank OnCall Dispatch Static Data collection spreadsheets (to be completed in future Tasks)

Task Prerequisites

- Project Kickoff Meeting Task is complete.
- Customer Dispatch Core Team is identified.
- Customer Mobile Core Team is identified.

Task Assumptions

- Launch Workshop is conducted using a Hexagon-provided default OnCall Dispatch & Mobile Unit environment.
- Hexagon responsibilities will be executed on site at a Facility.
- Each Customer attendee will have access to their own Project Workstation.
- The Launch Workshop shall last no more than three (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide limited, focused instruction on the use of OnCall Dispatch, OnCall Mobile Unit, and OnCall Dispatch Administrator, on functional areas that utilize or display the following CAD Static Data elements:
  - Agencies
  - Unit Types (Patrol, Engine, etc.)
  - Units
  - Event Types
  - Disposition Codes
  - Out-of-Service Types
  - Facility Service Types
  - Known Caller Types
  - Special Situation Types
  - Personnel/User Accounts
  - Beats/Station Areas
  - Dispatch Groups
  - Stations (Sub-Stations, Fire Stations, etc.)
  - Number Formats (event, case, etc.)
  - Rotational Services (towing, ambulance, lock smith, etc.)
  - Vehicles
- Provide the Customer with Microsoft Excel based data collection spreadsheets ("OnCall Dispatch Static Data Collection Spreadsheets") to be used in assembling the CAD Static Data elements.

Customer Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions;
- Ensure appropriate members of the Dispatch Core Team and Mobile Core Team attend the workshop for the entire Launch Workshop;
- Ensure each attendee has a Project Workstation; and
- Participate in discussions and engage with the Hexagon team member.

Task Acceptance Criteria

This Task is complete upon conclusion of the Launch Workshop and the delivery of the OnCall Dispatch Static Data Collection Spreadsheets.

7. OnCall Dispatch GIS Requirements Review

Task Description

This Task introduces the Customer GIS members to the address locator services, routing services, map display services, and deployment polygons required to be provided by the Customer for use by OnCall Dispatch. Over the course of up to one (1) Business Day, Hexagon will present on the following topics during the "OnCall Dispatch GIS Requirements Review:"

- Introduction to OnCall Dispatch GIS data requirements (see Attachment J)
- Optional GIS data elements that can be used by OnCall Dispatch

This session will use Hexagon-provided GIS data for the purposes of discussion. Hexagon will use its equipment to conduct any demonstrations that may occur. Customer attendance should be limited to GIS professionals with responsibility for the creation and maintenance of Customer GIS data. Up to six (6) Customer personnel may participate and four (4) may attend but only watch. Map content will be provided to the OnCall Dispatch system through map layers and web services to be provided by the Customer.

Task Deliverables

- OnCall Dispatch GIS Requirements Review

Task Prerequisites

- Project Kickoff Meeting Task is complete.
- Task: Esri ArcGIS Consulting: System Design and Architecture is complete.

Task Assumptions

- Appropriate facilities have been identified to support the number of attendees (if co-located), including an LCD projector and a projection screen.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the OnCall Dispatch GIS Requirements Review.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure its GIS/Map Administrator is involved throughout this Task;
- Supply facilities, including an LCD projector and a projection screen;
- Designate and assign no more than six (6) Customer mapping/GIS personnel to attend the entire workshop. Four (4) additional people may attend as observers/auditors; and
- Ensure that all appropriate Customer GIS professionals are sufficiently trained and experienced in GIS fundamentals.

Task Acceptance Criteria

The Task is complete after the OnCall Dispatch GIS Requirements Review is conducted.

8. Custom Interface Requirements Gathering

Task Description

During this Task, Hexagon and Customer will meet via conference call to validate the assumptions and design of each CAD Custom Interface identified in this SOW and Attachment H (Interface Descriptions). This Custom Interfaces Requirements Gathering workshop is intended to contain a series of discussions to validate the requirements and assumptions underlying the Custom Interfaces. These sessions should include third-party vendors where appropriate. During the sessions, the specific workflow and data requirements for each of the interfaces listed below will be discussed in detail.
The information obtained in combination with the information in Attachment H will be used to develop an Interface Control Document for each Custom Interface. If the assumptions reflected in Attachment H materially change, a Change Order may be appropriate. The ICDs will become the foundation for the Custom Interface development by Hexagon. Once an ICD is mutually approved, it should only be modified through a Change Order. The Customer shall not make any changes to and shall take appropriate actions to prevent its third-party vendor from making substantive changes to the third-party software that is the subject of a Custom Interface once that Custom Interface's respective ICD has been finalized.
The following are regarded as "Custom Interfaces" as the term is defined in Attachment I of this SOW:

- Telestaff/Webstaff
- MCM CommShop 360
- SafetyPad

For descriptions and assumptions regarding each Custom Interface listed above, please see Attachment H: Interface Descriptions.
As it pertains to the development of the ICD, the parties shall follow the following process. After the Customer provides the necessary information regarding the Custom Interface, Hexagon will prepare a draft ICD for each Custom Interface. Hexagon will then provide the initial draft ICD to the Customer for its review. The Customer shall review the draft ICD and provide any feedback or comments within ten (10) Business Days. As appropriate, Hexagon will incorporate the feedback into the ICD or advise the Customer why certain requests could not be included (e.g. the request conflicted with Attachment H) and finalize the ICD. Hexagon will provide the finalized ICD to the Customer for its written acknowledgement. The Customer will provide a response within five (5) Business Days from Hexagon providing the finalized ICD. Notwithstanding the foregoing, the Parties shall work together to collect information for the ICD and finalize the ICD in an expeditious manner.

Task Deliverables

- Workshop meeting minutes, to include notes on the specific workflow and data requirements for each custom interface proposed
- ICD documents

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

- The Customer will coordinate interactions with the third-party vendors, including obtaining and providing any API or specification documentation required to develop the proposed interfaces.
- If required, all NDAs between Hexagon and third parties will be executed and current. Customer is responsible for facilitating its third-party vendors reasonable cooperation with this requirement.
- The Customer is responsible for obtaining cooperation and information from its third-party vendors and/or state agency as reasonably necessary for the development, testing, and cutover of the interfaces.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Lead the interface requirements gathering process and track outstanding items requiring resolution;
- Confer with Customer and third-party points of contact to gather information required to develop ICDs;
- Validate the third-party points of contact are appropriate sources of information necessary to develop ICD;
- Mutually agree with the third-party vendors on the operational and technical interface requirements;
- Gather all available interface data detailed schema, protocols, and specifications, as needed;
- Prepare draft ICDs and submit to Customer for feedback;
- Incorporate Customer feedback into draft ICDs;
- Finalize ICDs for Customer review and approval; and
- Manage the approved ICDs consistent with the change control process.

Customer Team Participation and Responsibilities

Customer shall:

- Identify and set up appropriate facilities (as needed);
- Provide points of contacts who are knowledgeable of the workflow and data requirements for Customer hardware and software components with which the Custom Interfaces will interact;
- Provide or have available all necessary information during the workshop to facilitate the creation of the ICD;
- Promptly review all draft ICD submissions and provide comments, questions, or approval within ten (10) Business Days of receipt; and
- Agree to and sign the ICDs before any development work can begin. Failure to approve in a timely manner may impact Project Schedule and incur additional cost.

Task Acceptance Criteria

This Task is complete upon completion of all ICDs and execution of the ICDs by both Hexagon and the Customer.

9. Custom Interface Development

Task Description

During this Task, Hexagon will develop the Custom Interfaces based upon the ICDs that were created from the Custom Interface Requirements Gathering Task.

Task Deliverables

- Custom Interface documentation

Task Prerequisites

- Custom Interface ICDs have been executed by each Party.

Task Assumptions

- Any changes to a third-party interface developed by Hexagon that will alter the agreed-upon ICD will have to be reflected in a mutually executed document, which may include a Change Order.
- Development of the Custom Interface shall not commence until the signed/approved ICD is returned to Hexagon. Failure to approve in a timely manner may impact project schedule and incur additional cost.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Develop the Custom Interfaces based upon the ICD.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available as needed; and
- Obtain third-party cooperation as reasonably requested by Hexagon.

Task Acceptance Criteria

This Task is complete when all Custom Interfaces are developed.

10. Load Balancer Equipment Ordering

Task Description

Hexagon resources will order the load balancer components as required for the virtual environments as specified in Attachment F (System Configuration Diagram, Hardware specifications, BOM items listed as Hexagon furnished) of this SOW.

Task Deliverables

- Estimated delivery date of Kemp load balancers

Task Prerequisites

- Equipment requirements have been finalized in the Hardware Validation Meeting.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Order the Kemp load balancers.

Customer Team Participation and Responsibilities

Customer shall:

- N/A

Task Acceptance Criteria

This Task is complete when Hexagon resources have ordered the Equipment specified in this Task.

Staging Phase

11. Network Infrastructure Analysis

Task Description

The Customer, in conjunction with Hexagon, will conduct a two (2)-Business Day network analysis ("Network Infrastructure Analysis"), to evaluate the Customer's network infrastructure in relation to the network connectivity requirements listed in Attachment F.

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

- This Task will be performed on site.
- The Network Infrastructure Analysis will last two (2) Business Days

Hexagon Team Responsibilities

Hexagon shall:

- Support the Customer in conducting the Network Infrastructure Analysis; and
- Review the Customer's network topology and make appropriate recommendations, if any.

Customer Team Responsibilities

Customer shall:

- Conduct the Network Infrastructure Analysis with support from Hexagon,
- Provide Hexagon a network topology; and
- If necessary, make improvements to its Network Infrastructure to facilitate conformance with Attachment F

Task Acceptance Criteria

This Task is complete when the Network Infrastructure Analysis has been conducted.

12. Physical Infrastructure Installation

Task Description

This Task involves Customer physically installing the servers and storage into the datacenter and the configuration of the physical servers and storage that will host the virtual environment.

Task Deliverables

- Customer staging of the physical infrastructure

Task Prerequisites

- Hardware Validation Meeting has occurred.
- Project equipment is ordered and received.
- Customer must have the license keys for VMware, SQL and Windows software.
- The Customer has completed the Infrastructure Build Document provided by Hexagon which includes a list of server names and IPs and service account requirements and other various information.

Task Assumptions

- New servers will be created\provided for staging the Hexagon software and are for the sole purpose of Hexagon Software and will not serve other roles.

Hexagon Team Responsibilities

Hexagon shall:

- Provide the VM templates to the customer via electronic download (FTP, File copy, etc.) There will be two (2) files totaling approximately 50GB; and
- Assist the Customer with importing the Hexagon-provided templates to the templates datastore. All VMs will be created from these templates.

Customer Team Responsibilities

Customer shall:

- At each site:
    - Provide Rack Space for the server equipment;
    - Provide Power in the rack;
    - Provide Network connections for the provided equipment on the appropriate VLANs;
    - Provide adequate cooling for the servers;
- Provide required server names and IPs for all of the equipment;
- Provide domain level credentials for the vCenter server and to join servers to the domain;
- Provide assistance with resolving issues related to network connectivity and\or remote access;
- Add ESX Host names as static DNS Entries for name resolution;
- Perform the physical installation of the Project equipment in Customer datacenter or location specified in advance by Customer;
- Connect the HP ILO or Dell iDRAC, assigning an IP Address and\or license to those to allow remote access;
- Make connections between the servers and storage, as required;
- Assign an IP Address to the storage array to allow connectivity for full configuration;
- Connect to the servers install\license the ESX host OS if required;
- Configure storage to be presented to the hosts;
- Configure the networking on each host to provide two (2) virtual switches each configured with two (2) NICs. The first vSwitch will support VMware management connectivity and vMotion (10 gig). The second vSwitch will support the Production VM traffic (1 gig); and
- Answer other configuration questions as they arise.

Task Acceptance Criteria

This Task is complete when: (i)(a) Customer has all designated Project server hardware staged and (b) the physical servers and storage that will host the virtual environments configured and, (ii) Hexagon has provided the VM templates to the Customer.

13. Virtual Server and OnCall Software Staging

Task Description

This Task is intended to facilitate the installation and configuration of virtual machines, Microsoft SQL Servers, the client specific OnCall software suite, associated Third Party Software, and load balancers. This Task will occur in multiple steps. This Task will result in a working environment that will be configured in future tasks. Hexagon will perform all related tasks as described via the Hexagon OnCall Management Tool which utilizes PowerShell for automation of the tasks described herein.
Hexagon will initially confirm the hardware has been configured and set up according to Hexagon standards and able to receive the Software. If deviations are identified, Hexagon will notify the Customer and the Customer will take prompt action to address the deviation.
Hexagon will begin this Task by installing the virtual servers into the virtual environment identified by the Customer. Hexagon will create the virtual servers, assigning them the required CPU, memory, and disk space, set server names and IP addresses, and join the virtual servers to the domain. Hexagon shall also add Hexagon Administrator groups to the local administrator groups of the servers to allow Hexagon the required access for this Project.
Hexagon will also complete the following SQL Implementation Steps: Create SQL Group Managed Service Accounts, install and configure Windows Failover Clustering, enable and configure SQL AlwaysOn Availability group(s) with an associated Availability Group Listener, and Test SQL AlwaysOn Availability Group(s) for proper failover.
Hexagon will install and perform initial configuration of the Hexagon OnCall Product Suite included in this Project. Hexagon shall stage and install Software Products on the virtual servers, which includes creating the directory, setting up folder permissions, installing the Hexagon license servers, and installing and setting up Software Products and associated. Software installed during this Task does not constitute a fully configured system. Additional configuration Tasks are described later in this SOW.
Hexagon will install and configure the load balancers. Hexagon and Customer will hold a meeting to discuss and provide consultation regarding which URLs will be used by the load balancers ("Load Balancer Meeting"). The Customer will ultimately determine and be responsible for the selection of the URLs that will be utilized by the OnCall Product Suite. Hexagon will use those URLs to configure the load balancer VIPs. The load balancers will be configured for GSLB (Global Site Load Balancing) and or HA (High Availability). Special DNS entries will need to be made to delegate the name resolution of the URLs if using GSLB. The Customer should test the configuration of the load balancers.
As part of this Task, Hexagon will initiate the Site Configuration document. At this stage this document is a draft that will be updated throughout the Project.

Task Deliverables

- Draft Site configuration Document
- Installation of OnCall Product Suite(s)
- URLs configured on the Load Balancers
- Ability to login to most of the applications (Some require additional configuration before functional, like OnCall Analytics)

Task Prerequisites

- Customer has completed and returned the Server Setup Form to Hexagon.
- Customer has installed and configured the VMware Virtual Infrastructure in accordance with Attachment F.
- Customer has downloaded the Hexagon provided software.
- Customer has uploaded the SQL Media ISO(s) to a datastore available to Hexagon.
- Customer has uploaded the ESRI Media ISO to a datastore available to Hexagon, if applicable.
- Customer has imported the Hexagon provided VMware templates.
- Customer has placed Hexagon and required third party licenses that have been provided to the Customer and placed on a network share accessible by Hexagon.

Task Assumptions

- The Virtual Infrastructure is VMware vSphere. Additional discussion and level of effort will be needed to account for a Hyper-V Infrastructure.
- New virtual servers will be for the sole purpose of the Project defined by this SOW and will not serve other roles.
- Hexagon will require the following permissions during the Project.

- Administrative access to the vCenter cluster that the VMs will be created in.
- Domain Administrator level permission on the domain to allow the following:
    - Join virtual servers to the domain
    - Create Computer Objects
    - Create server clusters
    - Create and manage DFS configurations
    - Create users and groups
    - Add\modify DNS entries in support of the Load balancer configuration

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Perform Virtual Server Implementation
- Install SQL and configure the SQL AlwaysOn Availability group and the MS Windows Failover Cluster
- Perform the Software Installation
- Configure Hexagon Licensing Servers
- Host the Load Balancer Meeting
- Provide the Draft Site Configuration Documentation

Customer Team Participation and Responsibilities

Customer shall:

- Provide information, credentials, and access to systems, the network, VMs, domains, as requested by Hexagon to facilitate Hexagon completing this task.
- Answer questions as needed.
- Configure its VPN.
- Promptly address any deviations in hardware, operating system, database software from what is required in Attachment F.

Task Acceptance Criteria

This Task is complete when Hexagon has completed the Software Installation and provided the Draft Site Configuration Documentation to Customer.

14. OnCall Dispatch GIS Consulting

Task Description

A central feature of OnCall Dispatch is interoperation and use of a map source in OnCall Dispatch. The Customer may use whichever map provider they choose, subject to Attachment J. The objective of this Task is to collaborate with the Customer's GIS Administrator regarding use of the Customer-provided map within OnCall Dispatch and management of the source map. Over the course of up to three (3) consecutive weeks ("GIS Consulting Period") a Hexagon technical resource will host meetings with the Customer GIS Administrator and any other interested Customer SMEs, which in the aggregate shall last no more than twenty-four (24) Business Hours ("GIS Meeting Time"). The OnCall Dispatch GIS Consulting is intended to be a collaborative session and for Hexagon and the Customer GIS Administrator to discuss use of the map within OnCall Dispatch and management of the map in the context of OnCall Dispatch. As time permits, the parties can discuss other GIS related topics. To facilitate a productive session, the Customer GIS Administrator, at a minimum, should have participated in the OnCall Dispatch GIS Requirements Review. The Customer shall also have complied with the mapping requirements prior to this Task. As a result of the sessions, the Customer's GIS Administrator will have been provided additional insight and information on how to manage and use the map in connection with OnCall Dispatch. For purposes of clarity, these sessions are not intended to result in configuration or modification of Customer's source map. The Customer may configure the map at its discretion up to the

commencement of Functional Testing. Within thirty (30) days of scheduled Cutover, the Customer shall refrain from making any modification or configurations to the map until after System Cutover.

Task Prerequisites

- OnCall Dispatch GIS Requirements Review Task is complete.
- The ESRI environment appropriate to this Project has been staged by the Customer.

Task Assumptions

- The Customer GIS Administrator has sufficient authority to make decisions about the use, configuration, and integration of the source map.
- Hexagon will not provide training or services specific to Esri software.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the GIS Consulting through a Hexagon technical resource.

Customer Team Participation and Responsibilities

Customer shall:

- Manage and make any desired configurations to the Customer-provided map; and
- Ensure appropriate GIS resources attend GIS consulting session(s).

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) use of all of the GIS Meeting Time or (ii) end of the GIS Consulting Period.

15. Esri ArcGIS Consulting: System Deployment

Task Description

Hexagon (through its subcontractor geographIT, a division of EBA Engineering) will provide services up to one hundred (100) hours to assist the Customer in the deployment of the ArcGIS architecture for the Customer and the OnCall System ("GIS Deployment Period") according to the system diagram and specifications developed during the GIS Design Period. The environment will be set up in conjunction with Customer personnel completing knowledge transfer and training during the deployment. To support the primary objective, this Task will include:

- Coordination with the Customer and its GIS staff.
- Assistance in deploying ArcGIS on three (3) production servers, one (1) development server, and one (1) workstation.
- Assistance in setting up system monitoring and alerting for ESRI services.
- Assisting in the preparation of as built documentation including updated diagrams, deployment plans, security keys.

Task Deliverables

- The GIS Deployment Period, which can be utilized by the Customer to help with the following:
    - ArcGIS platform deployment for Customer based on system design, specifications, and deployment plan.
    - Connection testing and validation by locations and entities designated to use the platform.
    - Monitoring and alerting processes for ArcGIS platform services.
    - Updating deployment plan with specific actions and settings. As-built system diagram and connection information.

Task Prerequisites

- Physical Infrastructure Installation Task is complete.
- Esri ArcGIS Consulting: System Design and Architecture Task is complete.

Task Assumptions

- The exact architecture for the deployment will be identified during the initial steps of this project and the deployed architecture will follow this design.
- The Customer will be responsible for monitoring server resources, such as CPU, RAM, and storage.

geographIT Team Participation and Responsibilities

geographIT shall assist with the following during the GIS Deployment Period:

- Deploy ArcGIS on three (3) production servers, one (1) development server, and one (1) workstation;
- Set up system monitoring and alerting for ESRI services; and
- Complete as built documentation including updated diagrams, deployment plans, security keys and hand off to Customer system administrators.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure GIS staff is available as needed.

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) consumption of the hours provided in the GIS Deployment Period, or (ii) the Customer confirms the Task is complete.

16. Esri ArcGIS Consulting: GIS Web Service Development

Task Description

As part of this Task, Hexagon (through its subcontractor geographIT) will assist with setting up the following services for up to six hundred (600) hours ("GIS Web Service Development Period"):

- Routing Service
- Basemap/Tiled Map Service
- Geocoding Service

In addition to the original creation of these services, geographIT will also set up an automated update process for these services to keep data utilized current.
This geographIT Activities during this Task are intended to occur sporadically throughout the Staging and Configuration Phases as the Customer creates its GIS Web Services and up to the consumption of the GIS Web Service Development Period. Moreover, Customer shall complete its creation of GIS Web Services no later than the commencement of Factory Acceptance Testing.

Task Deliverables

Services to assist with:

- Development of three (3) ArcGIS Enterprise Services to support OnCall system.
- Development of automated updated processes to keep services up to date with latest data changes.

Task Prerequisites

- Esri ArcGIS Consulting: System Deployment Task is complete.

Task Assumptions

- Data updates will be once a month and that data will be updated/replicated across the individual ArcGIS server sites. Each ArcGIS Service type have specific data requirements.
- All data required exists or will be created by Customer. Data creation or enhancements are not included in this scope.

geographIT Team Participation and Responsibilities

geographIT shall assist with:

- Developing three (3) ArcGIS Enterprise Services to support OnCall system.
- Developing automated updated processes to keep services up to date with latest data changes.
- Provide documentation and knowledge transfer to the Customer.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure GIS staff is available as needed.
- Complete GIS Web Service Development in the time allotted.

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) consumption of the hours provided in the GIS Web Service Development Period, or (ii) the Customer confirms the Task is complete.

17. OnCall Dispatch System Build 1

Task Description

OnCall Dispatch System Build 1 workshop ("System Build 1") builds upon the OnCall Dispatch and Mobile Unit Launch to begin the process of populating OnCall with required static data elements. System Build 1 is the first of two (2) static data workshops and primes OnCall Dispatch with base data to support the buildout of remaining static data elements addressed in OnCall Dispatch System Build 2.

At the commencement of System Build 1, the Customer shall have obtained information and documents (e.g., records, operating procedures, resources, etc.) to support the eventual entry or import of the Build 1 Data Elements. For any Build 1 Data Elements not entered or imported during System Build 1, the Customer will enter those after System Build 1 within ten (10) Business Days and prior to OnCall Dispatch System Build 2.

During System Build 1, the focus will be on the entry and import of Build 1 Data Elements (as defined below). System Build 1 will last no longer than three (3) Business Days. As part System Build 1, the Customer will experience the manual entry of static data elements to provide an understanding of the process and data relationships. Some manual entry of **each** Build 1 Data Element is required as part of the workshop. As part of System Build 1 and learning process, the Customer would use OnCall Administrator to create, manually, a small volume of every data-type/feature so they can manage the system long-term. Where it makes sense to bulk load data, such Activities would be done during the System Build 1 and subject to the duration of the workshop. Bulk import of remaining data can occur after sufficient understanding of the data elements and relationships is obtained.

Following System Build 1, OnCall Dispatch will have foundational data elements to support future build activities. In addition, Dispatch and Mobile Core Team members will be exposed to OnCall Dispatch Administrator and gain understanding of its use and function.

Task Deliverables

- OnCall Dispatch System Build 1 workshop

Task Prerequisites

- OnCall Dispatch & Mobile Unit Launch Task is complete.
- Virtual Server and OnCall Software Staging Task is complete.

- OnCall Dispatch GIS Consulting Task is complete.
- Initial GIS services published and configured for use by OnCall Dispatch:
    - Map display
    - Routing
    - Geocoding

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- System Build 1 is conducted using the Customer's OnCall Dispatch environment.
- System Build 1 will last no more than three (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Host System Build 1 during which, limited, focused instruction on the use of OnCall Dispatch, OnCall Mobile Unit, and OnCall Dispatch Administrator, on functional areas that utilize or display the following static data elements ("Build 1 Data Elements"):
    - Agencies
    - Unit Types (Patrol, Engine, etc.)
    - Units
    - Event Types
    - Disposition Codes
    - Out-of-Service Types
    - Facility Service Types
    - Known Caller Types
    - Special Situation Types
    - Personnel/User Accounts
    - Beats/Station Areas
    - Dispatch Groups
    - Stations (Sub-Stations, Fire Stations, etc.)
    - Number Formats (event, case, etc.)
    - Rotational Services (towing, ambulance, lock smith, etc.)
    - Vehicles
- Provide the Customer with Microsoft Excel based data collection spreadsheets to be used in assembling the Build 1 Data Elements for importation into the Dispatch Subsystem.

Customer Participation and Responsibilities

Customer shall:

- Ensure appropriate Dispatch and Mobile Core Team members attend and actively participate during the System Build 1 for the entire duration;
- Provide a Facility;
- Provide a Project Workstation to each attendee;
- Provide all necessary information and documents to facilitate importation of Build 1 Data Elements at the outset of System Build 1; and
- Participate in discussions and engage with the Hexagon team member.

Task Acceptance Criteria

This Task is complete upon conclusion of System Build 1.

18. OnCall Dispatch Deployment & Response Planning Workshop

Task Description

This workshop, "Deployment and Response Planning Workshop," builds upon System Build 1 to begin the process of creating the deployment and response planning components of OnCall Dispatch. The Deployment and Response Planning Workshop is

intended to facilitate importation with deployment data necessary to successfully execute the OnCall Dispatch System Build 2 and the subsequent OnCall Dispatch configuration workshops.
As part of the Deployment and Response Planning Workshop, Customer will be taught about the OnCall Dispatch unit recommendation model, how to build response plans, and briefed on the parameters which control how OnCall Dispatch processes response plans. The Deployment and Response Planning Workshop shall last no longer than three (3) Business Days. At the outset of Deployment and Response Planning Workshop, the Customer must have obtained and have necessary information and documents to facilitate eventual creation of the Deployment Plans, and Response Plans (as defined below).
The Deployment and Response Planning Workshop is intended to provide the Customer experience on how to build Deployment Plans and Response Plans; it is not expected or intended that all such Deployment Plans and Response Plans will be completed during the Deployment and Response Planning Workshop. The Customer will be expected to complete the build of any necessary Deployment Plans and Response Plans prior to the commencement of Factory Acceptance Testing Task.

Task Deliverables

- OnCall Dispatch Deployment & Response Planning Workshop

Task Prerequisites

- OnCall Dispatch System Build 1 Task is complete.
- Necessary Build 1 Data Elements have been imported into the Dispatch Subsystem to facilitate the build of Deployment Plans and Response Plans.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Workshop is conducted using the Customer's OnCall environment.
- Deployment and Response Planning Workshop shall last no longer than (3) Business Days.
- ~~The Parties intend to utilize Deccan BARB to import existing Customer plans.~~

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide formal instruction on the OnCall Dispatch deployment model ("Deployment Plans"):
    - Deployment plans
    - Emergency Service Zones
    - Beats & Backup Beats
    - Dispatch Groups
- Provide formal instruction on the OnCall Dispatch response planning model ("Response Plans"):
    - Recommend unit service:
        - Number of recommend unit services needed
        - Recommend search area
        - Recommend method (beats, street network, closest)
        - Recommend unit parameters
    - Response plans:
        - Requirements
        - Requirement Groups
        - Conditions
        - Nested plans
- Support Customer buildout of deployment and response plans.

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide access to Deccan BARB;
- Provide a Project Workstation for each attendee;
- Ensure appropriate Dispatch and Mobile Core Team members attend and actively participate during the Deployment and Response Workshop over the entire duration;
- Bring maps, documents, or other materials that detail the agency deployment model(s) and Deployment Plans;
- Bring materials that document or detail the agency unit recommendation model(s) and Response Plans; and
- Build deployment and response plans with Hexagon guidance during the Deployment and Response Planning Workshop and independently following Deployment and Response Planning Workshop.

Task Acceptance Criteria

This Task is complete at the conclusion of the Deployment and Response Planning Workshop.

19. OnCall Dispatch System Build 2

Task Description

This OnCall Dispatch System Build 2 Workshop ("System Build 2") finalizes Hexagon-led system build activities and completes the enablement of the Dispatch and Mobile Core Teams to continue build related activities for the remainder of the project. The same Dispatch and Mobile Core Team members who participated in System Build 1 and the Deployment and Response Planning Workshop shall attend System Build 2 to ensure continuity of decisions and facilitating continuing to build upon previous workshops.
During System Build 2, deployment polygons will be loaded into the Subsystem. Additionally, System Build 2 focuses on reviewing data entered into the Subsystem for level of completion and analyzing whether data was entered/imported correctly. System Build 2 shall last no longer than three (3) Business Days. While certain updates or modifications to the static data may occur during the Configuration Phase, the Customer shall upload all of its static data that was not otherwise uploaded during System Build 1, Response Planning Workshop, and System Build 2 Workshop prior to the commencement of Factory Acceptance Testing. During the ten (10) day period following System Build 2, Hexagon shall provide assistance as may be requested by the Customer up to eight (8) Business Hours.

Task Deliverables

- OnCall Dispatch System Build 2 Workshop

Task Prerequisites

- OnCall Dispatch Deployment & Response Planning Workshop Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Workshop is conducted using the Customer's OnCall environment.
- System Build 2 will last no more than three (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Load deployment polygons into the OnCall Dispatch database;
- Provide support to Customer teams while continuing the system build efforts;

- Review with the Customer teams the data entered to date for accuracy and level of completion; and
- Provide feedback on the build progress and areas that need focus or attention.

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure past participants in System Build 1 and Deployment and Response Workshop attend System Build 2 for the entire duration;
- Provide at the outset of System Build 2 all necessary information and documents to: make deployment polygons and facilitate review of Build 1 Data Elements, Response Planning Parameters, and Deployment Parameters;
- Participate in discussions and engage with the Hexagon team member;
- Complete any outstanding entry or import of static data prior to the commencement of Factory Acceptance Testing Task.

Task Acceptance Criteria

This Task is complete upon conclusion of System Build 2.

Configuration Phase

20. OnCall Dispatch Fundamentals for Core Team

Task Description

The OnCall Dispatch Fundamentals for Core Team course is presented directly to Dispatch and Mobile Core Team personnel to provide complete instruction on the use of the OnCall Dispatch and Mobile Unit applications. The course shall last no longer than three (3) Business Days. This course is intended to instruct the Dispatch and Mobile Core Teams with the features of OnCall Dispatch and Mobile Unit, including event processing and dispatching, map utilization, and inquiries. The following major topics will be reviewed, as applicable:

HxGN OnCall Dispatch | Advantage functions:

- Event Creation and Updates
- Map View Control
- Inquiries
- Messaging
- Recommending and Dispatching Units
- Updating Unit Statuses and Properties

HxGN OnCall Dispatch | Mobile Unit functions:

- Accessing the system
- Event Updates
- Unit Status Changes
- Messaging

Task Deliverables

- OnCall Dispatch Fundamentals for Core Team course

Task Prerequisites

- System Build 2 is complete.
- Completion by Customer attendees of an introductory Microsoft Windows course or equivalent knowledge and familiarity with the Microsoft Windows user interface.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The course shall last no longer than three (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct OnCall Dispatch Fundamentals for Core Team course.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure appropriate personnel who have attended an introductory MS Windows course, or have comparable education, training, or experience, participate fully and collaboratively in the session;
- Designate the Dispatch and Mobile Core Team members for attendance and ensure those same participants participate in subsequent Dispatch and Mobile configuration and testing Tasks;
- Provide sufficient copies of the training materials supplied by Hexagon to support all students in the Core Team Training;
- Ensure that all training workstations and servers are operational prior to the agreed start of training classes; and
- Provide internal training to users that are unable to attend the Hexagon-provided training.

Task Acceptance Criteria

This Task is complete upon delivery of the OnCall Dispatch Fundamentals for Core Team course.

21. COTS Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install and unit test the COTS Interfaces in the Customer's Production Environment. Hexagon will be able to install the COTS Interface and configure it based upon the information provided in the COTS Interface Questionnaire subject to the functionality and features existing within the COTS version of the COTS Interface.[1] To facilitate Hexagon's implementation and configuration of the COTS Interfaces, the Customer shall make available or provide access to all third party software components which are intended to integrate with the Dispatch Subsystem through the COTS Interface(s).
Although the Customer is expected to participate in Hexagon's internal testing of the COTS Interfaces, the Customer will formally test interface functionality during Functional Testing Task.

Task Deliverables

- Installation and configuration of the COTS Interfaces

For more information on the COTS Interfaces, see Attachment H, Interface Descriptions.

Task Assumptions

- This Task may not occur in any temporary cloud environment.

[1] Mobile Responder configuration is not included within the scope of this Task. Within this Task, COTS Interface does not include Mobile Responder. Configuration of Mobile Responder is separately addressed in subsequent Tasks.

Task Prerequisites

- Hexagon has installed and unit-tested Xalt.
- The interface server has been created/installed.
- Operation or availability of all external systems or Third-Party Software.
- Completed COTS Interface Questionnaires provided to Hexagon during the COTS Interface Review Period.
- Virtual Server and OnCall Software Staging Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install COTS Interfaces in the Customer's Production Environment (including secondary and tertiary servers); and
- Unit test COTS Interfaces in accordance with the COTS Interface Questionnaires.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available to support Hexagon Activities as needed;
- For COTS Interfaces not relying upon Xalt, verify that physical connectivity and communication has been achieved from Customer's Communication/Interface server to remote system servers and all other third-party systems (such as Customer message switch(es), State/NCIC, RMS systems etc.);
- Provide availability and confirm operation of external systems or third-party software;
- Provide the following information to Hexagon:
    - IP address for remote databases/systems
    - Socket value for remote databases/systems
    - Enter operator IDs (ORIs), terminal mnemonics, etc., as needed by remote databases/systems (as may be needed)
- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Ensure third-party cooperation with Hexagon's reasonable requests.

Task Acceptance Criteria

This Task is complete when each COTS Interface is installed and configured in accordance with the COTS Interface Questionnaire, and subject to the functionality and features within the COTS version of the COTS Interface.

22. OnCall Dispatch Configuration Consulting 1

Task Description

With the configuration capabilities included in OnCall Dispatch, the Customer is able to tailor the Subsystem based on certain needs and intended outcomes. This Task begins the process of configuring OnCall Dispatch to better align with Customer's workflows, intended graphical layout, and desired processes. The objective of this Task is to begin to familiarize the Customer with the configurability of the OnCall Dispatch Software to facilitate configuration for its call-taking and dispatching operations as well as its administrative and supervisory operations.

During this Task, Hexagon will conduct the "Configuration 1 Workshop," which will last no longer than three (3) Business Days. Hexagon will provide independent configuration services for up to three Business Days following the Configuration 1 Workshop ("Configuration 1 Period"). During the Configuration 1 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Basic Settings, Viewing Settings, Call Taking Process Settings, Event Creation Settings, and UI Layouts (as defined below). The Configuration 1 Workshop format includes up to four (4) hours of joint work between Hexagon and Customer with the remaining hours of the Business Day allocated for independent work. During the joint session and by the end of each daily joint session, the Customer Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed, which Hexagon will work on during its independent configuration time.

Up to the end of the Configuration 1 Period, Hexagon will configure the Configuration 1 Settings (as defined below) based upon direction from Customer and subject to the Benchmark Criteria. After the Configuration 1 Period has expired, the Customer will

be responsible for making any configuration changes to the Configuration 1 Settings that were not otherwise completed during the Configuration 1 Period or that Customer seeks to further configure. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible.

Task Deliverables

- OnCall Dispatch Configuration 1 Workshop
- List of requested configurations.

Task Prerequisites

- Customer's OnCall Dispatch Subsystem is available for use.
- Initial GIS services published and configured for use by OnCall Dispatch:
    - Map display
    - Routing
    - Geocoding
- OnCall Dispatch Fundamentals for Core Team Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration 1 Workshop will last no longer than three (3) Business Days.
- The Configuration 1 Workshop will be interactive with up to twelve (12) Customer attendees for up to four (4) Business Hours per day with any remaining time allocated for independent Hexagon configuration work.
- Customer Dispatch Core Teams will record the list of requested configurations from each day, placing them in order of priority to be completed.
- During the Hexagon independent work time, Customer can have up to four (4) designated Dispatch Core Team members shadow Hexagon.
- Requested configurations not completed each day will be rolled to the next day and worked in priority order until the end of the Configuration 1 Period.
- Requested configurations to the Configuration 1 Settings not completed by the end of the Configuration 1 Period can be completed by the Customer, if so desired, which must be done prior to Configuration 2 Workshop.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Up to the time allotted, provide consulting and configuration services to review (collectively, "Configuration 1 Settings"):
    - Customer's preferences for basic settings, including but not limited to (collectively, "Basic Settings"):
        - Colors for unit statuses
        - Colors for event priorities
        - Icons for event types on the map and event cards/boards
        - Icons for unit types
    - Customer's needs for viewing event and unit related data in real-time lists (status monitors) (collectively, "Viewing Settings"):
        - Filters
        - Visible columns
        - Context (right-click) menus
    - Customer's emergency and non-emergency call-taking processes, including but not limited to (collectively, "Call Taking Process Settings"):
        - Location validation
        - Event-type selection

- Jurisdiction determination

- Customer's event creation processes, including but not limited to (collectively, "Event Creation Settings"):
  - Single Agency Response
  - Multiple Agency Response
  - Nearby or possible duplicate detection
- User Interface Layouts ("UI Layouts")

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Configuration 1 Workshop;
- Participate in discussions and engage with the Hexagon team member;
- Track and prioritize requests for configuration of the Configuration1 Settings on a daily basis during the Configuration 1 Workshop; and
- Complete any changes to Configuration 1 Settings prior to the commencement of Configuration 2 Workshop.

Task Acceptance Criteria

This Task is complete upon: (i) the conclusion of the Configuration 1 Workshop and (ii) upon the earlier of, expiration of the Configuration 1 Period or configuration of the Configuration 1 Settings.

23. OnCall Dispatch Configuration Consulting 2

Task Description

The objective of this Task is to continue to familiarize the Customer with the configurability of the OnCall Dispatch Software to facilitate configuration for its call-taking and dispatching operations as well as its administrative and supervisory operations. During this Task, Hexagon will conduct the "Configuration 2 Workshop," which will last no longer than three (3) Business Days. Hexagon will provide independent configuration services for up to three (3) Business Days following the Configuration 2 Workshop ("Configuration 2 Period"). During the Configuration 2 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Configuration 2 Settings (as defined below). The Configuration 2 Workshop format includes up to four (4) hours of joint work between Hexagon and Customer with the remaining hours of the Business Day allocated for independent work. During the joint session and by the end of each daily joint session, the Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed, which Hexagon will work on during its independent configuration time.
Up to the end of the Configuration 2 Period, Hexagon will configure the Configuration 2 Settings based upon direction from Customer and as contemplated within the Benchmark Criteria. After the Configuration 2 Period has expired, the Customer will be responsible for making any configuration changes to the Configuration 2 Settings that were not otherwise completed during the Configuration 2 Period or that Customer seeks to further configure. Customer shall complete any changes to the Configuration 2 Settings prior to the start of OnCall Dispatch Configuration Consulting 3. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible.

Task Deliverables

- OnCall Dispatch Configuration 2 Workshop
- List of requested configurations.

Task Prerequisites

- Configuration 1 Workshop and Configuration 1 Period are complete, and Customer has completed any and all additional configurations to the Configuration 1 Settings.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Configuration 2 Workshop will last no more than three (3) Business Days.
- The Configuration 2 Workshop will be interactive with Customer attendees for up to four (4) Business Hours per day with any remaining time of the Business Day allocated for independent Hexagon configuration work.
- Customer Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed.
- During the Hexagon independent work time, the Customer can have up to four (4) designated Dispatch Core Team members shadow Hexagon.
- Requested configurations not completed each day will be rolled to the next day and worked in priority order until the end of the Configuration 2 Period.
- Requested configurations to the Configuration 1 Settings not completed by the end of the Configuration 2 Period can be completed by the Customer, if so desired, which must be done prior to Configuration 3 Workshop.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Up to the time allotted, provide consulting and configuration services to review the settings below (collectively, “Configuration 2 Settings”):
    - Customer’s event triage and dispatching processes
    - Customer’s event management processes, including but not limited to:
        - Unit recommendation & assignment
        - Unit on event management
        - Unit location changes
        - Staging areas
        - Case numbers
        - Remote inquiries
        - Queued events
        - Rotational services (e.g., Tow trucks, lock smiths, etc.)
    - Call back process
    - Known callers
    - Unit relocation (a.k.a. Move Ups)
    - Shared Crews (a.k.a. Cross-staffing)
    - Field Events (a.k.a. Officer Initiated Events)
    - Associated Events
    - Copied Events

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Configuration 2 Workshop;
- Participate in discussions and engage with the Hexagon team member;

- Track and prioritize requests for configuration of the Configuration 2 Settings on a daily basis during the Configuration 2 Workshop; and
- Complete any configurations changes to the Configuration 2 Settings prior to the commencement of Configuration 3 Workshop.

Task Acceptance Criteria

This Task is complete upon: (i) the conclusion of the Consulting 2 Workshop and (ii) upon the earlier of, expiration of the Configuration 2 Period or configuration of the Configuration 2 Settings.

24. OnCall Dispatch Configuration Consulting 3

Task Description

The objective of this Task is to complete the configuration of the OnCall Dispatch Software for its call-taking and dispatching operations as well as its administrative and supervisory operations.
During this Task, Hexagon will conduct the "Configuration 3 Workshop," which will last no longer than three (3) Business Days. Hexagon will provide independent configuration services for up to three Business Days following the Configuration 3 Workshop ("Configuration 3 Period"). During the Configuration 3 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Configuration 3 Settings. The Configuration 3 Workshop format includes up to four (4) Business Hours of joint work between Hexagon and Customer with the remaining hours of the Business Day allocated for independent work. During the joint session and by the end of each daily joint session, the Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed, which Hexagon will work on during its independent configuration time.
Up to the end of the Configuration 3 Period, Hexagon will configure the Configuration 3 Settings based upon direction from Customer and as contemplated within the Benchmark Criteria. After the Configuration 3 Period has expired, the Customer will be responsible for making any configuration changes to the Configuration 3 Settings that were not otherwise completed during the Configuration 3 Period or that Customer seeks to further configure. Customer shall finish any changes to the Configuration 3 Settings within ten (10) Business Days following the Configuration 3 Period. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible.

Task Deliverables

- OnCall Dispatch Configuration 3 Workshop

Task Prerequisites

- Configuration 2 Workshop and Configuration 2 Period have been completed, and Customer has completed any additional configurations to the Configuration 2 Settings.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration 3 Workshop will last no more than three (3) Business Days.
- The Configuration 3 Workshop will be interactive with Customer attendees for up to four (4) hours per day with any remaining time of the Business Day allocated for independent Hexagon configuration work.
- Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed.
- During the Hexagon independent work time, the Customer can have up to four (4) designated Dispatch Core Team members shadow Hexagon. Requested configurations not completed each day will be rolled to the next day and worked in priority order until the end of the Configuration 3 Period.
- Requested configurations not completed upon consumption of all allocated labor hours can be completed by the Customer, if so desired, which must be done prior to the commencement of Customer Functional Testing.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Within the time allotted, provide consulting and configuration services ("Configuration 3 Settings") to review:
    - Biased based profiling data collection
    - Notifications
    - Standard Operating Procedures (SOPs)
    - Event Tags
    - Special Situations
    - Event Security
    - Unit Management
        - Logging on
        - Logging off
        - Unit properties
        - Logon Group (Lineup)
    - CAD Searches
        - Event search
        - Unit history search
        - Equipment Search
    - Broadcasts (a.k.a. BOLOs)

Customer Participation and Responsibilities

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Configuration 3 Workshop;
- Participate in discussions and engage with the Hexagon team member;
- Track and prioritize requests for configuration of the Configuration 3 Settings on a daily basis during the Configuration 3 Workshop; and
- Complete any configurations changes prior to the commencement of Customer Functional Testing.

Task Acceptance Criteria

This Task is complete upon: (i) the conclusion of the Consulting 3 Workshop and (ii) upon the earlier of, expiration of the Configuration 3 Period or configuration of the Configuration 3 Settings.

25. OnCall Dispatch Configuration Consulting 4

Task Description

During this Task, Hexagon will remotely conduct the "Configuration 4 Workshop," which will last no longer than three (3) Business Days. Hexagon will provide independent configuration services for up to three Business Days following the Configuration 4 Workshop ("Configuration 4 Period"). This workshop is reserved for Hexagon to aid with configuration items the Customer desires and has not yet completed in the previous configuration workshops.

Task Deliverables

- OnCall Dispatch Configuration Consulting 4

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.
- Ten (10) days have elapsed since Configuration 3 Period.

Task Assumptions

- The Configuration 4 Workshop will last no more than three (3) Business Days.
- The Configuration 4 Workshop will be interactive with Customer attendees for up to four (4) hours per day with any remaining time of the Business Day allocated for independent Hexagon configuration work.
- Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Within the time allotted, provide consulting and configuration

Customer Participation and Responsibilities

Customer shall:

- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Configuration 4 Workshop;
- Participate in discussions and engage with the Hexagon team member;
- Track and prioritize requests for configuration on a daily basis during the Configuration 4 Workshop; and
- Complete any configurations changes prior to the commencement of Customer Functional Testing.

Task Acceptance Criteria

This Task is complete upon: (i) the conclusion of the Consulting 4 Workshop and (ii) upon the earlier of, expiration of the Configuration 4 Period.

26. OnCall Dispatch | Customer Rules Engine Configuration Workshop

Task Description

The objective of this Task is to familiarize the Customer with configurability of the OnCall Dispatch | Customer Rules Engine (CRE), an add-on component to the HxGN OnCall Dispatch product suite. CRE allows customized business rules to be created using a drag-and-drop editor. The customized business rules can be used to implement workflows that are specific to a particular customer and therefore not available out-of-the-box in the core HxGN OnCall Dispatch product suite.
The Customer is responsible for configuring CRE. Hexagon will provide specific consulting sessions as part of the Project, but the Customer Core Team's understanding of configuration will correspondingly allow the Customer to use CRE to create custom workflows. Hexagon will also provide an example of how to implement a CRE-based configuration in the Customer's Environment.
Hexagon will conduct a workshop ("CRE Workshop") to familiarize the Customer with CRE, provide examples of CRE configurations, and, will work to collaboratively complete two (2) CRE-based configurations provided that the CRE Workshop shall last no more than four (4) Business Days. Any CRE-based configuration not completed at the end of the CRE Workshop shall be the responsibility of Customer. The Customer shall complete configuration of CRE within ten (10) Business Days after the CRE Workshop (the "CRE Configuration Period"). If the Customer has questions as it configures CRE, it may contact Hexagon to address the question.

Task Deliverables

- CRE Workshop

Task Prerequisites

- OnCall Dispatch Configuration Consulting 4 Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making finalized decisions about configurations within OnCall Dispatch.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the CRE Workshop; and
- Provide support (question and answer support) as Customer configures CRE.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure appropriate personnel attend, and fully participate in all the CRE Workshop;
- Provide department-specific CAD configuration and workflow data as needed; and
- Configure CRE within the CRE Configuration Period.

Task Acceptance Criteria

This Task is considered complete when Hexagon has conducted the CRE Workshop.

27. OnCall Dispatch | Customer Rules Engine Configuration Services

Task Description

Hexagon will configure OnCall Dispatch through CRE for the Software Requirements expressly identified in the table below ("CRE Requirements"). Hexagon will conduct this Task independently provided that Customer shall provide Hexagon reasonably requested information necessary for Hexagon to make the configured changes to fulfill the CRE Requirements.

	REFERENCE	REQUIREMENT
1	Attachment G Functional Specifications Matrix_Group A, Global tab, item #1.25	Ability to automatically timestamp active incident noting daylight savings time has occurred
2	Attachment G Functional Specifications Matrix_Group A, Global tab, item #1.26	Ability to automatically timestamp held incident noting daylight savings time has occurred
3	Attachment G Functional Specifications Matrix_Group A, Global tab, item #1.27	Ability to automatically timestamp pending incident noting daylight savings time has occurred

	REFERENCE	REQUIREMENT
4	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #4.40	Ability to create multiple cloned incidents simultaneously
5	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #6.8	Ability for updated comments to be displayed across associated incidents
6	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #6.9	Ability for any comment to be added into all associated incidents as the default upon association - user would have the ability to exclude selected information
7	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #6.21	Ability to support geo-fencing incident locations to include advisory notifications when a unit is within the boundaries of a geo-fenced area
8	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #8.4	Ability to simultaneously create a temporary unit and place that unit on-scene
9	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #9.25	Ability to provide a priority comment, upon arrival of the first unit to an incident that involves a multiple Agency response (configurable)
10	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #9.29	Ability to exchange an available unit with a unit already assigned to an incident with a single command
11	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #9.30	Ability to allow two assigned units to exchange incidents with a single command
12	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #9.33	Ability for the dispatcher to manually reset a unit timer once it has timed out
13	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #12.23	Ability to dynamically recommend units on an active incident based upon a predetermined criteria (trigger). This functionality would operate as an algorithm (E.g., 3 rescues are assigned to an incident and so an EMS supervisor needs to be dispatched)
14	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #12.24	Ability to notify the dispatcher of a unit recommendation based upon a predetermined criteria (trigger). This functionality would operate as an algorithm (E.g., A dispatcher would be alerted that an EMS supervisor needs to be dispatched if 3 rescues are assigned to an incident)
15	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #12.25	Ability to recommend a radio channel based on geography (radio channel coverage area)
16	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #12.26	Ability to select/override radio channel into the form prior to dispatching the incident
17	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #12.27	Ability to recommend a radio channel based on geography and the number of

	REFERENCE	REQUIREMENT
		units requested to the incident (E.g., 5 units or more)
18	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #12.28	Ability to recommend a radio channel based on geography and the number of units assigned to the incident (E.g., 5 units or more)
19	Attachment G Functional Specifications Matrix_Group A, CAD Group A tab, item #12.29	Ability to dynamically recommend radio channel on an active incident based upon a predetermined criteria

Task Deliverables

- CRE Configuration Services

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Make configuration changes within CRE to conform with the CRE Requirements.

Customer Team Participation and Responsibilities

Customer shall:

- Answer Hexagon questions and provide department-specific information as reasonably requested by Hexagon.

Task Acceptance Criteria

This Task is considered complete when Hexagon has configured CRE to provide the CRE Requirements functionality.

28. OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 – Suppression

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("Suppression Mobile Configuration Session 1"). During the Suppression Mobile Configuration Session 1, Hexagon will provide information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment. The Suppression Mobile Configuration Session 1 will address:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board

- Event Board
- The included Dispatch Report
- Network requirements and ports to ensure the Mobile Unit client can communicate appropriately

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the Suppression Mobile Consulting Session 1.
Following the Suppression Mobile Configuration Session 1, the Customer will configure Mobile Unit during the next ten (10) Business Days ("Suppression Mobile Configuration Period 1"). After the first five (5) Business Days of this period, Hexagon will review the Customer's configuration and provide feedback in a consultation session lasting no longer than one (1) Business Day ("Suppression Mobile Configuration Consultation 1"). The Customer will then have the remaining five (5) Business Days to continue or revise configuration ("Suppression Mobile Configuration Follow-Up Period 1"). At the conclusion of the Suppression Mobile Configuration Follow-Up Period 1, Hexagon will perform a final review with the Customer and provide feedback in a consultation lasting no more than one (1) Business Day ("Suppression Mobile Configuration Follow-Up Consultation 1").
The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- Suppression Mobile Configuration Session 1
- Suppression Mobile Configuration Consultation 1
- Suppression Mobile Configuration Follow-Up Consultation 1

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of Suppression Mobile Configuration Session 1, Suppression Mobile Configuration Consultation 1, and Suppression Mobile Configuration Follow-Up Consultation 1.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the Suppression Mobile Configuration Session 1 with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the Suppression Mobile Configuration Period 1; and
- Begin the Suppression Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the Suppression Mobile Configuration Session 1, Suppression Mobile Configuration Consultation 1, and Suppression Mobile Configuration Follow-Up Consultation 1.

29. OnCall Dispatch | Mobile Unit Configuration Consulting Session 2 – Suppression

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("Suppression Mobile Configuration Session 2"). During the Suppression Mobile Configuration Session 2, Hexagon will provide additional information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment based on the results of Suppression Mobile Configuration Follow-Up Consultation 1. The Suppression Mobile Configuration Session 2 will include:

- Review of the Suppression Mobile Configuration Follow-Up Consultation 1
- Continuation of configuration consulting identified from review of Suppression Mobile Configuration Follow-Up Consultation 1

Suppression Mobile Configuration Session 2 will continue configuration consulting on the following areas:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board
- The included Dispatch Report

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the Suppression Mobile Consulting Session 2.
Following the Suppression Mobile Configuration Session 2, the Customer will configure Mobile Unit during the next ten (10) Business Days ("Suppression Mobile Configuration Period 2"). After the first five (5) Business Days of this period, Hexagon will review the Customer's configuration and provide feedback in a consultation session lasting no longer than one (1) Business Day ("Suppression Mobile Configuration Consultation 2"). The Customer will then have the remaining five (5) Business Days to continue or revise configuration ("Suppression Mobile Configuration Follow-Up Period 2"). At the conclusion of the Suppression Mobile Configuration Follow-Up Period 2, Hexagon will perform a final review with the Customer and provide feedback in a consultation lasting no more than one (1) Business Day ("Suppression Mobile Configuration Follow-Up Consultation 2").
The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- Suppression Mobile Configuration Session 2
- Suppression Mobile Configuration Consultation 2
- Suppression Mobile Configuration Follow-Up Consultation 2

Task Prerequisites

- OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 – Suppression – Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.

- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of Suppression Mobile Configuration Session 2, Suppression Mobile Configuration Consultation 2, and Suppression Mobile Configuration Follow-Up Consultation 2.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the Suppression Mobile Configuration Session 2 with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the Suppression Mobile Configuration Period 2; and
- Begin the Suppression Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the Suppression Mobile Configuration Session 2, Suppression Mobile Configuration Consultation 2, and Suppression Mobile Configuration Follow-Up Consultation 2.

30. OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 – BattChief

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("BattChief Mobile Configuration Session 1"). During the BattChief Mobile Configuration Session 1, Hexagon will provide information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment. The BattChief Mobile Configuration Session 1 will address:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board
- The included Dispatch Report
- Network requirements and ports to ensure the Mobile Unit client can communicate appropriately

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the BattChief Mobile Consulting Session 1.

Following the BattChief Mobile Configuration Session 1, the Customer will configure Mobile Unit during the next ten (10) Business Days ("BattChief Mobile Configuration Period 1"). After the first five (5) Business Days of this period, Hexagon will review the Customer's configuration and provide feedback in a consultation session lasting no longer than one (1) Business Day ("BattChief Mobile Configuration Consultation 1"). The Customer will then have the remaining five (5) Business Days to continue or revise configuration ("BattChief Mobile Configuration Follow-Up Period 1"). At the conclusion of the BattChief Mobile Configuration Follow-Up Period 1, Hexagon will perform a final review with the Customer and provide feedback in a consultation lasting no more than one (1) Business Day ("BattChief Mobile Configuration Follow-Up Consultation 1").
The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- BattChief Mobile Configuration Session 1
- BattChief Mobile Configuration Consultation 1
- BattChief Mobile Configuration Follow-Up Consultation 1

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of BattChief Mobile Configuration Session 1, BattChief Mobile Configuration Consultation 1, and BattChief Mobile Configuration Follow-Up Consultation 1.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the BattChief Mobile Configuration Session 1 with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the BattChief Mobile Configuration Period 1; and
- Begin the BattChief Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the BattChief Mobile Configuration Session 1, BattChief Mobile Configuration Consultation 1, and BattChief Mobile Configuration Follow-Up Consultation 1.

31. OnCall Dispatch | Mobile Unit Configuration Consulting Session 2 – BattChief

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("BattChief Mobile Configuration Session 2"). During the BattChief Mobile Configuration Session 2, Hexagon will provide additional information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment based on the results of BattChief Mobile Configuration Follow-Up Consultation 1. The BattChief Mobile Configuration Session 2 will include:

- Review of the BattChief Mobile Configuration Follow-Up Consultation 1
- Continuation of configuration consulting identified from review of BattChief Mobile Configuration Follow-Up Consultation 1

BattChief Mobile Configuration Session 2 will continue configuration consulting on the following areas:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board
- The included Dispatch Report

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the BattChief Mobile Consulting Session 2.
Following the BattChief Mobile Configuration Session 2, the Customer will configure Mobile Unit during the next ten (10) Business Days ("BattChief Mobile Configuration Period 2"). After the first five (5) Business Days of this period, Hexagon will review the Customer's configuration and provide feedback in a consultation session lasting no longer than one (1) Business Day ("BattChief Mobile Configuration Consultation 2"). The Customer will then have the remaining five (5) Business Days to continue or revise configuration ("BattChief Mobile Configuration Follow-Up Period 2"). At the conclusion of the BattChief Mobile Configuration Follow-Up Period 2, Hexagon will perform a final review with the Customer and provide feedback in a consultation lasting no more than one (1) Business Day ("BattChief Mobile Configuration Follow-Up Consultation 2").
The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- BattChief Mobile Configuration Session 2
- BattChief Mobile Configuration Consultation 2
- BattChief Mobile Configuration Follow-Up Consultation 2

Task Prerequisites

- OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 – BattChief – Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.

- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of BattChief Mobile Configuration Session 2, BattChief Mobile Configuration Consultation 2, and BattChief Mobile Configuration Follow-Up Consultation 2.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the BattChief Mobile Configuration Session 2 with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the BattChief Mobile Configuration Period 2; and
- Begin the BattChief Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the BattChief Mobile Configuration Session 2, BattChief Mobile Configuration Consultation 2, and BattChief Mobile Configuration Follow-Up Consultation 2.

32. OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 – Staff

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("Staff Mobile Configuration Session 1"). During the Staff Mobile Configuration Session 1, Hexagon will provide information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment. The Staff Mobile Configuration Session 1 will address:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board
- The included Dispatch Report
- Network requirements and ports to ensure the Mobile Unit client can communicate appropriately

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the Staff Mobile Consulting Session 1.

Following the Staff Mobile Configuration Session 1, the Customer will configure Mobile Unit during the next ten (10) Business Days ("Staff Mobile Configuration Period 1"). After the first five (5) Business Days of this period, Hexagon will review the Customer's configuration and provide feedback in a consultation session lasting no longer than one (1) Business Day ("Staff Mobile Configuration Consultation 1"). The Customer will then have the remaining five (5) Business Days to continue or revise configuration ("Staff Mobile Configuration Follow-Up Period 1"). At the conclusion of the Staff Mobile Configuration Follow-Up Period 1, Hexagon will perform a final review with the Customer and provide feedback in a consultation lasting no more than one (1) Business Day ("Staff Mobile Configuration Follow-Up Consultation 1").
The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- Staff Mobile Configuration Session 1
- Staff Mobile Configuration Consultation 1
- Staff Mobile Configuration Follow-Up Consultation 1

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of Staff Mobile Configuration Session 1, Staff Mobile Configuration Consultation 1, and Staff Mobile Configuration Follow-Up Consultation 1.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the Staff Mobile Configuration Session 1 with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the Staff Mobile Configuration Period 1; and
- Begin the Staff Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the Staff Mobile Configuration Session 1, Staff Mobile Configuration Consultation 1, and Staff Mobile Configuration Follow-Up Consultation 1.

33. OnCall Dispatch | Mobile Unit Configuration Consulting Session 2 – Staff

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("Staff Mobile Configuration Session 2"). During the Staff Mobile Configuration Session 2, Hexagon will provide additional information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment based on the results of Staff Mobile Configuration Follow-Up Consultation 1. The Staff Mobile Configuration Session 2 will include:

- Review of the Staff Mobile Configuration Follow-Up Consultation 1
- Continuation of configuration consulting identified from review of Staff Mobile Configuration Follow-Up Consultation 1

Staff Mobile Configuration Session 2 will continue configuration consulting on the following areas:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board
- The included Dispatch Report

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the Staff Mobile Consulting Session 2.
Following the Staff Mobile Configuration Session 2, the Customer will configure Mobile Unit during the next ten (10) Business Days ("Staff Mobile Configuration Period 2"). After the first five (5) Business Days of this period, Hexagon will review the Customer's configuration and provide feedback in a consultation session lasting no longer than one (1) Business Day ("Staff Mobile Configuration Consultation 2"). The Customer will then have the remaining five (5) Business Days to continue or revise configuration ("Staff Mobile Configuration Follow-Up Period 2"). At the conclusion of the Staff Mobile Configuration Follow-Up Period 2, Hexagon will perform a final review with the Customer and provide feedback in a consultation lasting no more than one (1) Business Day ("Staff Mobile Configuration Follow-Up Consultation 2").
The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- Staff Mobile Configuration Session 2
- Staff Mobile Configuration Consultation 2
- Staff Mobile Configuration Follow-Up Consultation 2

Task Prerequisites

- OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 – Staff – Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of Staff Mobile Configuration Session 2, Staff Mobile Configuration Consultation 2, and Staff Mobile Configuration Follow-Up Consultation 2.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the Staff Mobile Configuration Session 2 with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the Staff Mobile Configuration Period 2; and
- Begin the Staff Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the Staff Mobile Configuration Session 2, Staff Mobile Configuration Consultation 2, and Staff Mobile Configuration Follow-Up Consultation 2.

34. OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 – Rescue

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("Rescue Mobile Configuration Session 1"). During the Rescue Mobile Configuration Session 1, Hexagon will provide information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment. The Rescue Mobile Configuration Session 1 will address:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board
- The included Dispatch Report
- Network requirements and ports to ensure the Mobile Unit client can communicate appropriately

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the Rescue Mobile Consulting Session 1.
Following the Rescue Mobile Configuration Session 1, the Customer will configure Mobile Unit during the next ten (10) Business Days ("Rescue Mobile Configuration Period 1"). After the first five (5) Business Days of this period, Hexagon will review the Customer's configuration and provide feedback in a consultation session lasting no longer than one (1) Business Day ("Rescue Mobile Configuration Consultation 1"). The Customer will then have the remaining five (5) Business Days to continue or revise configuration ("Rescue Mobile Configuration Follow-Up Period 1"). At the conclusion of the Rescue Mobile Configuration Follow-

Up Period 1, Hexagon will perform a final review with the Customer and provide feedback in a consultation lasting no more than one (1) Business Day ("Rescue Mobile Configuration Follow-Up Consultation 1").
The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- Rescue Mobile Configuration Session 1
- Rescue Mobile Configuration Consultation 1
- Rescue Mobile Configuration Follow-Up Consultation 1

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of Rescue Mobile Configuration Session 1, Rescue Mobile Configuration Consultation 1, and Rescue Mobile Configuration Follow-Up Consultation 1.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the Rescue Mobile Configuration Session 1 with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the Rescue Mobile Configuration Period 1; and
- Begin the Rescue Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the Rescue Mobile Configuration Session 1, Rescue Mobile Configuration Consultation 1, and Rescue Mobile Configuration Follow-Up Consultation 1.

35. OnCall Dispatch | Mobile Unit Configuration Consulting Session 2 – Rescue

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("Rescue Mobile Configuration Session 2"). During the Rescue Mobile Configuration Session 2, Hexagon will provide additional information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment based on the results of Rescue Mobile Configuration Follow-Up Consultation 1. The Rescue Mobile Configuration Session 2 will include:

- Review of the Rescue Mobile Configuration Follow-Up Consultation 1
- Continuation of configuration consulting identified from review of Rescue Mobile Configuration Follow-Up Consultation 1

Rescue Mobile Configuration Session 2 will continue configuration consulting on the following areas:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board
- The included Dispatch Report

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the Rescue Mobile Consulting Session 2.
Following the Rescue Mobile Configuration Session 2, the Customer will configure Mobile Unit during the next ten (10) Business Days ("Rescue Mobile Configuration Period 2"). After the first five (5) Business Days of this period, Hexagon will review the Customer's configuration and provide feedback in a consultation session lasting no longer than one (1) Business Day ("Rescue Mobile Configuration Consultation 2"). The Customer will then have the remaining five (5) Business Days to continue or revise configuration ("Rescue Mobile Configuration Follow-Up Period 2"). At the conclusion of the Rescue Mobile Configuration Follow-Up Period 2, Hexagon will perform a final review with the Customer and provide feedback in a consultation lasting no more than one (1) Business Day ("Rescue Mobile Configuration Follow-Up Consultation 2").
The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- Rescue Mobile Configuration Session 2
- Rescue Mobile Configuration Consultation 2
- Rescue Mobile Configuration Follow-Up Consultation 2

Task Prerequisites

- OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 – Rescue – Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of Rescue Mobile Configuration Session 2, Rescue Mobile Configuration Consultation 2, and Rescue Mobile Configuration Follow-Up Consultation 2.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the Rescue Mobile Configuration Session 2 with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the Rescue Mobile Configuration Period 2; and
- Begin the Rescue Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the Rescue Mobile Configuration Session 2, Rescue Mobile Configuration Consultation 2, and Rescue Mobile Configuration Follow-Up Consultation 2.

36. OnCall Dispatch | Mobile Responder Configuration – Suppression

Task Description

During the COTS Interface Questionnaire Task, the Customer will have selected configuration options for OnCall Dispatch | Mobile Responder. During this Task, Hexagon will configure Mobile Responder based on the configuration changes documented in the COTS Interface Questionnaire.

Task Deliverables

- One (1) Suppression Mobile Responder Configuration

Task Prerequisites

- COTS Interface Questionnaire Completion Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure Mobile Responder based upon the corresponding COTS Interface Questionnaire.

Customer Team Participation and Responsibilities

Customer shall:

- Provide mobile SME to Hexagon as needed; and
- Provide a Dispatcher SME to give feedback on how OnCall Dispatch Mobile Responder will affect dispatchers and assist with various dispatching tasks.

Task Acceptance Criteria

The Task is complete when Hexagon has configured Mobile Responder based upon the corresponding COTS Interface Questionnaire.

37. OnCall Dispatch | Mobile Responder Configuration – BattChief

Task Description

During the COTS Interface Questionnaire Task, the Customer will have selected configuration options for OnCall Dispatch | Mobile Responder. During this Task, Hexagon will configure Mobile Responder based on the configuration changes documented in the COTS Interface Questionnaire.

Task Deliverables

- One (1) BattChief Mobile Responder Configuration

Task Prerequisites

- COTS Interface Questionnaire Completion Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure Mobile Responder based upon the corresponding COTS Interface Questionnaire.

Customer Team Participation and Responsibilities

Customer shall:

- Provide mobile SME to Hexagon as needed; and
- Provide a Dispatcher SME to give feedback on how OnCall Dispatch Mobile Responder will affect dispatchers and assist with various dispatching tasks.

Task Acceptance Criteria

The Task is complete when Hexagon has configured Mobile Responder based upon the corresponding COTS Interface Questionnaire.

38. OnCall Dispatch | Mobile Responder Configuration – Staff

Task Description

During the COTS Interface Questionnaire Task, the Customer will have selected configuration options for OnCall Dispatch | Mobile Responder. During this Task, Hexagon will configure Mobile Responder based on the configuration changes documented in the COTS Interface Questionnaire.

Task Deliverables

- One (1) Staff Mobile Responder Configuration

Task Prerequisites

- COTS Interface Questionnaire Completion Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure Mobile Responder based upon the corresponding COTS Interface Questionnaire.

Customer Team Participation and Responsibilities

Customer shall:

- Provide mobile SME to Hexagon as needed; and
- Provide a Dispatcher SME to give feedback on how OnCall Dispatch Mobile Responder will affect dispatchers and assist with various dispatching tasks.

Task Acceptance Criteria

The Task is complete when Hexagon has configured Mobile Responder based upon the corresponding COTS Interface Questionnaire.

39. OnCall Dispatch | Mobile Responder Configuration – Rescue

Task Description

During the COTS Interface Questionnaire Task, the Customer will have selected configuration options for OnCall Dispatch | Mobile Responder. During this Task, Hexagon will configure Mobile Responder based on the configuration changes documented in the COTS Interface Questionnaire.

Task Deliverables

- One (1) Rescue Mobile Responder Configuration

Task Prerequisites

- COTS Interface Questionnaire Completion Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure Mobile Responder based upon the corresponding COTS Interface Questionnaire.

Customer Team Participation and Responsibilities

Customer shall:

- Provide mobile SME to Hexagon as needed; and

- Provide a Dispatcher SME to give feedback on how OnCall Dispatch Mobile Responder will affect dispatchers and assist with various dispatching tasks.

Task Acceptance Criteria

The Task is complete when Hexagon has configured Mobile Responder based upon the corresponding COTS Interface Questionnaire.

40. OnCall Dispatch Archive Database Staging

Task Description

Hexagon resources will create an OnCall archive database using the CAD Database Utility and the Customer's staging hardware.

Task Deliverables

- OnCall archive database on the Production staging system

Task Prerequisites

- Virtual Server and OnCall Software Staging Task is Complete.
- The Customer has provided full database backup to Hexagon or given permission for Hexagon to take the backup on the Customer's behalf.
- Code Freeze in place on Production Environment.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Process update to OnCall archive database schema using Customer's staging hardware; and
- Use a copy of the 'production' database as an initial start point for the archive database.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure Hexagon is provided with full backup of existing Production database to be used as start point for the OnCall archive database.

Task Acceptance Criteria

This Task is complete when the OnCall archive database has been delivered on the Production staging system.

41. OnCall Analytics | Dispatch Configuration

Task Description

This Task is Hexagon-led and involves configuring OnCall Analytics | Dispatch with Customer's site-specific parameters. OnCall Analytics is business intelligence software for reporting, analysis, and evidence-based decision making. It provides reporting and analysis capabilities, which are fully described within a document titled: "HxGN OnCall Analytics | Dispatch: Delivered Models and Reports," which is available upon request. That document describes the types of reports and models

available within OnCall Analytics, which may require additional configuration and work by the Customer. Only those reports corresponding to the type of reporting model and Software product included within the Project are available to the Customer.

Required OnCall Analytics | Dispatch Advantage Software:

HARDWARE	DESCRIPTION/USE	ONCALL ANALYTICS DISPATCH SOFTWARE COMPONENTS TO INSTALL
Report Server	The Report Server is a platform that business users will utilize to create, access, view, schedule and manage their reporting content.	Microsoft Power BI Report Server OnCall Analytics | Dispatch (paginated reports and dashboards)
Data Warehouse Server	The Data Warehouse Server is used for the storage of the DW schemas, ETL related jobs and tables. In addition, this server may be used for the report server schemas.	SQL Server Data Tools (SSDT) SQL Server Analysis Services (SSAS) SQL Server Integration Services (SSIS)
Client Workstation	The Client Workstation is used to access, manage and create content.	Power BI Desktop Report Server (RS) Report Builder

Task Deliverables

- Configuration of OnCall Analytics | Dispatch software and components for Customer testing and verification

Task Prerequisites

- OnCall Dispatch Archive Database Staging Task is complete.

Task Assumptions

- Hexagon will install the OnCall Analytics | Dispatch solution into the Production Environment.
- Other environments will be the responsibility of the Customer.
- Microsoft Power BI Report Server Note: If on-premise hosting of Power BI content is required, Customer must purchase SQL Server 2019 Enterprise Edition with Software Assurance (which includes the Power BI Report Server necessary for on-premise hosting of Power BI content) or may purchase Microsoft Power BI Report Server separately.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure the OnCall Analytics | Dispatch software components as outlined in the above table;
- Install the Microsoft Power BI desktop software (free download) and components as outlined in table above; and
- Confirm that the software installation and delivery has been completed, the data connections have been tested, and data is accessible in reports.

Customer Team Participation and Responsibilities

Customer shall:

- Provide remote access to Customer environment. If remote access is not possible, additional travel and administration time is required to complete the installation and a change order will be required;
- Provide system administrator to work with the Hexagon team during installation activities;
- Provide network administrator to work with the Hexagon team during installation activities;
- Provide database administrator to work with the Hexagon team during the installation activities, if needed;
- Install additional products not purchased under this Agreement, such as hardware and third-party backup software; and
- Provide SQL Server software and license keys to Hexagon for the database installation.

Task Acceptance Criteria

This Task is complete when Hexagon has configured and tested the OnCall Analytics | Dispatch software and data is accessible for reports and analytics in the Production Environment.

42. Custom Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install, configure, and test the Custom Interfaces. Although the Customer is expected to participate in Hexagon's internal testing of the Custom Interfaces, the Customer will formally test the Custom Interfaces' functionality during Functional Testing.

Task Deliverables

- Documentation of Custom Interfaces installation/testing

Task Prerequisites

- Operation or availability of the external system or Third-Party Software.
- Custom Interface Development Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install Custom Interfaces; and
- Test Custom Interfaces in accordance with the approved ICDs.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available to support Hexagon Activities as needed;
- Verify that physical connectivity has been achieved from Customer's communication server to OnCall Dispatch;
- Provide availability and confirm operation of external systems or third-party software;
- Provide the following information to Hexagon:
  - IP address for remote databases
  - Socket value for remote systems
  - Operator IDs (ORIs), terminal mnemonics, etc., as needed by remote systems
- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Ensure third-party cooperation with Hexagon's reasonable requests.

Task Acceptance Criteria

This Task is complete when each Custom Interface is installed and configured in accordance with the applicable ICD.

43. Standard Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install and configure the Standard Interfaces. The Customer will formally test the interface functionality and reliability during Functional Testing.
The following are regarded as "Standard Interfaces" as the term is defined in Attachment H of this SOW:

- Fire Station Alerting OnCall Dispatch Interface (to USDD)
- RapidSOS OnCall Call-Taker Interface
- PLT Radio OnCall Dispatch Interface (to Motorola Radio System)
- CAD to CAD OnCall Dispatch Interface (to Motorola PremierOne solution)
- CAD to CAD OnCall Dispatch Interface (to CentralSquare Unify CAD Hub)

As part of this Task, Hexagon will provide consulting services to advise Verint and Deccan BARB on how to use RestAPI to push/pull the data they require.

Task Deliverables

- Documentation of Standard Interfaces installation

Task Prerequisites

- Operation or availability of the external system or Third-Party Software
- OnCall Dispatch Configuration Consulting 3 Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install Standard Interfaces.

Customer Team Participation and Responsibilities

- Ensure SMEs are available to support Hexagon Activities as needed;
- Verify that physical connectivity has been achieved from Customer's communication server to OnCall Dispatch;
- Provide availability and confirm operation of external systems or third-party software;
- Provide the following information to Hexagon:
  - IP address for remote databases
  - Socket value for remote systems
  - Operator IDs (ORIs), terminal mnemonics, etc., as needed by remote systems
- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Ensure third-party cooperation with Hexagon's reasonable requests.

Task Acceptance Criteria

This Task is complete when each Standard Interface is installed and configured.

Testing Phase

44. Test Plan and Test Cases Development

Task Description

During this Task, Hexagon will create a test plan ("CAD Test Plan") with Test Cases for OnCall Dispatch. The CAD Test Plan and Test Cases are essential for the Customer to be able to validate and prove the functionality of the Dispatch Subsystem. A clear pass/fail criterion must be defined for each Test Case. Only the elements of the Test Plan and Test Cases conforming with the Benchmark Criteria shall be used in evaluating and testing the Subsystem. The Test Plan is the set of Test Cases that will serve as the basis of testing the fully configured Subsystem, including interfaces.
Once Hexagon has created the CAD Test Plan with Test Cases, it will provide the same to the Customer for review. The Customer shall have up to ten (10) Days to review the CAD Test Plan and Test Cases, provide feedback, and requested edits ("Test Case Validation Period"). Any requested modifications shall conform to the Benchmark Criteria. Hexagon will incorporate

feedback into the CAD Test Plan so long as such feedback is consistent with the Benchmark Criteria and is timely provided. If there are Customer proposed Test Cases that do not meet the criteria for incorporation, then Hexagon will discuss such issues with the County before the CAD Test Plan is finalized.

Task Deliverables

- CAD Test Plan and Test Cases

Task Prerequisites

- OnCall Dispatch Fundamentals for Core Team Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Consult with the Customer during the Test Plan and Test Cases creation Task to validate the Test Cases correspond to the Benchmark Criteria.
- Create the CAD Test Plan and Test Cases consistent with the Benchmark Criteria; and
- Provide CAD Test Plan and Test Cases to Customer.

Customer Team Participation and Responsibilities

Customer shall:

- Review and approve CAD Test Plan and Test Cases during the Test Case Validation Period; and
- Validate the CAD Test Plan and Test Cases are consistent with the Benchmark Criteria.

Task Acceptance Criteria

This Task is complete when Hexagon has created the CAD Test Plan and Test Cases and the Customer has validated the same in accordance with the Benchmark Criteria or the Test Case Validation Period has expired.

45. Factory Acceptance Test

Task Description

During this Task, Hexagon will execute the CAD Test Plan and Test Cases approved by the Parties on the configured OnCall Dispatch system. The testing contemplated in this Task is performed independently by Hexagon. After this Factory Acceptance Testing by Hexagon, Hexagon will enforce a Code Freeze. No configurations or modifications will be allowed to the OnCall Dispatch Subsystem by Customer, except those required to resolve any Blocker Defects identified in Site Acceptance Testing.

Task Deliverables

- CAD Test Plan/Test Case execution
- System Code Freeze

Task Prerequisites

- The Test Plan and Test Cases Development Task is complete.
- OnCall Dispatch is fully configured.
- All Interfaces pertaining to Dispatch are installed.
- All Static Data has been loaded.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Execute the CAD Test Plan and Test Cases on the configured OnCall Dispatch system; and
- Address identified Blocker Defects corresponding to Dispatch.

Customer Team Participation and Responsibilities

Customer shall:

- Consult with Hexagon on any CAD Test Plan or Test Case questions as needed.

Task Acceptance Criteria

This Task is complete when Hexagon has run the CAD Test Plan and Test Cases on the configured OnCall Dispatch system.

46. Site Acceptance Test 1

Task Description

Hexagon will conduct Site Acceptance Test 1 to test OnCall Dispatch's conformance with the Benchmark Criteria. The Customer shall execute the CAD Test Plan and corresponding Test Cases. Except as expressly provided, no other testing or evaluation pertaining to OnCall Dispatch is contemplated in this Project. Hexagon will document and track the results of each Test Case as either pass or fail and then classify the failure in accordance with the Defect Levels.
Hexagon shall address any Blocker Defects encountered during Site Acceptance Test 1. The existence of Permissive Defect(s) shall not preclude or be a condition of completion of any subsequent Tasks or implementation of a new Release.
As part of its resolution efforts, Hexagon may at its discretion provide a procedural or programmatic work around, a configuration change, or provide an Update. Once the Blocker Defect(s) is addressed, Hexagon will report to Customer the Blocker Defect has been addressed.

Task Deliverables

- List of Defects discovered during Site Acceptance Test 1

Task Prerequisites

- Customer and Hexagon mutually confirm that OnCall Dispatch and Mobile Unit are ready for testing.
- Test Plan and Test Cases Development Task is complete.

Task Assumptions

- The initial testing Activity described in Task will be conducted on site.
- Blocker Defect resolution Activities may be performed remotely.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Verify all applicable software, systems and ancillary systems, including the redundancy of Production system, are ready for Site Acceptance Testing;
- ;
- Track and document results from executed Test Cases and file any Blocker Defects in the CRM system; and
- Resolve Blocker Defects during the CAD Reporting Period.

Customer Team Participation and Responsibilities

Customer shall:

- Verify all applicable software, systems and ancillary systems, including the redundancy of Production system, are ready for Functional Testing; and
- Execute the CAD Test Plan

Task Acceptance Criteria

This Task is complete upon completion of testing described in this Task and resolution of all Blocker Defects reported.

47. Site Acceptance Test 2

Task Description

After Hexagon's resolution of any Blocker Defects from Site Acceptance Test 1[1], Customer will conduct Site Acceptance Test 2 to test OnCall Dispatch's conformance with the Benchmark Criteria. Hexagon will document and track the results of each Test Case as either pass or fail and then classify the failure in accordance with the Defect Levels.
Hexagon shall address any Blocker Defects encountered during Site Acceptance Test 2. The existence of Permissive Defect(s) shall not preclude or be a condition of completion of any subsequent Tasks or implementation of a new Release.
As part of its resolution efforts, Hexagon may at its discretion provide a procedural or programmatic work around, a configuration change, or provide an Update. Once the Blocker Defect(s) is addressed, Hexagon will report to Customer the Blocker Defect has been addressed and the Customer shall verify resolution of that Blocker Defect, so long as that verification occurs within two (2) days after Hexagon has reported the Blocker Defect had been resolved. Once all Blocker Defects are resolved a Code Freeze will occur on the System, and the Customer shall refrain from making any other adjustments, configurations, or modifications to the System provided that the System may be modified if a go live Blocker Defect is discovered in training.

Task Deliverables

- Site Acceptance Test 2

Task Prerequisites

- Site Acceptance Test 1 Task is complete.

Task Assumptions

- The initial testing Activity within this Task will be conducted on site.
- Blocker Defect resolution Activities may be performed remotely.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Track and document results from executed Test Cases and file any Blocker Defects in the CRM system; and
- Resolve Blocker Defects during the CAD Reporting Period.

Customer Team Participation and Responsibilities

Customer shall:

- Execute the CAD Test Plan;

[1] If there were not any Blocker Defects arising from Site Acceptance Testing 1, then this Tasks shall be regarded as complete and the Code Freeze will thereby commence.

Task Acceptance Criteria

This Task is complete upon completion of testing as described in this Task and resolution of all Blocker Defects reported.

48. Esri ArcGIS Consulting: Environment Tuning

Task Description

As part of this Task, Hexagon (through its subcontractor geographIT) will up to eighty (120) hours will tune the environment as needed in partnership with the Customer ("GIS Environment Tuning Period") during the Testing Phase.

Task Prerequisites

- Esri ArcGIS Consulting: GIS Web Service Development Task is complete.
- Factory Acceptance Testing Task is complete.

Task Assumptions

- N/A.

geographIT Team Participation and Responsibilities

geographIT shall provide assistance with:

- Tuning the GIS environment during the Testing Phase.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure GIS staff is available as needed; and
- Participate in and guide any tuning requests.

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) consumption of the hours provided in the GIS Environment Tuning Period, or (ii) the Customer confirms the Task is complete.

Training Phase

49. Hexagon-Led Training

Task Description

During the Training phase, Hexagon resources will conduct Administrative and Train-the-Trainer sessions for Customer-designated personnel.
The following formal training classes are included in the Project ("Hexagon Training Classes"):

- HxGN OnCall Dispatch System Administrator Training – Qty: 4
- HxGN OnCall Dispatch Train-the-Trainer – Qty: 4
- HxGN OnCall Dispatch Train-the-User – Qty: 6[1]
- HxGN OnCall Dispatch | Mobile Unit Train-the-Trainer – Qty: 4
- HxGN OnCall Dispatch | Mobile Responder Train-the-Trainer – Qty: 4
- HxGN OnCall Analytics | Dispatch User Training – Qty: 2

[1] Notwithstanding anything else to the contrary in Attachment D, the Customer will lead the class and Hexagon's role will be to assist the Customer's trainer during the class itself. This limited role is denoted by the name of the class, with the understanding the Customer is serving as the primary trainer.

- HxGN OnCall Analytics | Dispatch System Administrator Training – Qty: 2
- Xalt Integration Developer Training – Qty: 1

It is recommended that Customer develop its own training program, including, but not limited to: creating a training plan suitable for its needs, identifying a training cadre for each Subsystem, and leveraging the Hexagon training materials and Documentation to ensure its Users have acquired the necessary knowledge and are in a position to use OnCall Dispatch upon Cutover. The Customer is solely responsible for training its Users. The Customer shall complete its User Training no later than sixty (60) Business Days after Hexagon has completed the Hexagon Training Classes ("End User Training Period").

Task Deliverables

- Training course agendas
- Applicable COTS Documentation, in electronic format; for the Hexagon Training Classes

Task Prerequisites

- Customer has identified and secured an appropriate training room and set up with the workstations, at least one (1) LCD projector, display screen or other appropriate surface to display a projected image, and white-board space or other ability to take notes and record questions.
- The Customer has installed and configured at least one (1) workstation per student attending the session.
- Customer Functional Testing Tasks for each Subsystem are complete.

Task Assumptions

- The Customer will complete end user training within the End User Training Period subject to any event of force majeure.
- Both end-user training and train-the trainer training will be provided as specifically identified herein. Training will take place during normal Business Hours, which is typically from 8:00 am - 5:00 pm.
- Training documentation provided by Hexagon with this SOW will be standard COTS Documentation and help files and will not be customized to the Customer's site-specific configuration. All Documentation will be provided in electronic format. Should printed copies be required, the Customer is responsible for providing them.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct Hexagon Training Classes.

Customer Team Participation and Responsibilities

Customer shall:

- Provide appropriate facilities and install/configure workstations as indicated in the Task Assumptions;
- Provide a Project Workstation for each attendee of the Hexagon Training Classes;
- Ensure appropriate personnel participate in the Hexagon Training Courses; and
- Complete end user training within the End User Training Period.

Task Acceptance Criteria

This Task is complete once Hexagon has delivered the Hexagon Training Classes to the Customer.

50. Test and Training Environment Creation

Task Description

Following completion of all testing Tasks, Hexagon will create the Test and Training Environments using a snapshot of the Production Ready System. As part of this Task, Hexagon will test the Test and Training Environments to verify the Production

Ready System has been properly loaded. For clarification, this testing is not intended to repeat or overlap with Customer Functional Testing Tasks.

Task Deliverables

- Test and Training Environment installed

Task Prerequisites

- Test and Training virtualized environment is available.
- The System is a Production Ready System.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install and test the Hexagon System in the Test and Training Environments.

Customer Team Participation and Responsibilities

Customer shall:

- Provide IT support, as required; and
- Provide hardware, database software, operating system software, network, and physical site necessary for creation of Test Environment.

Task Acceptance Criteria

This Task is complete when the System has been installed and tested in the Test and Training Environments.

Cutover Phase

51. Cutover Plan

Task Description

Hexagon and the Customer will jointly develop a Cutover Plan. The Cutover Plan will detail the steps necessary to cutover OnCall Dispatch. The Cutover Plan will assign tasks and responsibilities to both Hexagon and Customer personnel in the month prior to Cutover. The Cutover Plan covers topics including Customer staffing, movement of equipment into final locations, final database cleanout of test events, procedures to report issues, and planned sequence of events for the Cutover day.
Hexagon will provide the initial draft of the Cutover Plan to the Customer for review. The Customer will review the draft and provide feedback to Hexagon within thirty (30) Business Days of scheduled Cutover, which will incorporate appropriate feedback into a final Cutover Plan.

Task Deliverables

- Cutover Plan

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Create a draft Cutover Plan (i.e., prepare a checklist of responsibilities and tasks to be completed during the Cutover Task prior to Cutover);
- Work with Customer personnel to refine the Cutover Plan; and
- Review and approve the final Cutover Plan.

Customer Team Participation and Responsibilities

Customer shall:

- Review and comment on the draft Cutover Plan within thirty (30) Business Days of scheduled Cutover;
- Work with Hexagon personnel to refine the Cutover Plan; and
- Review and approve the final Cutover Plan.

Task Acceptance Criteria

This Task is complete when the Customer has reviewed and approved the final Cutover Plan.

52. System Readiness Review

Task Description

During this Task Hexagon technical resources, the Hexagon Project Manager, and the Customer team will meet and determine if the OnCall Subsystems are ready for Cutover.
In addition, the System Readiness Review verifies that the following has occurred:

- A document titled, “Cutover Plan” has been developed and approved by both Hexagon and the Customer;
- Establishment and approval of a schedule for Cutover Activities; and
- Identification and scheduling of Hexagon and Customer resources required for Cutover Activities.

Task Deliverables

- Readiness Review meeting minutes
- Discussion notes on the results from Hexagon’s final review of the system

Task Prerequisites

- Cutover Plan Task is complete.
- The Blocker Defects have been resolved or are otherwise acknowledged by the Customer as not precluding Cutover

Task Assumptions

- The Customer certifies it has trained all personnel who will be utilizing the system.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct a conference call to discuss if the system is ready to perform Cutover;
- Provide system Cutover notification to appropriate internal and external interface stakeholders supplying systems integral to Cutover operations;
- Review and provide timely feedback/approval of Cutover Plan; and
- Work with Customer to determine suitable Cutover schedule.

Customer Team Participation and Responsibilities

Customer shall:

- Participate in the conference call;
- Notify internal and external interface stakeholders about pending Cutover;
- Review and provide timely feedback/approval of Cutover Plan; and
- Work with Hexagon to determine suitable Cutover schedule.

Task Acceptance Criteria

This Task is complete when the Readiness Review has been conducted.

53. Cutover to Production Use

Task Description

Cutover reflects the culmination of all the Tasks in this SOW. It reflects the point at which the Customer first uses the System in a live environment for its intended purpose.
The Parties shall execute the Cutover Plan, as practical, as part of Cutover. Beginning the day before Cutover, Hexagon resources and the Project Manager will support the Customer's Activities leading to Cutover, during Cutover, and post-Cutover. The Hexagon resources will be available at Customer's site: (i) twenty-four (24) hours per day on the day of Cutover and the two (2) days immediately following Cutover and (ii) within thirty (30) minutes of Customer notification for three (3) days beginning three (3) days after Cutover ("Cutover Period").
Upon Cutover, the Customer's System Administrator will assume primary responsibility of the management and administration of the System, and the Hexagon resources will provide support as needed by the Customer System Administrator. At times where the Hexagon resources are not otherwise available after the Project is complete, the Customer shall contact Hexagon's HelpDesk in accordance with the Maintenance Terms within the Agreement.
Cutover also marks the commencement of the Warranty Period for the Hexagon Software as described in Attachment K.

Task Deliverables

- Cutover of Dispatch Subsystem

Task Prerequisites

- All prior Tasks are complete.
- The End User Training Period is complete.

Task Assumptions

- The Parties have agreed Cutover can proceed.
- Cutover will take place on the day and time specified in the Cutover Plan.
- Hexagon will provide resources on site.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Hexagon shall provide technical resource(s) to support Cutover during the week of Cutover.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure availability of trained Users;
- Ensure availability of Core Team during Cutover Activities;
- Assume System Administration and management for the System upon Cutover;
- Ensure availability of all third-party vendors impacted by the Cutover;
- Ensure availability of all IT disciplines necessary to immediately address issues as necessary; and
- Ensure availability of member(s) of the training cadre during all shifts.

Task Acceptance Criteria

This Task is complete upon Cutover of the Subsystem.

54. Post-Cutover Support

Task Description

During this Task, Hexagon resources will provide Post-Cutover support to Customer. The "Post-Cutover Support Period" is the ten (10) Business Days beginning the first Business Day the Cutover Period\. It is designed to provide the Customer with dedicated, quickly accessible support for questions and Defects encountered in the ten (10) Business Days following the Cutover Period.
During this Task, Hexagon project resources will be assigned Defects that are filed by the Customer against the new System. Hexagon resources will work to identify and address the Defects reported, understanding the Defects will be triaged based upon their Defect Level during the Post Cutover Support Period. Defects remaining after the Post Cutover Support Period will be addressed by the Help Desk. The RSA (if included) may provide assistance as well. Defects reported outside of Business Hours will be addressed in accordance with the maintenance provisions of the Agreement (Exhibit E).
The Post-Cutover Support Period is not a configuration period. Requests for new configurations that are not related to addressing a Defect will not be supported during this time frame. This is done to ensure the stability of the System delivered and that focus remains on Defects and to minimize the introduction of new opportunities for errors or problems.

Task Deliverables

- Task Completion Form confirming that Post-Cutover Support has been provided in accordance with SOW Post-Cutover Support task description

Task Prerequisites

- System Cutover to Production Use Task is complete.

Task Assumptions

- Post-Cutover Support is provided Monday-Friday during normal Business Hours. Standard after-hours emergency support procedures, defined in the Cutover Plan, remain the same for the duration of this Task.
- Defects will be reported via Hexagon's designated CRM tool.
- The Customer System Administrator remains the primary point of contact and initial troubleshooting point of contact for all issues during this Task.
- The Customer System Administrator maintains responsibility for core system administration tasks.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide ten (10) Business Days of Post-Cutover support in accordance with this SOW; and
- Address Defects within the Post Cutover Support Period.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure Defects are recorded in Hexagon's CRM tool in a timely manner and in accordance to the mutually agreed upon Project Schedule.

Task Acceptance Criteria

This Task is complete when the Post-Cutover Support Period has expired.

55. 90-Calendar Day Reliability Test

Task Description

The Reliability Period Task is designed to demonstrate the stability of the OnCall Dispatch Subsystem in the ninety (90) calendar days immediately following Cutover ("Reliability Period"). During the Reliability Period, the OnCall Dispatch Subsystem shall operate without a Blocker Defect for a total of ninety (90) calendar days. If a valid Blocker Defect arises during the Reliability Period, the Reliability Period for OnCall Dispatch shall suspend until the Blocker Defect is resolved. Once the Blocker Defect is resolved (either through configuration, reasonable work around, or a programmatic code change), the Customer shall have three (3) days to test the resolution. Once resolved or the testing period has expired, the Reliability Period shall resume from the point at which it was suspended and run until a total of ninety (90) days have elapsed without a Blocker Defect.
Requests for new configurations not related to addressing a Blocker Defect or improvement of operational performance cannot be supported until the Reliability Period is complete. Configuration changes relating to improvement of operational performance should be made done in conjunction with the RSA (if included). Similarly, the Customer shall refrain from making any configuration changes until the Reliability Period is complete.

Task Deliverables

- Customer support for Blocker Defects

Task Prerequisites

- Cutover to Production Use Task is complete.

Task Assumptions

- Support is provided Monday through Friday during normal business hours. Standard after-hours emergency support procedures remain the same for the duration of this Task.
- This Task is only for the OnCall Dispatch Subsystem.
- Blocker Defects will be reported via the Help Desk Portal.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Coordinate addressing post-live Blocker Defects with the Customer; and
- Resolve Blocker Defects.

Customer Team Participation and Responsibilities

Customer shall:

- Use and monitor the Hexagon OnCall Dispatch Subsystem in a production environment;
- Report problems found within Hexagon's CRM;
- Contact Hexagon personnel in a timely manner in the event of system problems or failures; and
- Begin system monitoring in support of the Extended Warranty period.

Task Acceptance Criteria

This Task is complete after the OnCall Dispatch Subsystem completes the Reliability Period.

Attachment A: Reserved

Attachment B: Reserved

Attachment C: Initial Project Schedule

ID	Task Mode	Task Name	Duration	Business Days Since Start	Start	Finish
1		**Miami Dade Fire OnCall Dispatch Project**	**615.71 days**	**0 days**	**Tue 1/3/23**	**Mon 6/30/25**
4		**Planning Phase**	**89.99 days**	**0 days**	**Tue 1/3/23**	**Wed 5/10/23**
5		**Project Initiation**	**38.25 days**	**0 days**	**Tue 1/3/23**	**Tue 2/28/23**
6		Review and Execution of Project Initiation Checklist	15 days	1 day	Wed 1/4/23	Wed 1/25/23
7		Customer Review Project Schedule	5 days	0 days	Tue 1/3/23	Mon 1/9/23
8		Hexagon updates draft schedule	0 days	10 days	Tue 1/17/23	Tue 1/17/23
19		**Hardware Validation Meeting**	**1 day**	**11 days**	**Thu 1/19/23**	**Thu 1/19/23**
20		Hexagon hosts Hardware Validation Meeting	1 day	11 days	Thu 1/19/23	Thu 1/19/23
21		GIS System Design and Architecture Review	5 days	12 days	Fri 1/20/23	Thu 1/26/23
22		**Server Equipment Ordering**	**15.98 days**	**17 days**	**Fri 1/27/23**	**Fri 2/17/23**
23		Customer Orders Hardware	1 day	17 days	Fri 1/27/23	Fri 1/27/23
25		**Project Kickoff Meeting**	**7.25 days**	**30 days**	**Wed 2/15/23**	**Mon 2/27/23**
29		Kickoff Meeting and Deliver Infrastructure Spreadsheets	1 day	31 days	Thu 2/16/23	Thu 2/16/23
30		Kickoff Meeting and Deliver COTS Interface Questionnaire	1 day	31 days	Thu 2/16/23	Thu 2/16/23
31		Deliver Project Kickoff Meeting Notes	0.25 days	34 days	Wed 2/22/23	Wed 2/22/23
32		Hexagon modifies and provides Updated Initial Project Sch	0.25 days	34 days	Wed 2/22/23	Wed 2/22/23
33		Customer reviews/approves updated project schedule	3 days	34.25 days	Wed 2/22/23	Mon 2/27/23
34		**COTS Interface Questionnaires Completion**	**13 days**	**32 days**	**Fri 2/17/23**	**Wed 3/8/23**
35		Complete COTS Interface Questionnaires	10 days	32 days	Fri 2/17/23	Fri 3/3/23
44		**Custom Interface Requirements Gathering**	**47.88 days**	**31.99 days**	**Thu 2/16/23**	**Wed 4/26/23**
72		**Custom Interface Development**	**28.26 days**	**61.74 days**	**Fri 3/31/23**	**Wed 5/10/23**
73		**OCD Custom Interface to MCM CommShop 360**	**4 days**	**75.24 days**	**Thu 4/20/23**	**Wed 4/26/23**
79		**OCD Custom Interface Telestaff**	**5 days**	**79.86 days**	**Wed 4/26/23**	**Wed 5/3/23**
93		**Staging Phase**	**254.28 days**	**37.25 days**	**Mon 2/27/23**	**Mon 3/11/24**
94		**Network Infrastructure Analysis**	**2 days**	**37.25 days**	**Mon 2/27/23**	**Wed 3/1/23**
96		Network Infrastructure Analysis	2 days	37.25 days	Mon 2/27/23	Wed 3/1/23
98		**Virtual Server and OnCall Software Installation**	**19.4 days**	**68 days**	**Tue 4/11/23**	**Mon 5/8/23**
117		GIS Environment Deployment Assistance	15 days	87.4 days	Mon 5/8/23	Tue 5/30/23
118		**OnCall Dispatch GIS Consulting**	**9.13 days**	**102.4 days**	**Tue 5/30/23**	**Mon 6/12/23**
121		OnCall Dispatch GIS Consulting	3 days	103.53 days	Wed 5/31/23	Mon 6/5/23
123		GIS WebServices Creation Assistance	180 days	111.53 days	Mon 6/12/23	Mon 3/11/24

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ID	Task Mode	Task Name	Duration	Business Days Since Start	Start	Finish
124		**OnCall Dispatch System Build 1**	**94.28 days**	**41.5 days**	**Fri 3/3/23**	**Mon 7/17/23**
125		Customer Gather OnCall Data for Import	30 days	41.5 days	Fri 3/3/23	Fri 4/14/23
128		OnCall Dispatch System Build 1	3 days	122.78 days	Tue 6/27/23	Fri 6/30/23
129		Customer Build Out of Remaining Data	10 days	125.78 days	Fri 6/30/23	Mon 7/17/23
131		**OnCall Dispatch Deployment & Response Planning Worksh**	**14.25 days**	**135.78 days**	**Mon 7/17/23**	**Mon 8/7/23**
134		OnCall Dispatch Deployment & Response Planning Worksl	3 days	137.03 days	Wed 7/19/23	Mon 7/24/23
135		Customer Build Out of Remaining Data	10 days	140.03 days	Mon 7/24/23	Mon 8/7/23
137		**OnCall Dispatch System Build 2**	**120 days**	**125.78 days**	**Fri 6/30/23**	**Wed 1/3/24**
140		OnCall Dispatch System Build 2	3 days	151.28 days	Tue 8/8/23	Fri 8/11/23
141		Customer Build Out of Remaining Data	120 days	125.78 days	Fri 6/30/23	Wed 1/3/24
142		OnCall Dispatch System Build 2 Customer Support	10 days	154.28 days	Fri 8/11/23	Fri 8/25/23
147		**Configuration Phase**	**299.29 days**	**65.49 days**	**Thu 4/6/23**	**Fri 6/21/24**
157		**OnCall Dispatch Configuration Consulting 1**	**17.25 days**	**178.78 days**	**Fri 9/15/23**	**Thu 10/12/23**
160		OnCall Dispatch Configuration Consulting 1	3 days	180.03 days	Tue 9/19/23	Fri 9/22/23
161		Hexagon performs Independent Configuration	3 days	183.03 days	Fri 9/22/23	Wed 9/27/23
162		Customer completes configurations related to Configurati	10 days	186.03 days	Wed 9/27/23	Thu 10/12/23
165		**OnCall Dispatch Configuration Consulting 2**	**17.25 days**	**201.03 days**	**Thu 10/19/23**	**Tue 11/14/23**
168		OnCall Dispatch Configuration Consulting 2	3 days	202.28 days	Fri 10/20/23	Wed 10/25/23
169		Hexagon performs Independent Configuration	3 days	205.28 days	Wed 10/25/23	Mon 10/30/23
170		Customer completes configurations related to Configurati	10 days	208.28 days	Mon 10/30/23	Tue 11/14/23
173		**OnCall Dispatch Configuration Consulting 3**	**26.5 days**	**223.28 days**	**Tue 11/21/23**	**Tue 1/9/24**
177		Hexagon Independent Configuration	3 days	227.53 days	Wed 11/29/23	Mon 12/4/23
178		Customer completes configurations related to Configurati	10 days	230.53 days	Mon 12/4/23	Mon 12/18/23
181		**Hexagon Dispatch Configuration Consulting Workshop 4**	**16.25 days**	**240.53 days**	**Mon 12/18/23**	**Fri 1/19/24**
183		OnCall Dispatch Configuration Consulting 4	3 days	240.78 days	Mon 12/18/23	Thu 12/21/23
184		Hexagon Independent Configuration	3 days	243.78 days	Thu 12/21/23	Thu 1/4/24
185		Customer completes configurations	10 days	246.78 days	Thu 1/4/24	Fri 1/19/24
189		**OnCall Dispatch Customer Rules Engine (CRE) Configuratior**	**17 days**	**347.78 days**	**Wed 5/29/24**	**Fri 6/21/24**
192		CRE Configuration Workshop	4 days	350.78 days	Mon 6/3/24	Fri 6/7/24
193		Customer Configures CRE (10 Days)	10 days	354.78 days	Fri 6/7/24	Fri 6/21/24
195		**OnCall Dispatch | Mobile Unit Configuration Consulting Ses**	**14.25 days**	**249.78 days**	**Tue 1/9/24**	**Wed 1/31/24**

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ID	Task Mode	Task Name	Duration	Business Days Since Start	Start	Finish
198		OnCall Dispatch Mobile Unit Configuration 1	3 days	251.03 days	Thu 1/11/24	Wed 1/17/24
199		Customer Configures OnCall Dispatch Mobile Unit (10 Day	10 days	254.03 days	Wed 1/17/24	Wed 1/31/24
201		**OnCall Dispatch | Mobile Unit Configuration Consulting Ses**	**14.25 days**	**278.28 days**	**Wed 2/21/24**	**Tue 3/12/24**
204		OnCall Dispatch Mobile Unit Configuration 2	3 days	279.53 days	Thu 2/22/24	Tue 2/27/24
205		Customer Configures OnCall Dispatch Mobile Unit (10 Day	10 days	282.53 days	Tue 2/27/24	Tue 3/12/24
207		**OnCall Dispatch | Mobile Unit Configuration Consulting Ses**	**14.25 days**	**249.78 days**	**Tue 1/9/24**	**Wed 1/31/24**
210		OnCall Dispatch Mobile Unit Configuration 1	3 days	251.03 days	Thu 1/11/24	Wed 1/17/24
211		Customer Configures OnCall Dispatch Mobile Unit (10 Day	10 days	254.03 days	Wed 1/17/24	Wed 1/31/24
213		**OnCall Dispatch | Mobile Unit Configuration Consulting Ses**	**14.25 days**	**278.28 days**	**Wed 2/21/24**	**Tue 3/12/24**
216		OnCall Dispatch Mobile Unit Configuration 2	3 days	279.53 days	Thu 2/22/24	Tue 2/27/24
217		Customer Configures OnCall Dispatch Mobile Unit (10 Day	10 days	282.53 days	Tue 2/27/24	Tue 3/12/24
219		**OnCall Dispatch | Mobile Unit Configuration Consulting Ses**	**14.25 days**	**264.03 days**	**Wed 1/31/24**	**Wed 2/21/24**
222		OnCall Dispatch Mobile Unit Configuration 1	3 days	265.28 days	Thu 2/1/24	Tue 2/6/24
223		Customer Configures OnCall Dispatch Mobile Unit (10 Day	10 days	268.28 days	Tue 2/6/24	Wed 2/21/24
225		**OnCall Dispatch | Mobile Unit Configuration Consulting Ses**	**14.25 days**	**292.53 days**	**Tue 3/12/24**	**Mon 4/1/24**
228		OnCall Dispatch Mobile Unit Configuration 2	3 days	293.78 days	Wed 3/13/24	Mon 3/18/24
229		Customer Configures OnCall Dispatch Mobile Unit (10 Day	10 days	296.78 days	Mon 3/18/24	Mon 4/1/24
231		**OnCall Dispatch | Mobile Unit Configuration Consulting Ses**	**14.25 days**	**249.78 days**	**Tue 1/9/24**	**Wed 1/31/24**
234		OnCall Dispatch Mobile Unit Configuration 1	3 days	251.03 days	Thu 1/11/24	Wed 1/17/24
237		**OnCall Dispatch | Mobile Unit Configuration Consulting Ses**	**14.25 days**	**292.53 days**	**Tue 3/12/24**	**Mon 4/1/24**
240		OnCall Dispatch Mobile Unit Configuration 2	3 days	293.78 days	Wed 3/13/24	Mon 3/18/24
241		Customer Configures OnCall Dispatch Mobile Unit (10 Day	10 days	296.78 days	Mon 3/18/24	Mon 4/1/24
246		**OnCall Dispatch Mobile Responder Configuration - [BattCh**	**2 days**	**87.4 days**	**Mon 5/8/23**	**Wed 5/10/23**
247		Configure Mobile Responder - Fire Agency 2	1 day	87.4 days	Mon 5/8/23	Tue 5/9/23
249		**OnCall Dispatch Mobile Responder Configuration - [Staff]**	**2 days**	**87.4 days**	**Mon 5/8/23**	**Wed 5/10/23**
250		Configure Mobile Responder - Fire Agency 3	1 day	87.4 days	Mon 5/8/23	Tue 5/9/23
252		**OnCall Dispatch Mobile Responder Configuration - [Rescue**	**2 days**	**87.4 days**	**Mon 5/8/23**	**Wed 5/10/23**
253		Configure Mobile Responder - Fire Agency 4	1 day	87.4 days	Mon 5/8/23	Tue 5/9/23
257		**Hexagon OnCall Analytics | Dispatch Advantage Configurat**	**7 days**	**87.65 days**	**Mon 5/8/23**	**Wed 5/17/23**
258		OnCall Analytics - Implementation	5 days	87.65 days	Mon 5/8/23	Mon 5/15/23
260		**Standard Interface Product Installation and Configuration**	**20.5 days**	**89.99 days**	**Wed 5/10/23**	**Fri 6/9/23**

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ID	Task Mode	Task Name	Duration	Business Days Since Start	Start	Finish
261		**PLT Radio OnCall Dispatch Interface (Motorola MCC7500**	**1 day**	**89.99 days**	**Wed 5/10/23**	**Thu 5/11/23**
262		Standard Interface Implementation	1 day	89.99 days	Wed 5/10/23	Thu 5/11/23
263		**RapidSOS OnCall Call-Taker Interface**	**1 day**	**90.99 days**	**Thu 5/11/23**	**Fri 5/12/23**
264		Standard Interface Implementation	1 day	90.99 days	Thu 5/11/23	Fri 5/12/23
265		**Fire Station Alerting OnCall Dispatch Interface (USDD Sta**	**2.5 days**	**91.99 days**	**Fri 5/12/23**	**Wed 5/17/23**
266		Standard Interface Implementation	2.5 days	91.99 days	Fri 5/12/23	Wed 5/17/23
267		**CAD to CAD OnCall Dispatch Interface (Motorola P1 CAD**	**12 days**	**89.99 days**	**Wed 5/10/23**	**Fri 5/26/23**
268		OnCall Dispatch Interface to Motorola P1 CAD Impleme	7.5 days	94.49 days	Wed 5/17/23	Fri 5/26/23
270		**CAD to CAD OnCall Dispatch Interface (CentralSquare Hu**	**7.5 days**	**101.99 days**	**Fri 5/26/23**	**Thu 6/8/23**
271		OnCall Dispatch Interface to CentralSquare CAD Hub Im	7.5 days	101.99 days	Fri 5/26/23	Thu 6/8/23
274		**Custom Interface Product Installation and Configuration**	**23.51 days**	**65.49 days**	**Thu 4/6/23**	**Tue 5/9/23**
275		**OCD Custom Interface to MCM CommShop 360**	**1 day**	**79.24 days**	**Wed 4/26/23**	**Thu 4/27/23**
276		Custom Interface Implementation	1 day	79.24 days	Wed 4/26/23	Thu 4/27/23
279		**OCD Custom Interface Telestaff**	**2.5 days**	**84.86 days**	**Wed 5/3/23**	**Mon 5/8/23**
280		Custom Interface Implementation	2.5 days	84.86 days	Wed 5/3/23	Mon 5/8/23
301		**Deployment Phase**	**615.71 days**	**0 days**	**Tue 1/3/23**	**Mon 6/30/25**
302		**Testing Stage**	**105.38 days**	**306.78 days**	**Mon 4/1/24**	**Thu 8/29/24**
306		**Factory Acceptance Test**	**20 days**	**331.78 days**	**Mon 5/6/24**	**Tue 6/4/24**
307		FAT Execution (Remote) - Week 1	5 days	331.78 days	Mon 5/6/24	Mon 5/13/24
313		FAT Execution (Remote) - Week 2	5 days	341.78 days	Mon 5/20/24	Tue 5/28/24
316		Address FAT Failures - Week 2	5 days	346.78 days	Tue 5/28/24	Tue 6/4/24
319		**Site Acceptance Testing**	**60 days**	**351.78 days**	**Tue 6/4/24**	**Wed 8/28/24**
320		**Site Acceptance Testing 1**	**27 days**	**351.78 days**	**Tue 6/4/24**	**Fri 7/12/24**
322		Site Acceptance Testing 1 - Week 1	5 days	352.78 days	Wed 6/5/24	Wed 6/12/24
326		Site Acceptance Testing 1 - Week 2	5 days	352.78 days	Wed 6/5/24	Wed 6/12/24
331		Address Defects	15 days	363.78 days	Thu 6/20/24	Fri 7/12/24
334		**Site Acceptance Testing 2**	**33 days**	**378.78 days**	**Fri 7/12/24**	**Wed 8/28/24**
336		Site Acceptance Testing 2 - Week 1	5 days	379.78 days	Mon 7/15/24	Mon 7/22/24
340		Site Acceptance Testing 2 - Week 2	5 days	385.78 days	Tue 7/23/24	Tue 7/30/24
345		Address Defects	15 days	396.78 days	Wed 8/7/24	Wed 8/28/24
352		**Training Stage**	**135.55 days**	**412.15 days**	**Thu 8/29/24**	**Tue 3/25/25**

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ID	Task Mode	Task Name	Duration	Business Days Since Start	Start	Finish
353		**Hexagon-Led Training**	**97.3 days**	**412.15 days**	**Thu 8/29/24**	**Wed 1/29/25**
358		**OnCall Dispatch System Administrator Training - Sessi**	**6.13 days**	**419.15 days**	**Tue 9/10/24**	**Wed 9/18/24**
361		OnCall Dispatch System Administrator Training - Ses:	5 days	420.28 days	Wed 9/11/24	Wed 9/18/24
362		**OnCall Dispatch System Administrator Training - Sessi**	**12.26 days**	**425.28 days**	**Wed 9/18/24**	**Fri 10/4/24**
365		OnCall Dispatch System Administrator Training - Ses:	5 days	426.41 days	Thu 9/19/24	Thu 9/26/24
366		**OnCall Dispatch System Administrator Training - Se**	**6.13 days**	**431.41 days**	**Thu 9/26/24**	**Fri 10/4/24**
369		OnCall Dispatch System Administrator Training - S	5 days	432.54 days	Fri 9/27/24	Fri 10/4/24
370		**OnCall Dispatch - Training for Dispatch Trainers (TTT) -**	**6.5 days**	**437.54 days**	**Fri 10/4/24**	**Wed 10/16/24**
373		OnCall Dispatch - Training for Dispatch Trainers TTT -	5 days	439.04 days	Tue 10/8/24	Wed 10/16/24
374		**OnCall Dispatch - Training for Dispatch Trainers (TTT) -**	**6.13 days**	**444.04 days**	**Wed 10/16/24**	**Thu 10/24/24**
377		OnCall Dispatch - Training for Dispatch Trainers TTT -	5 days	445.17 days	Thu 10/17/24	Thu 10/24/24
378		**OnCall Dispatch - Training for Dispatch Trainers (TTT) -**	**6.13 days**	**450.17 days**	**Thu 10/24/24**	**Fri 11/1/24**
381		OnCall Dispatch - Training for Dispatch Trainers TTT -	5 days	451.3 days	Fri 10/25/24	Fri 11/1/24
382		**OnCall Dispatch - Training for Dispatch Trainers (TTT) -**	**6.13 days**	**456.3 days**	**Fri 11/1/24**	**Tue 11/12/24**
385		OnCall Dispatch - Training for Dispatch Trainers TTT -	5 days	457.43 days	Mon 11/4/24	Tue 11/12/24
386		**OnCall Dispatch - Training for Dispatch Users (TTU) - S**	**6.5 days**	**463.43 days**	**Wed 11/13/24**	**Thu 11/21/24**
389		OnCall Dispatch - Training for Dispatch Users (TTU) -	5 days	464.93 days	Thu 11/14/24	Thu 11/21/24
390		**OnCall Dispatch - Training for Dispatch Users (TTU) - S**	**6.13 days**	**470.93 days**	**Fri 11/22/24**	**Wed 12/4/24**
393		OnCall Dispatch - Training for Dispatch Users (TTU) -	5 days	472.06 days	Tue 11/26/24	Wed 12/4/24
394		**OnCall Dispatch - Training for Dispatch Users (TTU) - S**	**6.13 days**	**478.06 days**	**Thu 12/5/24**	**Fri 12/13/24**
397		OnCall Dispatch - Training for Dispatch Users (TTU) -	5 days	479.19 days	Fri 12/6/24	Fri 12/13/24
398		**OnCall Dispatch - Training for Dispatch Users (TTU) - S**	**6.13 days**	**485.19 days**	**Mon 12/16/24**	**Tue 12/24/24**
401		OnCall Dispatch - Training for Dispatch Users (TTU) -	5 days	486.32 days	Tue 12/17/24	Tue 12/24/24
402		**OnCall Dispatch - Training for Dispatch Users (TTU) - S**	**6.13 days**	**492.32 days**	**Fri 1/3/25**	**Mon 1/13/25**
405		OnCall Dispatch - Training for Dispatch Users (TTU) -	5 days	493.45 days	Mon 1/6/25	Mon 1/13/25
406		**OnCall Dispatch - Training for Dispatch Users (TTU) - S**	**6.13 days**	**499.45 days**	**Tue 1/14/25**	**Thu 1/23/25**
409		OnCall Dispatch - Training for Dispatch Users (TTU) -	5 days	500.58 days	Wed 1/15/25	Thu 1/23/25
410		**OnCall Dispatch | Mobile Unit Train-The-Trainer (TTT)**	**4 days**	**477.06 days**	**Wed 12/4/24**	**Tue 12/10/24**
413		OnCall Dispatch | Mobile Unit Training - Session 1	2 days	479.06 days	Fri 12/6/24	Tue 12/10/24
414		**OnCall Dispatch | Mobile Unit Train-The-Trainer (TTT)**	**4.13 days**	**478.06 days**	**Thu 12/5/24**	**Wed 12/11/24**
417		OnCall Dispatch | Mobile Unit Training - Session 2	2 days	479.06 days	Fri 12/6/24	Tue 12/10/24

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ID	Task Mode	Task Name	Duration	Business Days Since Start	Start	Finish
418		**OnCall Dispatch | Mobile Unit Train-The-Trainer (TTT)**	**3.13 days**	**483.19 days**	**Thu 12/12/24**	**Tue 12/17/24**
421		OnCall Dispatch | Mobile Unit Training - Session 3	2 days	484.32 days	Fri 12/13/24	Tue 12/17/24
422		**OnCall Dispatch | Mobile Unit Train-The-Trainer (TTT)**	**3.13 days**	**483.19 days**	**Thu 12/12/24**	**Tue 12/17/24**
429		**OnCall Dispatch | Mobile Responder Train-The-Trainer**	**1.13 days**	**482.19 days**	**Wed 12/11/24**	**Thu 12/12/24**
431		OnCall Dispatch | Mobile Responder Train-The-Train	1 day	482.32 days	Wed 12/11/24	Thu 12/12/24
432		**OnCall Dispatch | Mobile Responder Train-The-Trainer**	**1.13 days**	**486.32 days**	**Tue 12/17/24**	**Wed 12/18/24**
434		OnCall Dispatch | Mobile Responder Train-The-Train	1 day	486.45 days	Tue 12/17/24	Wed 12/18/24
435		**OnCall Dispatch | Mobile Responder Train-The-Trainer**	**1.13 days**	**486.32 days**	**Tue 12/17/24**	**Wed 12/18/24**
437		OnCall Dispatch | Mobile Responder Train-The-Train	1 day	486.45 days	Tue 12/17/24	Wed 12/18/24
438		**OnCall Analytics Training 1**	**7 days**	**488.45 days**	**Thu 12/19/24**	**Wed 1/8/25**
441		OnCall Analytics | User and SysAdminTraining 1	3 days	490.45 days	Mon 12/23/24	Mon 1/6/25
443		**OnCall Analytics Training 2**	**7 days**	**495.45 days**	**Wed 1/8/25**	**Fri 1/17/25**
446		OnCall Analytics | User and SysAdminTraining 2	3 days	497.45 days	Fri 1/10/25	Wed 1/15/25
448		**Xalt Developer Training**	**6 days**	**503.45 days**	**Tue 1/21/25**	**Wed 1/29/25**
451		Xalt Developer Training	4 days	505.45 days	Thu 1/23/25	Wed 1/29/25
452		**Customer Led End User Training**	**60 days**	**487.45 days**	**Wed 12/18/24**	**Tue 3/25/25**
453		Customer Led End User Training	60 days	487.45 days	Wed 12/18/24	Tue 3/25/25
457		**Test and Training Environment Creation**	**7 days**	**412.15 days**	**Thu 8/29/24**	**Tue 9/10/24**
458		Setup Test/Training Server	2 days	412.15 days	Thu 8/29/24	Tue 9/3/24
459		COTS Interface Installation for Training Environment	2.5 days	414.15 days	Tue 9/3/24	Thu 9/5/24
463		**Cutover Stage**	**615.71 days**	**0 days**	**Tue 1/3/23**	**Mon 6/30/25**
464		**Cutover Plan**	**51 days**	**505.58 days**	**Thu 1/23/25**	**Mon 4/7/25**
465		Cutover Plan Development	1 day	505.58 days	Thu 1/23/25	Fri 1/24/25
467		Customer Reviews Draft Cutover Plan for Approval	50 days	506.58 days	Fri 1/24/25	Mon 4/7/25
468		**System Readiness Review**	**547.58 days**	**0 days**	**Tue 1/3/23**	**Tue 3/25/25**
470		Customer Readiness Review - Customer	0.13 days	0 days	Tue 1/3/23	Tue 1/3/23
471		**Cutover to Production Use**	**6 days**	**547.58 days**	**Tue 3/25/25**	**Wed 4/2/25**
473		Cutover	5 days	548.58 days	Wed 3/26/25	Wed 4/2/25
487		**Post Cutover Support [Week 1]**	**5 days**	**553.58 days**	**Wed 4/2/25**	**Wed 4/9/25**
488		Post Cutover Support	5 days	553.58 days	Wed 4/2/25	Wed 4/9/25

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Attachment D: Training Curriculum

HxGN OnCall Dispatch | Advantage System Administrator Training (Qty: 4)

The HxGN OnCall Dispatch | Advantage System Administrator course is a four-day, hands-on training class on how to configure and manage the OnCall system. During this course, the students will learn how to access the OnCall database and use available tools to administer and configure the system.

MAJOR TOPICS

- Understanding the Environment
- Map Legend Management
- UI Editor
- Localized Strings
- Layout Manager
- Notification Configuration
- Custom Fields
- Parameter Management
- Deployment Configuration
- Response Plans Configuration
- Role Management
- Type Codes Management
- Agency Management
- Geographic
- Resources
- Change Management

PREREQUISITES

- Customer Environment fully staged and available
- HxGN OnCall Dispatch | Advantage fully licensed, staged, and available
- Credentials available
- Hexagon user account provisioned with local administrator rights on all appropriate servers and workstations

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Personnel responsible for administering and supporting the system
Duration	Four (4) Business Days
Student Capacity	Six (6), with a maximum of one (1) student per workstation

HxGN OnCall Dispatch | Advantage Train-the-Trainer (Qty: 4)

HxGN OnCall Dispatch | Advantage Train-the-Trainer is a four-day comprehensive course to familiarize communications personnel with the use of OnCall. Students will learn all of the essential functions of OnCall including navigating the application, entering and updating events, performing inquiries, handling units including updates and status changes, and communicating with other users. An introduction to the use of interfaces is also presented, if the interfaces are available. Students completing the course should have a good working knowledge of using HxGN OnCall Dispatch | Advantage.

MAJOR TOPICS

- Events – Creation, Updates, and Status Changes
- Mapping – Commands, Controls, and Views
- Units – Status Changes and Properties Updates
- Inquiries – Events, Units, and Employees
- Messaging – Send, Receive, and Attachments
- Using training guidelines and techniques for HxGN OnCall Dispatch | Advantage

PREREQUISITES

- Customer Environment fully staged and available
- HxGN OnCall Dispatch | Advantage fully licensed, staged, and available
- Credentials available
- Hexagon user account provisioned with local administrator rights on all appropriate servers and workstations

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Personnel responsible for training call-taking and dispatching staff
Duration	Four (4) Business Days
Student Capacity	Twelve (12), with a maximum of one (1) student per workstation

HxGN OnCall Dispatch | Mobile Unit Train-the-Trainer (Qty: 4)

COURSE OVERVIEW

HxGN OnCall Dispatch | Mobile Unit Train-the-Trainer is a two-day comprehensive course to familiarize trainers with the operation and use of the HxGN OnCall Dispatch | Mobile Unit software. Trainers will learn all of the essential functions of HxGN OnCall Dispatch | Mobile Unit including navigating the application, creating, receiving and updating events, utilizing the map, performing inquiries, handling units including updates and status changes, and communicating with other users. Multiple agency-specific operations are also covered, including Fire related updates. Trainers completing the course should have a good working knowledge of HxGN OnCall Dispatch | Mobile Unit.

MAJOR TOPICS

- Create, receive and update active events
- Update active unit status and properties
- Submitting inquires for events and units
- Submitting and receiving messages
- Using training guidelines and techniques for HxGN OnCall Dispatch | Mobile Unit

PREREQUISITES

- Customer mobile hardware fully staged and available
- HxGN OnCall Dispatch | Advantage and HxGN OnCall Dispatch | Mobile Unit fully licensed, staged, and available
- Credentials available
- Hexagon user account provisioned with local administrator rights on all servers and workstations
- Customer Data collection spreadsheets completed
- HxGN OnCall Dispatch | Advantage and HxGN OnCall Dispatch | Mobile Unit fully staged and available on the trainer's workstation

COURSE DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Personnel responsible for training the field personnel that respond to CAD events
Duration	Two (2) Business Days
Student Capacity	Twelve (12) – Fourteen (14), with a maximum of one (1) student per workstation

HxGN OnCall Dispatch | Mobile Responder Train-the-Trainer (Qty: 4)

Mobile Responder training is a Train-the-Trainer course designed to train Agency trainers in the use of the Mobile Responder product.

MAJOR TOPICS

- Using Mobile Responder on Smartphone or tablet
- Changing unit status
- Submitting inquiries
- Sending and receiving messages
- Updating unit properties
- Updating events

PREREQUISITES

- Responsibility for mobile computing operations
- Assignment of at least one person who has been through OnCall Dispatch training to perform necessary dispatching and other CAD functions
- Availability of customer specific Mobile Responder configuration
- Availability of test or training Mobile Responder smartphone or tablet for use in class

TRAINING DETAILS

Method	Conducted on site* by Hexagon Personnel **intended to be conducted the same week as Mobile Unit TTT*
Target Audience	Designed for Mobile Responder Trainers
Duration	One (1) day
Student Capacity	Twelve (12) – Fourteen (14)

HxGN OnCall Analytics | Dispatch User Training (Qty: 2)

COURSE OVERVIEW

HxGN OnCall Analytics | Dispatch offers the ability to perform reporting and analysis from a data warehouse containing data from databases, as well as provide capabilities for the user to view and modify reports and conduct ad-hoc queries from the data warehouse.
This course is designed to familiarize the end user with HxGN OnCall Analytics | Dispatch Advantage. It will provide instruction on accessing, viewing, and creating reports from the OnCall Analytics Report portal.
Additionally, training will be provided for the creation and modification of Power BI Reports using the Power BI Desktop tool.

TARGET AUDIENCE

Personnel responsible for reporting and analysis (Report Builders, Report Consumers, and System Admins)

MAJOR TOPICS

Power BI Report Server Portal

- Introduction
- Overview and Navigation
- Managing Report Server Content
- Subscriptions
- Delivered Analytical/Operational Report Overview

Power BI Desktop

- Introduction
- Power BI Desktop Navigation Get Data
- Create Visualizations
- Filtering Visualizations
- Formatting Visualizations
- Pages – Size and Alignment
- Interacting and Sharing

PREREQUISITES

- Familiarity with Windows-based applications
- Familiarity with agency workflows

COURSE DETAILS

Course Duration	Two (2) days
Course Type	Conducted on site by Hexagon Personnel
Student Capacity	Twelve (12)

HxGN OnCall Analytics | Dispatch System Administrator Training (Qty: 2)

COURSE OVERVIEW

This System Administrator Training course is designed for System Administrators, to provide instructions on the setup, site-specific configurations, and administrative tasks needed to maintain the HxGN OnCall Analytics | Dispatch Advantage.

TARGET AUDIENCE

System Administrators

MAJOR TOPICS

- Introduction
- Installation and Deployment
- Review of the installation document
- Security
- Overview of SSIS (ETL)
- Site Customization
- Updates and Patch Delivery

PREREQUISITES

- Familiarity with Microsoft Windows-based applications, administrative tasks, and agency workflows
- Familiarity with CAD configuration

COURSE DETAILS

Course Duration	One (1) Day
Course Type	Conducted on site by Hexagon Personnel
Student Capacity	Six (6)

Xalt Developer Training (Qty: 1)

This Xalt training course is designed for customers who have purchased an Xalt Developer license who have an interest in configuring their own Xalt Systems (interfaces). The Training class will be comprised of general Xalt training and API specific training. Students will receive both classroom training and hands-on experience enabling them to build and manage interfaces using Xalt and the CAD API.
Upon successful completion, trainees will be able to take the core concepts/fundamentals and be able to configure simple-to-moderate interfaces in Xalt. With the foundational knowledge provided, trainees will be able to continue to use Xalt and build more complex interfaces over time, as that is the primary way to become a truly proficient user.
Please note the stated prerequisites and student capacity, as strict adherence is essential to the successful completion of this course.

MAJOR TOPICS

General Xalt Knowledge

- Developing and deploying Xalt Systems
- Understanding the Data Structures
- Business Rules Implementation
- Linking Systems together via Publish/Subscribe and Receive/Inject
- Generating / Consuming XML
- Advanced Knowledge Topics (topics will be customized to address customer interface needs)

API Knowledge

- Understanding the specific API functionality available
- Using Xalt to communicate to the API
- Subscribing to Topics
- Subscribing to logs

PREREQUISITES

Trainees will need a laptop or computer with the .NET 4.0 Framework installed. In addition, strong adherence to the following prerequisites is mandatory:

- Responsibility for the administration, support, and maintenance of Xalt and the systems/interfaces built within the application.
- Technical understanding of databases, XML, XSLT, XSD, and network communications.
- Working knowledge of Windows. This includes major networking components, including clients, servers, local area networks, network ports, and protocols.

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Xalt User/Implementer
Duration	Four (4) days
Student Capacity	4-8, with a maximum of 1 student per workstation

Attachment E: Sample Project Deliverable Sign-off Form

Exhibit A.SOW
Attachment E - Sample Project Deliverable Sign-off Form

CUSTOMER NAME, ANYWHERE USA – PROJECT NAME

Submission Date:	*Month/Day/Year*	Sign-Off Target Date:	*Month/Day/year*
Submitted By:	*Hexagon Contact Name*	Submitted To:	*Customer Contact Name*
Customer Contract #:	*Customer Contract Number*	Customer/Project #:	*Hexagon Project Number*

TYPE OF DELIVERABLE

☐ SOW Tasks ☐ Payments ☐ Plans/Designs ☐ Training ☐ Other

DELIVERABLE INFORMATION

DELIVERABLE DESCRIPTION
THIS SECTION DESCRIBES THE DELIVERABLE

$AMOUNT OF PYMT
(If applicable)

With the deliverable described above complete, the Customer shall have ten (10) business days after receipt of a written request from Hexagon, to either sign-off that the deliverable has been met or state in writing to Hexagon the reason the deliverable has not been met. Sign-off of the deliverable shall be based solely upon the deliverable meeting the requirements stated in the Agreement between Hexagon and CUSTOMER NAME dated Month/Day/Year and shall be indicated by the Customer signing the Project Deliverable Sign-off Form. If the Customer does not provide such sign-off or rejection within the ten (10) business day period then the deliverable will be deemed to have been signed off.
The signature below acknowledges that the deliverable described in the Agreement and listed above meets all of the appropriate criteria for this item.
Customer acknowledges completion of this payment milestone according to the Contract Payment Milestone Schedule and provides authorization to invoice this milestone.

Authorized Customer Representative
Customer Contact Name

_____ SIGNATURE

_____ DATE

Attachment F: System Configuration Diagram

HEXAGON

Miami-Dade County Fire Rescue
OnCall Dispatch
Hardware & Software Configuration

September 2022

System Overview

Color Legend

Black – Base products
Red – Optioned products
Green – Customer-furnished products

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Server Numbering Legend

Notation of **a**, **b**, and **c** for servers indicates the following:

a = Production Server
b = Redundant Server
c = Cold Backup Server

This notation indicates which interface servers are serving the same functions within their server group, respectively.

Notation of 1a, 2a, 3a, …, etc., for servers indicates that each server is an active production server.

Notation of 1b, 2b, 3b, …, etc., for servers indicates that each server is an active redundant server.

PRIMARY ENVIRONMENT:

Mapping & Management:
- Domain Controller/DNS Server #1, 2
- System Management Server #1
- vCenter Server #1
- Kemp Load Balancing Appliance (2)
- Mapping Server #1, 2, 3, 4
- Mapping Staging Server

CAD:
- Database Server #1,2 (CAD SQL AlwaysOn Cluster)
- Archive Database Server #1
- OnCall Message Queue Server #1a, 2a, 3a
- Web Server, #1a, 2a, 3a, 4a, 5a
- Application Server #1a, 2a, 3a, 4a, 5a, 6a
- Communications/Interface Server #1a
- OnCall Analytics Data Warehouse/Platform Server
- OnCall Analytics Reporting Application Server
- Deccan LiveMUM Server

SECONDARY ENVIRONMENT:

Mapping & Management:
- Domain Controller/DNS Server #3, 4
- System Management Server #2
- vCenter Server #2
- Kemp Load Balancing Appliance (2)
- Mapping Server #5, 6, 7, 8

CAD:
- Database Server #3, 4 (CAD SQL AlwaysOn Cluster)
- Archive Database Server #2
- OnCall Message Queue Server #1b, 2b, 3b
- Web Server, #1b, 2b, 3b, 4b, 5b
- Application Server #1b, 2b, 3b, 4b, 5b, 6b
- Communications/Interface Server #1b

TERTIARY ENVIRONMENT:

Mapping & Management:
- Domain Controller/DNS Server #5, 6
- System Management Server #3
- vCenter Server #3
- Kemp Load Balancing Appliance (2)
- Mapping Server #9, 10, 11, 12

CAD:
- Database Server #5, 6 (CAD SQL AlwaysOn Cluster)
- Archive Database Server #2
- OnCall Message Queue Server #1c, 2c, 3c
- Web Server #1c, 2c, 3c, 4c, 5c
- Application Server #1c, 2c, 3c, 4c, 5c, 6c
- Communications/Interface Server #1c (Cold Backup)

TEST ENVIRONMENT:
- Test Database Server #1, 2 (CAD SQL AlwaysOn Cluster)
- Test OnCall Message Queue Server #1, 2, 3
- Test Web Server #1, 2, 3, 4
- Test Application Server #1, 2
- Test Communications/Interface Server

TRAINING ENVIRONMENT:
- Training Database Server
- Training OnCall Message Queue Server
- Training Web Application Server
- Training Communications/Interface Server

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Miami-Dade County Fire Rescue
OnCall Dispatch
Hardware & Software Configuration

September 2022

Hardware Specifications

Color Legend

Black – Base products
Red – Optioned products
Green – Customer-furnished products

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Primary

Site 1 Totals						
vCPUs (3:1)		Memory		Disk (TB)		IOPS
Provisioned	Required	Provisioned	Required	Provisioned	Required	
232	93	1,132	1,358	29	41	53,920

Secondary

Site 2 Totals						
vCPUs (3:1)		Memory		Disk (TB)		IOPS
Provisioned	Required	Provisioned	Required	Provisioned	Required	
120	48	610	732	9	13	28,960

Tertiary

Site 3 Totals						
vCPUs (3:1)		Memory		Disk (TB)		IOPS
Provisioned	Required	Provisioned	Required	Provisioned	Required	
120	48	610	732	9	13	28,960

Hexagon recommends Data at Rest Encryption per CJIS Security Policy sect 5.10.1.2.2

Bill of Material			
Quantity	Make	Model	Description
3	* Kemp	VLM-3000	Load Balancers
96	Microsoft	Datacenter 2019 (2 Core Packs)	Windows Server Operating System
20	Microsoft	SQL 2019 Enterprise Edition w/ SA	AAG Database
2	Microsoft	SQL 2019 Standard Edition	Archive (No AAG) / Training Database
2	Microsoft	SQL 2019 Developer Edition	Test Database

HEXAGON

Miami-Dade County Fire Rescue
OnCall Dispatch
Hardware & Software Configuration

September 2022

Client Hardware Specifications

Color Legend

Black – Base products
Red – Optioned products
Green – Customer-furnished products

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OnCall Dispatch Advantage Workstations
(Supervisor, Production, Backup, Test, Training)

Recommended Specifications:
Windows 10 (64-bit) or Apple Mac OS X
Modern Web Browser (for OnCall Dispatch access)
Single, quad-core processor
8GB RAM
250GB hard drive
Single, 1Gbps NIC card
1920 x 1080 resolution display

OnCall Mobile Unit MDTs

Recommended Specifications:
Windows 10 Professional, 64-bit
I5 or greater processor
8GB RAM
500GB hard drive
1,024 x 768 resolution (touch screen recommended)
RS-232 Serial\USB
1 Gbps physical and Wireless (WiFi and/or Cellular)
3G or 4G is recommended of cellular wireless data connectivity, either built-in or attached using a USB port.

Mobile Responder Smartphones

Recommended Specifications:
Apple® Inc. devices (iPhone® and iPad®) with iOS™ 12 or greater (Tested using iPhone 6s, iPad Pro, and iPad Air2)
Google® Inc. Android™ devices with OS versions 9.0 or greater (Tested using Samsung Galaxy S9 and Pixel3 XL)

HEXAGON

Miami-Dade County Fire Rescue
OnCall Dispatch
Hardware & Software Configuration

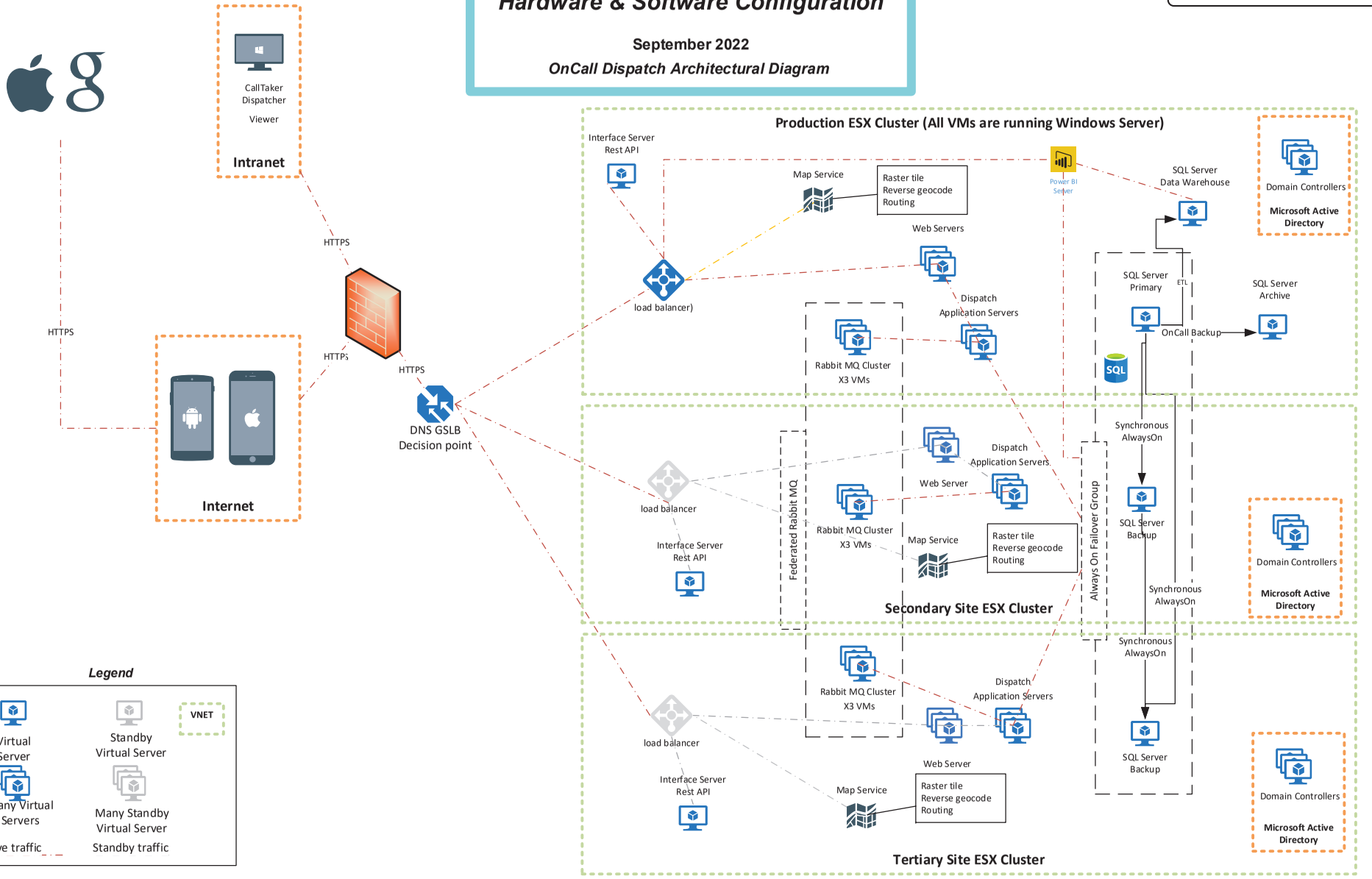
September 2022

OnCall Dispatch Architectural Diagram

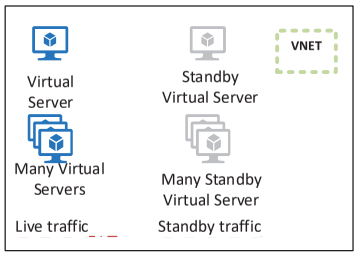
Color Legend

Black – Base products
Red – Optioned products
Green – Customer-furnished products

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Legend



HEXAGON

Miami-Dade County Fire Rescue
OnCall Dispatch
Hardware & Software Configuration

September 2022

OnCall Dispatch Management & Mapping Environments

Color Legend

Black – Base products
Red – Optioned products
Green – Customer-furnished products

Primary

OnCall Management Environment

Hexagon Domain

Domain Controller/DNS Server #1, 2
Windows Server
Qty: 2

System Management Server #1
Windows Server

vCenter Server #1
Linux OVA
vCenter Server Standard

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Kemp Load Balancing Appliance
Qty: 2

OnCall Mapping Environment

Mapping Server #1, 2, 3, 4
Windows Server
Qty: 4

Mapping Staging Server
Windows Server

Secondary

OnCall Management Environment

Hexagon Domain

Domain Controller/DNS Server #3, 4
Windows Server
Qty: 2

System Management Server #2
Windows Server

vCenter Server #2
Linux OVA
vCenter Server Standard

Kemp Load Balancing Appliance
Qty: 2

OnCall Mapping Environment

Mapping Server #5, 6, 7, 8
Windows Server
Qty: 4

Tertiary

OnCall Management Environment

Hexagon Domain

Domain Controller/DNS Server #5, 6
Windows Server
Qty: 2

System Management Server #3
Windows Server

vCenter Server #3
Linux OVA
vCenter Server Standard

Kemp Load Balancing Appliance
Qty: 2

OnCall Mapping Environment

Mapping Server #9, 10, 11, 12
Windows Server
Qty: 4

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Miami-Dade County Fire Rescue
OnCall Dispatch
Hardware & Software Configuration

September 2022

OnCall Dispatch Primary Environment

Color Legend

Black – Base products
Red – Optioned products
Green – Customer-furnished products

MDC135

CAD MS SQL AlwaysOn Cluster

Database Server #1, 2

Windows Server
Microsoft SQL Server 2019 EE with SA
Intergraph Licensing Server

Qty: 2

Archive Database Server #1

Windows Server
Microsoft SQL Server 2019 EE with SA
HxGN OnCall Dispatch | Backup

OnCall Message Queue Server #1a, 2a, 3a

Windows Server
RabbitMQ (OpenSource)

Qty: 3

Web Server #1a, 2a, 3a, 4a, 5a

Windows Server
IIS (included with Windows Server)
HxGN OnCall Dispatch | Advantage CCU **(Qty: 25)**
HxGN OnCall Dispatch | Advanced Mapping CCU **(Qty: 25)**
HxGN OnCall Dispatch | Resource Management CCU **(Qty: 25)**
HxGN OnCall Dispatch | Scheduling & Facilities CCU **(Qty: 25)**
HxGN OnCall Dispatch | Viewer CCU **(Qty: 150)**
HxGN OnCall Dispatch | Customer Rules Engine Client **(Qty: 175)**
HxGN OnCall Dispatch | Customer Rules Engine Editor **(Qty: 1)**
HxGN OnCall Dispatch | Offline CAD **(Qty: 175)**
HxGN OnCall Dispatch | Esri Map Control **(Qty: 380)**
HxGN OnCall Dispatch | Mobile Unit CCU **(Qty: 205)**
HxGN OnCall Mobile Server **(Qty: 5)**
HxGN OnCall Dispatch | Mobile Responder CCU* **(Qty: 400)**

Qty: 5

Application Server #1a, 2a, 3a, 4a, 5a, 6a

Windows Server
ISM Services included with OnCall Dispatch

HxGN OnCall Dispatch | Customer Rules Engine Server **(Qty: 1)**

Qty: 6

Communications/Interface Server #1a

Windows Server
HxGN OnCall Dispatch | RestAPI
Xalt Runtime Engine

COTS Interfaces:
HxGN OnCall Dispatch | PTT
- *to Motorola MCC7500*

HxGN OnCall Dispatch | CAD Link **(Qty: 1)**
- *to FirstWatch*
- *to MDFR RMS*

HxGN OnCall Dispatch | Notifications **(Qty: 1)**
- *to Zetron 25*
- *to Hiplink*
- *to Motorola MCC7500*

HxGN OnCall Dispatch | Tracker CCU **(Qty: 1150)**
- for radio

HxGN OnCall Dispatch | Call-Taker Interface
- *for RapidSOS*

HxGN OnCall Dispatch | Deccan LiveMUM

Standard Interfaces:
Fire Station Alerting OnCall Dispatch Interface
- *to USDD Fire Station Alerting*

RapidSOS OnCall Call-Taker Interface
PLT Radio OnCall Dispatch Interface
CAD to CAD OnCall Dispatch Interface **(Qty: 2)**
- *to Motorola CAD*
- *to CentralSquare Unify CAD Hub*

Custom Interfaces:
Telestaff/Webstaff
MCM CommShop 360
SafetyPad

Consulting Services:
Verint
Deccan BARB

OnCall Analytics Data Warehouse/Platform Server

Windows Server
IIS (included with Windows Server)
Microsoft SQL Server 2019 EE with SA
Visual Studio 2017
SQL Server Data Tools (download)

OnCall Analytics Reporting Server

Windows Server
Microsoft SQL Server 2019 EE with SA
Power BI Report Server (included with SQL EE with SA)
HxGN OnCall Analytics | Dispatch Advantage (with two add'l 2-core packs)

Third-Party Deccan LiveMUM

Windows Server
LiveMUM Server
LiveMUM Wallmap
12 Full Licenses* - User can view coverage and commit move-ups.
6 Viewer Licenses* - User can view coverage only.

**LiveMUM 2.0 User Licenses are based on concurrent usage. User licenses may be used in either a production, training, testing, or disaster recovery environment.*

HEXAGON

Miami-Dade County Fire Rescue OnCall Dispatch Hardware & Software Configuration

September 2022

OnCall Dispatch Secondary Environment

Color Legend

Black – Base products
Red – Optioned products
Green – Customer-furnished products

MDC136

CAD MS SQL AlwaysOn Cluster

Database Server #3, 4

Windows Server
Microsoft SQL Server 2019 EE with SA
Intergraph Licensing Server

Qty: 2

Archive Database Server #2

Windows Server
Microsoft SQL Server 2019 EE with SA
HxGN OnCall Dispatch | Backup

OnCall Message Queue Server #1b, 2b, 3b

Windows Server
RabbitMQ (OpenSource)

Qty: 3

Web Server #1b, 2b, 3b, 4b, 5b

Windows Server
IIS (included with Windows Server)
HxGN OnCall Mobile Server **(Qty: 4)**

Licenses for Secondary Environment included in production license counts

Qty: 5

Application Server #1b, 2b, 3b, 4b, 5b, 6b

Windows Server
ISM Services included with OnCall Dispatch

HxGN OnCall Dispatch | Customer Rules Engine Server **(Qty: 1)**

Qty: 6

Communications/Interface Server #1b (Redundant)

Windows Server
HxGN OnCall Dispatch | RestAPI
Xalt Runtime Engine

COTS Interfaces:
HxGN OnCall Dispatch | PTT
HxGN OnCall Dispatch | CAD Link
HxGN OnCall Dispatch | Notifications
HxGN OnCall Dispatch | Tracker CCU **(Qty: 1150)**
HxGN OnCall Dispatch | Call-Taker Interface
HxGN OnCall Dispatch | Deccan LiveMUM

Standard Interfaces:
Fire Station Alerting OnCall Dispatch Interface
RapidSOS OnCall Call-Taker Interface
PLT Radio OnCall Dispatch Interface
CAD to CAD OnCall Dispatch Interface **(Qty: 2)**

Custom Interfaces:
Telestaff/Webstaff
MCM CommShop 360
SafetyPad

Redundant copies are available for all proposed interfaces at an additional cost; however, implementation is subject to the customer's ability to provide connection to the applicable system.

HEXAGON

Miami-Dade County Fire Rescue
OnCall Dispatch
Hardware & Software Configuration

September 2022

OnCall Dispatch Tertiary Environment

Color Legend

Black – Base products
Red – Optioned products
Green – Customer-furnished products

MDC137

CAD MS SQL AlwaysOn Cluster

Database Server #5, 6

Windows Server
Microsoft SQL Server 2019 EE with SA
Intergraph Licensing Server

Qty: 2

Archive Database Server #3

Windows Server
Microsoft SQL Server 2019 EE with SA
HxGN OnCall Dispatch | Backup

OnCall Message Queue Server #1c, 2c, 3c

Windows Server
RabbitMQ (OpenSource)

Qty: 3

Web Server 1c, 2c, 3c, 4c, 5c

Windows Server
IIS (included with Windows Server)
HxGN OnCall Dispatch | Advantage CCU **(Qty: 25)**
HxGN OnCall Dispatch | Advanced Mapping CCU **(Qty: 25)**
HxGN OnCall Dispatch | Resource Management CCU **(Qty: 25)**
HxGN OnCall Dispatch | Scheduling & Facilities CCU **(Qty: 25)**
HxGN OnCall Dispatch | Viewer CCU **(Qty: 150)**
HxGN OnCall Dispatch | Customer Rules Engine Client **(Qty: 175)**
HxGN OnCall Dispatch | Customer Rules Engine Editor **(Qty: 1)**
HxGN OnCall Dispatch | Offline CAD **(Qty: 175)**
HxGN OnCall Dispatch | Esri Map Control **(Qty: 380)**
HxGN OnCall Dispatch | Mobile Unit CCU **(Qty: 205)**
HxGN OnCall Mobile Server **(Qty: 5)**
HxGN OnCall Dispatch | Mobile Responder CCU* **(Qty: 400)**

Qty: 5

Application Server #1c, 2c, 3c, 4c, 5c, 6c

Windows Server
ISM Services included with OnCall Dispatch
HxGN OnCall Dispatch | Customer Rules Engine Server **(Qty: 1)**

Qty: 6

Communications/Interface Server #1c (Cold Backup)

Windows Server
HxGN OnCall Dispatch | RestAPI
Xalt Runtime Engine

COTS Interfaces:
HxGN OnCall Dispatch | PTT
HxGN OnCall Dispatch | CAD Link
HxGN OnCall Dispatch | Notifications
HxGN OnCall Dispatch | Tracker CCU **(Qty: 1150)**
HxGN OnCall Dispatch | Call-Taker Interface
HxGN OnCall Dispatch | Deccan LiveMUM

Standard Interfaces:
Fire Station Alerting OnCall Dispatch Interface
RapidSOS OnCall Call-Taker Interface
PLT Radio OnCall Dispatch Interface
CAD to CAD OnCall Dispatch Interface **(Qty: 2)**

Custom Interfaces:
Telestaff/Webstaff
MCM CommShop 360
SafetyPad

Backup interface licenses are available for all proposed interfaces. However, implementation is subject to customer's ability to provide connectivity to the applicable system.

HEXAGON

Miami-Dade County Fire Rescue
OnCall Dispatch
Hardware & Software Configuration

September 2022

OnCall Dispatch Test Environment

Color Legend

Black – Base products
Red – Optioned products
Green – Customer-furnished products

MDC138

CAD Test MS SQL AlwaysOn Cluster

Test Database Server #1, 2

Windows Server
Microsoft SQL Server 2019 DE
Intergraph Licensing Server

Qty: 2

Test OnCall Message Queue Server #1, 2, 3

Windows Server
RabbitMQ (OpenSource)

Qty: 3

Test Web Server #1, 2, 3, 4

Windows Server
IIS (included with Windows Server)
HxGN OnCall Dispatch | Advantage CCU **(Qty: 25)**
HxGN OnCall Dispatch | Advanced Mapping CCU **(Qty: 25)**
HxGN OnCall Dispatch | Resource Management CCU **(Qty: 25)**
HxGN OnCall Dispatch | Scheduling & Facilities CCU **(Qty: 25)**
HxGN OnCall Dispatch | Viewer CCU **(Qty: 150)**
HxGN OnCall Dispatch | Customer Rules Engine Client **(Qty: 175)**
HxGN OnCall Dispatch | Customer Rules Engine Editor **(Qty: 1)**
HxGN OnCall Dispatch | Offline CAD **(Qty: 175)**
HxGN OnCall Dispatch | Esri Map Control **(Qty: 380)**
HxGN OnCall Dispatch | Mobile Unit CCU **(Qty: 205)**
HxGN OnCall Mobile Server **(Qty: 4)**
HxGN OnCall Dispatch | Mobile Responder CCU* **(Qty: 400)**

Qty: 4

Test Application Server #1, 2

Windows Server
ISM Services included with OnCall Dispatch
HxGN OnCall Dispatch | Customer Rules Engine Server **(Qty: 2)**

Qty: 2

Test Communications/Interface Server

Windows Server
HxGN OnCall Dispatch | RestAPI
Xalt Runtime Engine
Xalt Developer Engine

COTS Interfaces:
HxGN OnCall Dispatch | PTT
HxGN OnCall Dispatch | CAD Link
HxGN OnCall Dispatch | Notifications
HxGN OnCall Dispatch | Tracker CCU **(Qty: 1150)**
HxGN OnCall Dispatch | Call-Taker Interface
HxGN OnCall Dispatch | Deccan LiveMUM

Standard Interfaces:
Fire Station Alerting OnCall Dispatch Interface
RapidSOS OnCall Call-Taker Interface
PLT Radio OnCall Dispatch Interface
CAD to CAD OnCall Dispatch Interface **(Qty: 2)**

Custom Interfaces:
Telestaff/Webstaff
MCM CommShop 360
SafetyPad

Test interface licenses are available for all proposed interfaces. However, implementation is subject to customer's ability to provide connectivity to the applicable system.

HEXAGON

Miami-Dade County Fire Rescue
OnCall Dispatch
Hardware & Software Configuration

September 2022

OnCall Dispatch Training Environment

Color Legend

Black – Base products
Red – Optioned products
Green – Customer-furnished products

MDC139

Training Database Server

Windows Server
Microsoft SQL Server 2019 SE
Intergraph Licensing Server

Training OnCall Message Queue Server

Windows Server
RabbitMQ (OpenSource)

Training Web Application Server

Windows Server
HxGN OnCall Dispatch | Advantage CCU **(Qty: 9)**
HxGN OnCall Dispatch | Resource Management CCU **(Qty: 9)**
HxGN OnCall Dispatch | Scheduling & Facilities CCU **(Qty: 9)**
HxGN OnCall Dispatch | Customer Rules Engine Client **(Qty: 9)**
HxGN OnCall Dispatch | Customer Rules Engine Editor **(Qty: 1)**
HxGN OnCall Dispatch | Customer Rules Engine Server **(Qty: 1)**
HxGN OnCall Dispatch | Offline CAD **(Qty: 9)**
HxGN OnCall Dispatch | Esri Map Control **(Qty: 34)**
HxGN OnCall Dispatch | Mobile Unit CCU** **(Qty: 25)**

Training Communications/Interface Server

Windows Server
HxGN OnCall Dispatch | RestAPI
Xalt Runtime Engine

COTS Interfaces:
HxGN OnCall Dispatch | PTT
HxGN OnCall Dispatch | CAD Link
HxGN OnCall Dispatch | Notifications
HxGN OnCall Dispatch | Call-Taker Interface
HxGN OnCall Dispatch | Deccan LiveMUM

Standard Interfaces:
Fire Station Alerting OnCall Dispatch Interface
RapidSOS OnCall Call-Taker Interface
PLT Radio OnCall Dispatch Interface
CAD to CAD OnCall Dispatch Interface **(Qty: 2)**

Custom Interfaces:
Telestaff/Webstaff
MCM CommShop 360
SafetyPad

Training interface licenses are available at an additional cost for all proposed interfaces. However, implementation is subject to customer's ability to provide connectivity to the applicable system.

HEXAGON

Miami-Dade County Fire Rescue
OnCall Dispatch
Hardware & Software Configuration

September 2022

Notes

Color Legend
Black – Base products
Red – Optioned products
Green – Customer-furnished products

Client Notes:

1. OnCall supports current Chrome, Edge, and Safari browsers.

2. OnCall Dispatch Advantage can use the Customer's map source via a URL provided by the Customer. However, Hexagon recommends the Customer have a dedicated highly available separate instance of the map for OnCall to access. Hexagon assumes the appropriate Esri licenses will be purchased by the Customer.

General Notes:

1. Hexagon assumes that the Local Area Network (LAN), the wide area network (WAN), Active Directory, and Domain Name System (DNS) infrastructure will be provided and staged by the Customer. Each web client connection consumes roughly 20Kbps, so the network between the clients and the web server must have sufficient capacity to handle all concurrent clients. The workstation used to access the website should be on a network with a minimum of 1 Mbps or higher of bandwidth.
2. All workstations, PCs, laptops, and specified peripheral hardware provided by the Customer are assumed to meet the specifications delineated on this diagram.
3. Hexagon assumes that the Customer will provide WAN communications, including wireless network communications.
4. Hexagon recommends VMware for virtualized servers and as such that the mirrored databases do not reside on the same physical host server. vSphere Enterprise Plus licensing is encouraged for using Distributed Resource Scheduling (DRS) to allow for affinity rules to keep databases separate and balance the system load during peak utilization. VMware and Microsoft require 10GB Ethernet connectivity for vMotion of SQL Always On Availability Group virtual machines.
5. The hardware specifications provided in this diagram do not account for the capacity that may be required for converted data.
6. This configuration depicts the system designed for automatic failover from the primary site to a secondary site. The capability for automatic failover between sites is dependent upon the Customer's network having less than 10 millisecond (ms) latency between the servers across sites, including, the latency between all of the DBs in a cluster and the Interface Servers 1a and 1b must be less than 10ms. In the event the Customer is unable to meet this network requirement, then the system should be updated to move automatic failover within the primary site only.
7. This Configuration Diagram illustrates the proposed hardware and software configuration at the time of submission. During implementation, the Hexagon Implementation Team, or a Hexagon subcontractor, may alter this configuration to reflect the negotiated system or alter the location of software to take advantage of efficiencies determined following submission.
8. Test and training interface licenses are available for proposed interfaces. However, implementation is subject to Customer's ability to provide connection to the applicable system. All third-party external interface connections required for Test/Training Environments are the responsibility of the Customer and/or third-party vendor(s).
9. HxGN OnCall Mobile Server is a no-cost administration tool used to manage the Mobile Responder app.
10. CCU refers to concurrent client user.
11. Hexagon assumes that the customer will provide all client access licenses (CALs) to maintain system compliancy with Microsoft policy.
12. **Xalt Developer Note**: Hexagon's Xalt Developer Engine and associated training courses is proposed to allow the Customer to be able to create interfaces as they need. Xalt interfaces, whether Hexagon developed or Customer developed, will reside on the Production Interface Server.

MDC140

Attachment G: Functional Specifications Matrix (Group A)

ATTACHMENT G. Functional Specifications Matrix (Group A).

Miami-Dade County Request for Proposals # RFP-02199

Instructions

Proposers are required to complete the all included tabs of the Functional Specifications Matrix indicating whether their proposed Solution meets, does not meet, or requires modification to meet the functionalities listed below.

In order for the County to understand how Proposers intend to deliver the identified functions, the Proposer's response shall classify how the function is met by specifying the appropriate Response code as defined below in the Response column. **Proposers should provide a detailed description for EVERY item in the Detailed Explanation column in chart, regardless of response code.** Attachments may be included and referenced where applicable.

The acceptable responses are as follows:

Response	Code
Functionality will be FULLY met with the proposed Solution (without code customizations, additional scripting, or additional code). If subject matter expertise and services on the proposed Solution are required to be performed by the Proposer in order to configure the proposed Solution to meet the function, please detail the nature of the configuration in the Detailed Explanation column. Cross-reference any attached documentation in the response. NOTE: If the proposed Solution requires external third party software or services to fully meet the function, please include documentation showing how the Proposer will fulfill the request including information regarding the level of integration within the proposed Solution, as well as information regarding the partnership with other suppliers or use of third party software, including any licensing restrictions associated with the use of the third party software.	Y
Functionality will not be met in the proposed Solution version. A blank or N/A in any box will be interpreted as an "N". This will not automatically disqualify the Proposer's response. Include an explanation as to why the functionality will not be provided in the Detailed Explanation tab. If the requested functionality will be available in a planned future release of the solution, proposer must include information about the future release including the version number and the anticipated date of availability.	N
Functionality can be accommodated through a software modification/customization in the proposed Solution. County requires all work to be completed prior to Go-Live so that adequate testing can be performed to validate the functionality. In the Detailed Explanation column, please provide anticipated duration for completion of the modification. Cross-reference any attached documentation in the response.	M

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Attachment G
Functional Specifications Matrix (Group A)

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.1	GLOBAL SYSTEM FEATURES					
1.2	Ability to support at least 40 municipal agencies		Y		This functionality is configured via HxGN OnCall Administrator (included with OnCall Dispatch Advantage).	
1.3	Ability to provide an integrated CAD and mobile application		Y		HxGN OnCall Dispatch and OnCall Mobile Unit are integrated.	
1.4	Ability for each Agency to define separate configuration parameters		Y		Configuration parameters are agency configurable in OnCall Administrator.	
1.5	Ability to support multiple independent command lines operating simultaneously		Y		OnCall Dispatch supports multiple command lines and simultaneous operation.	
1.6	Ability to support entry of data via the following:					
1.6.1	Command line		Y		Supported in OnCall Dispatch.	
1.6.2	Forms		Y		Supported in OnCall Dispatch.	
1.6.3	Function Keys		y		Supported in OnCall Dispatch.	
1.6.4	Map		Y		Supported in OnCall Dispatch.	
1.6.5	Mouse		Y		Supported in OnCall Dispatch.	
1.6.6	Drop down menus		Y		OnCall Dispatch includes administrator-configurable drop down menus.	
1.7	Ability for the order of commands within a command string to be customizable		Y		Configurable in OnCall Administrator	
1.8	Ability to create customizable commands		Y		Configurable in OnCall Administrator	
1.9	Ability for command line to display predictive text/prompt for the next command in a command string sequence		N		Functionality currently not available in OnCall Dispatch	
1.9.1	Ability to toggle this functionality on/off		N		Functionality currently not available in OnCall Dispatch	
1.10	Ability to support cut and paste functionality		Y		Supported via standard Windows cut and paste functionality.	
1.11	Ability to support geography that can be activated for neighboring Agencies during critical incidents for mutual aid or evacuation purposes		Y		Data for external areas would be available at all times, not only when "activated." Supported by Change Deployment Plan.	
1.12	Ability to provide users with alerts/notifications that indicate the success or failure of a transaction via the following:					
1.12.1	Audible Alert		Y		OnCall Dispatch has audible alerts.	
1.12.2	Visual Alert		Y		OnCall Dispatch has visual alerts.	
1.13	Ability to support Network Time Protocol (NTP) for time sync		Y		This is supported at the operating system level.	
1.14	Ability to automatically adjust number sequencing each calendar year for the following:					
1.14.1	Incident numbers		Y		Configured in OnCall Dispatch Administrator parameters.	
1.14.2	Case numbers		Y		Configured in OnCall Dispatch Administrator parameters.	

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Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.15	Ability to support unique case number configurations		Y		Configured in OnCall Dispatch Administrator parameters.	
1.16	Ability to support unique incident number configurations		Y		Configured in OnCall Dispatch Administrator parameters.	
1.17	Ability to support the assignment of multiple case numbers to an incident		Y		Configured in OnCall Dispatch Administrator parameters.	
1.18	Ability to support the assignment of multiple incidents to a single case number		N		OnCall Dispatch can assign multiple case numbers to a single CAD Incident number.	
1.19	Ability to add a case number to an incident		Y		Supported in OnCall Dispatch and OnCall Mobile Unit	
1.20	Ability to remove a case number from an incident		N		Hexagon does not support this requirement. A user can insert a note that case number was not required in incident.	
1.21	Ability to remove a case number from an incident and reissue the same case number to another incident		N		Hexagon does not support this requirement.	
1.22	Ability for entry of the fewest number of digits of an incident number to view incident		Y		Hexagon clarifies 3 digits are required to view an incident.	
1.23	Ability for entry of the fewest number of digits of an incident number to update incident		Y		Hexagon clarifies 3 digits are required to update an incident.	
1.24	Ability to automatically account for daylight savings time and all related parameter changes to daylight savings		Y		Based on operating system clock on application servers.	
1.25	Ability to automatically timestamp active incident noting daylight savings time has occurred		M		Met by configuration via Customer Rules Engine (CRE).	
1.26	Ability to automatically timestamp held incident noting daylight savings time has occurred		M		Met by configuration via Customer Rules Engine (CRE).	
1.27	Ability to automatically timestamp pending incident noting daylight savings time has occurred		M		Met by configuration via Customer Rules Engine (CRE).	
1.28	Ability to automatically calculate the day of the week for any entered date		N		Functionality currently not available in OnCall Dispatch	
1.29	Ability to provide narrative/comments fields to allow unlimited number of characters for a single entry (If field has a limit – indicate the maximum allowable amount)		Y		Hexagon clarifies 4,096 is the maximum character amount per single comment. Narrative comments for event are unlimited.	
1.30	Ability to configure the character limit by field		N		The following character sizes (and/or longer) are supported: • Common Place (80) • Address (follows USPS standards) • City (40) • Incident Type (16) • Units (30) • Case Number (30) • Event ID (30)	
1.31	Ability to support vendor remote log in using multi-factor authentication for maintenance/troubleshooting purposes		Y		OnCall Dispatch supports vendor remote login using multi-factor authentication.	

MDC144

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
2.1	SYSTEM TABLE AND CODE TABLE LIST MAINTENANCE					
2.2	Ability to maintain the integrity of the database without duplicating current entries		Y		OnCall supports this functionality.	
2.3	Ability to maintain the integrity of the database without deleting current entries		Y		OnCall supports this functionality.	
2.4	Ability to comply with NIEM standards for export and import of data lists		N		Function currently not available.	
2.5	Ability to comply with NIST standards for export and import of data lists		N		Function currently not available.	
2.6	Ability for table data to be imported by a system administrator without size limitations via:					
2.6.1	CSV		Y		OnCall supports this functionality.	
2.6.2	Microsoft Excel		Y		OnCall supports this functionality.	
2.7	Ability for table data to be exported by a system administrator without size limitation via:					
2.7.1	CSV		Y		OnCall supports this functionality.	
2.7.2	Microsoft Excel		Y		OnCall supports this functionality.	
2.8	Ability for system administrator to modify tables and code lists dynamically without interrupting operations (E.g., without requiring the users to log off or reboot the workstation)		Y		OnCall supports this functionality via OnCall Administrator.	
2.9	Ability to use a form based GUI to manage and provision data in the system table and code lists		Y		OnCall supports this functionality via OnCall Administrator.	
2.10	Ability to log modifications made to the tables and code lists		Y		OnCall supports this functionality via OnCall Administrator.	
2.11	Ability for the tables and code list logs to be:					
2.11.1	Exported		Y		Changes can be viewed in the admin tool. The audit table in SQL lends itself to further reporting.	
2.11.2	Imported		Y		Changes can be viewed in the admin tool. The audit table in SQL lends itself to further reporting.	
2.11.3	Printable		Y		Changes can be viewed in the admin tool. The audit table in SQL lends itself to further reporting.	
2.11.4	Searchable		Y		Changes can be viewed in the admin tool. The audit table in SQL lends itself to further reporting.	
2.12	Ability to create and maintain code table data by Agency, to include but not limited to the following:					
2.12.1	Call source (E.g., officer-initiated, 911, 10-digit)		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.2	Capabilities		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.3	Commands		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.4	Contractor/Equipment		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.5	Dispositions		Y		OnCall supports this functionality via OnCall Administrator.	

MDC145

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
2.12.6	Grids		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.7	Incident priority		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.8	Incident Status codes		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.9	Incident types/signals		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.10	Modifying Circumstances		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.11	Personnel data		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.12	Radio data		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.13	Response Areas		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.14	Response Class		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.15	Response Type		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.16	Server stored workstation event error logs (so vendor can identify and troubleshoot errors)		Y		Logs are kept on a log file server.	
2.12.17	Special Skills		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.18	Station		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.19	Street closures		M		Hexagon has proposed a modification to its existing software to meet this requirement. An ESRI ArcGIS mapping solution is required.	
2.12.20	Timers		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.21	Unit Status codes		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.22	Unit status types (E.g., assigned, unassigned, assigned but available)		Y		OnCall supports this functionality via OnCall Administrator.	
2.12.23	Unit ID		Y		Hexagon clarifies Unit ID must be unique. Different agencies cannot have units with the same ID.	
2.12.24	Units assigned to specific Station		Y		OnCall supports this functionality via OnCall Administrator.	
2.13	Ability to add Agency defined fields without vendor intervention		Y		The built-in OnCall Dispatch UI Editor supports this.	
2.14	Ability to use a 'set-like' parameter that propagates data across tables (E.g., Run cards can be 'set-like' the surrounding run cards when a grid is added, etc.) The department would like the ability to replicate settings or field data across similar forms within the Solution.		N		While OnCall does not have this capability internally, bulk loading tools are available that can import static sets organized with a 'set-like' strategy.	

MDC146

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
2.15	Ability to allow Agency to rename label names without vendor intervention		Y		OnCall supports this functionality via OnCall Administrator.	
2.16	Ability to share code tables among application components and agencies		Y		OnCall supports this functionality via OnCall Administrator.	
2.17	Ability to prevent Agency specific code tables from being display to users from other agencies		Y		OnCall supports this functionality via OnCall Administrator.	
2.18	Ability for any change to a code table to propagate throughout the system (E.g., an update in a code table for one application component updates the same code table in other application component, including clients)		Y		OnCall supports this functionality via OnCall Administrator.	
2.19	Ability to designate code table values as obsolete, preventing further entry of that value, yet retain the value in the table for inquiries on historical data		Y		OnCall supports this functionality via OnCall Administrator.	
2.20	Ability to retain values made to data and code tables in the event of a system upgrade		Y		OnCall supports this functionality via OnCall Administrator.	
2.21	Ability to define the following:					
2.21.1	Disposition codes		Y		OnCall supports this functionality via OnCall Administrator.	
2.21.2	Incident status codes to include					
2.21.3	Pending		Y		OnCall supports this functionality via OnCall Administrator.	
2.21.4	Active		Y		OnCall supports this functionality via OnCall Administrator.	
2.21.5	Held/Scheduled		Y		OnCall supports this functionality via OnCall Administrator.	
2.21.6	Closed		Y		OnCall supports this functionality via OnCall Administrator.	
2.21.7	Priorities assigned to incident types/signals (minimum of 50)		N		Hexagon clarifies max priority for events is within the range of 0-9 inclusive.	
2.22	Ability to have unlimited number of Incident types/signals (If there is a limit, provide in the comments)		Y		OnCall supports this functionality via OnCall Administrator.	
2.23	Ability to have unlimited number of Unit status codes (If there is a limit, provide in the comments)		Y		OnCall supports this functionality via OnCall Administrator.	
3.1	**GEOGRAPHIC INFORMATION SYSTEM (GIS) LOCATION VERIFICATION AND RESPONSE DETERMINATION**					
3.2	Ability to assign coordinates to a call by clicking on the location on the map (E.g., mouse geocoding)		Y		OnCall includes this functionality.	
3.3	Ability to verify Latitude and Longitude by entering:					
3.3.1	Decimal Degrees (E.g., 25.775561, -80.196652)		Y		Decimal degrees must be entered in WGS84 coordinates.	
3.3.2	Degrees and Decimal Minutes (E.g., 25 46.53366, -80.11.79912)		Y		Degrees and decimal minutes must be entered in WGS84 coordinates.	
3.3.3	Degrees, Minutes and Decimal Seconds (E.g., 25 46 32.0196, -80 11 47.9472)		Y		Degrees, minutes, and decimal seconds must be entered in WGS84 coordinates.	
3.4	Ability to default to the northern and western hemispheres when the hemisphere directions are omitted		Y		OnCall includes this functionality.	

MDC147

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.5	Ability to default to the western hemisphere when the negative sign (E.g., '-') is omitted		Y		OnCall includes this functionality.	
3.6	Ability to enter degrees, minutes, and/or seconds without identifying them with special letters, symbols, or characters		Y		OnCall includes this functionality.	
3.7	Ability to verify Common Places using:					
3.7.1	An abbreviated process (E.g., entering 'PALM' displays choices beginning with 'PALM' such as 'PALM LAKES ELEM' in alphabetical order)		Y		Based on County configured map data source; behavior of geocoder is contingent on and unique to provider and configuration.	
3.7.2	An optional wildcard search (E.g., entering 'PALM' displays choices containing 'PALM' such as 'BASCOM PALMER EYE' in alphabetical order)		Y		Based on County configured map data source; behavior of geocoder is contingent on and unique to provider and configuration.	
3.8	Ability to quickly view each matching common place choice on the integrated map to assist with selection		Y		OnCall includes this functionality.	
3.9	Ability to display the address of the selected common place, if populated		Y		OnCall includes this functionality.	
3.10	Ability to verify Addresses and Street Intersections using USPS-standard street type abbreviations and USPS-standard formatting for dual street types.		Y		Based on County configured map data source and configured Address Service(s)	
3.11	Ability to display all matching choices including those with prefix direction when prefix direction is omitted (E.g., entering '2 PALM DR' displays '2 E PALM DR' and '2 W PALM DR')		Y		Based on County configured map data source; behavior of geocoder is contingent on and unique to provider and configuration.	
3.12	Ability to display all matching choices including those with street types when street type is omitted. (E.g., entering '5600 SW 87TH' displays '5600 SW 87TH AVE' and '5600 SW 87TH ST')		Y		Based on County configured map data source; behavior of geocoder is contingent on and unique to provider and configuration.	
3.13	Ability to display all matching choices including those with suffix directions when suffix direction is omitted. (E.g., entering '12102 SW 110TH ST CIR' displays '12102 SW 110TH ST CIR N' and '12102 SW 110TH ST CIR S')		Y		Based on County configured map data source; behavior of geocoder is contingent on and unique to provider and configuration.	
3.14	Ability to display all matching choices from multiple cities, if applicable when the city is omitted. (E.g., entering '521 NW 10TH ST' displays the same address in Florida City, Homestead, and Miami.		Y		Based on County configured map data source; behavior of geocoder is contingent on and unique to provider and configuration.	
3.15	Ability for addresses and intersections from all areas to always be searched by default without the user having to indicate it		Y		Based on County configured map data source; behavior of geocoder is contingent on and unique to provider and configuration.	
3.16	Ability to avoid mismatches during address and intersection verification as follows:					
3.16.1	Displays only identical house numbers. (E.g., entering '100 MAIN ST' does not display '1000 MAIN ST' and vice versa)		Y		Based on County configured map data source and configured Address Service(s)	
3.16.2	Displays only identical prefix directions when specified. (E.g., entering '18250 NW 137TH AVE' does not display '18250 SW 137TH AVE')		Y		Based on County configured map data source and configured Address Service(s)	

MDC148

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.16.3	Displays only identical street names. (E.g., entering '100 PALM DR' does not display '100 PALMER DR' and vice versa)		Y		Based on County configured map data source and configured Address Service(s)	
3.16.4	Displays only identical street numbers. (E.g., entering '15900 SW 10 ST' does not display '15900 SW 100 ST' and vice versa)		Y		Based on County configured map data source and configured Address Service(s)	
3.16.5	Displays only identical street types when specified. (E.g., entering '11103 SW 145TH AVE' does not display '11103 SW 145TH CT')		Y		Based on County configured map data source and configured Address Service(s)	
3.16.6	Displays only identical suffix directions when specified. (E.g., entering '12102 SW 110TH ST CIR S' does not display '12102 SW 110TH ST CIR N')		Y		Based on County configured map data source and configured Address Service(s)	
3.16.7	When there is only one matching address or intersection, the system displays it as a single choice without automatically selecting it		Y		Based on County configured map data source and configured Address Service(s)	
3.16.8	Intersecting streets can be entered in any order within the CAD		Y		Hexagon clarifies where "&" is the separator. Hexagon will configure a "/" to be the separator. For example intersection of Cedar/Smith could be entered as Smith/Cedar.	
3.17	Ability to display separate and distinct street intersection location choices both on the integrated map and from the list when the two street names cross each other in different places		Y		OnCall supports this functionality.	
3.18	Ability to notify that there are common places associated with the selected address		Y		Location lookups will determine if a search string matches a common place name and if so provide an address. OnCall Dispatch displays a message below the address that notes "You have selected a Special Address" if you select the Common Place name or the address of the common place. It will not, however, take a matched address and suggest a related common place name.	
3.19	Ability to utilize composite address locators (or similar) so that addresses not available in the situs address point layer are validated using street centerline address ranges		Y		Based on County configured map data source and configured Address Service(s)	
3.20	Ability to guide the user through the matching choices during address and intersection verification as follows:					
3.20.1	Sorts the situs address point before the street centerline range when the user enters an address equally similar to both. (E.g., entering '1088 MOWRY DR' displays the '1088 W MOWRY DR' situs point before the '1088 E MOWRY DR' street centerline)		Y		Based on County configured map data source and configured Address Service(s)	
3.20.2	Maps the choices from the same screen without having to re-enter the address or intersection elsewhere. (E.g., via a direct relationship between the list of choices and the integrated map)		Y		Based on County configured map data source and configured Address Service(s)	

MDC149

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.20.3	Sorts the choices in order from closest match to least, if applicable		N		Functionality currently not available.	
3.21	Ability to display matching choices with real-time response. (E.g., entering 'SW 10TH ST & SW 10TH AVE' displays matching choices with real-time performance)		Y		Based on County configured map data source and configured Address Service(s)	
3.22	Ability to initiate an optional Soundex (or similar) search to assist with validation. (E.g., entering '2005 SAN SOUCI BLVD' has no match but the Soundex button can display '2005 SANS SOUCI BLVD')		N		Per Esri, Soundex is enabled by default in the locators. As such, turning Soundex off is not an option.	
3.23	Ability for the user to display their original entry along with the selected choice for comparison, at the user's request		N		Functionality currently not available.	
3.24	Ability to utilize a large geocoding offset (>15 feet) to determine coordinates when verifying addresses against the street centerline range. (E.g., push the point away from the centerline based on even vs. odd address parity)		Y		OnCall supports Esri geocoding service which supports configurable side and end offsets.	
3.25	Ability to configure whether or not to display street centerline range choice when the same address point exists		Y		OnCall supports compound locater services including street range interpolation in addition to point addresses. These are supported system-wide, not at an end user level.	
3.26	Ability to configure the geocoding offset distance (for address validation against the street centerline range)		Y		OnCall supports Esri geocoding service which supports configurable side and end offsets.	
3.27	Ability to indicate that the caller is at the address (dirt) or in front of the address (pavement) and modify the coordinates accordingly		Y		OnCall Dispatch supports this functionality	
3.28	Ability to enter the common places, addresses and street intersections all from one single input text box		Y		OnCall Dispatch supports this functionality	
3.29	Ability to bypass or override address validation		Y		A user can override address data. This may result in an unverified address. The user can bypass validation and use unverified address, but they will need to insert area and dispatch group information to dispatch the call.	
3.30	Ability to see the reporting grid for a verified location without generating an incident		Y		If all agencies use the same ESZ grid, then the grid information can be determined without the incident/event type. Hexagon will configure this during implementation.	
3.31	Ability to view the beats for a verified location without generating an incident		Y		This is configured in OnCall Administrator and displayed in Create Event dialog; it can be previewed with verified address and type of event without creating a new incident.	

MDC150

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.32	Ability to view a report of bypassed or overridden addresses		Y		This will be available via OnCall Analytics | Dispatch Advantage. Data is available to be published to a data warehouse.	
3.33	Ability to configure formatting of prefix/suffix directions so they resolve during address and intersection validation. (E.g., 'SOUTHWEST' = 'SW')		Y		This functionality is supported via OnCall Administrator.	
3.34	Ability to configure common misspellings of street names so they resolve during address and intersection validation. (E.g., 'FOUNTAINBLUE BLVD' = 'FONTAINEBLEAU BLVD' globally)		Y		Based on County configured map data source and configured Address Service(s) and Esri Soundex is enabled by default in the locaters.	
3.35	Ability for the CAD to correct the spelling of the street name as defined in the GIS reference data table, when a common misspelling is entered		Y		Based on County configured map data source and configured Address Service(s) and Esri Soundex is enabled by default in the locaters.	
3.36	Ability to configure formatting of street types so they resolve during address and intersection validation. (E.g., 'AVRD' = 'AVENUE RD')		Y		Based on County configured map data source and configured Address Service(s) and GIS Aliases.	
3.37	Ability to utilize point-in-polygon computational geometry to determine the beat(s) on the fly for locations captured from:					
3.37.1	Mouse click on map		Y		Based on County configured map data source and configured Address Service(s) and GIS Aliases.	
3.37.2	Latitude and longitude entered		Y		Based on County configured map data source and configured Address Service(s) and GIS Aliases.	
3.37.3	Common Place		Y		Based on County configured map data source and configured Address Service(s) and GIS Aliases.	
3.37.4	Address matched to situs address point		Y		Based on County configured map data source and configured Address Service(s) and GIS Aliases.	
3.37.5	Address matched to street centerline range		Y		Based on County configured map data source and configured Address Service(s) and GIS Aliases.	
3.37.6	Street intersection		Y		Based on County configured map data source and configured Address Service(s) and GIS Aliases.	
3.38	Ability to automatically prompt the user with a list of beat choices falling within a buffer search radius of the verified street intersection		Y		OnCall Dispatch Agency control can be configured to show a list of options for beats at that particular location. This list can be configured to populate after verification of the address to show which agencies, dispatch groups, and beats can potentially service this event.	

MDC151

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.39	Ability to import and/or utilize Environmental Systems Research Institute (ESRI) native GIS data file structures via a direct interface for:					
3.39.1	CAD Location Verification		Y		Based on County configured map data source and configured Address Service(s) and GIS Aliases.	
3.39.2	Response Determination		Y		Based on County configured map data source and configured Address Service(s)	
3.39.3	Routing		Y		Based on County configured map data source and configured Address Service(s) and routing service.	
3.39.4	CAD mapping		Y		Based on County configured map data source and configured Address Service(s) and GIS Aliases.	
3.39.5	Mobile Location Verification		Y		Based on County configured map data source and configured Address Service(s) and GIS Aliases.	
3.39.6	Mobile mapping		Y		Based on County configured map data source and configured Address Service(s) and GIS Aliases.	
3.39.7	Mobile Routing and driving directions		Y		Based on County configured map data source and configured Address Service(s) and routing service.	
3.40	Ability for system to be compatible with ESRI software		Y		OnCall Dispatch system is compatible with ESRI ArcGIS	
3.41	Ability for the System to fully utilize map documents (*.mxd) and/or ArcGIS Pro projects (*.aprx) authored in ESRI software to include:"					
3.41.1	Initial/default scale and extent		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.41.2	Layer draw order		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.41.3	Scale dependent rendering (E.g., visibility range of a layer)		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.41.4	Complete symbology definitions		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.41.5	Layer transparency levels (E.g., 40% transparent)		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	

MDC152

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.41.6	Definition queries (E.g., to display subsets of features)		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.41.7	Field name aliases		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.41.8	Auto-labeling		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.41.9	Label text symbology including halo		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.41.10	Label placement properties		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.41.11	Label conflict detection		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.41.12	Label expressions		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.41.13	Scale dependent labeling (E.g., visibility range of auto-labels		Y		Esri ArcGIS Server reads the .mxd file and once the file is read, ArcGIS passes the data to OnCall Dispatch.	
3.42	Ability for the system to import and utilize two different street centerline layers – one for location verification and one for routing		Y		This is possible within the system but not recommended.	
3.43	Ability for the system to utilize street centerline data for routing that is compatible with ESRI's network dataset functionality		Y		Based on County configured map data source and configured Address Service(s) and Routing Service	
3.44	Ability for routing configuration to have the ability to utilize various costs or restrictions including:					
3.44.1	Drive Time		Y		Based on County configured map data source and configured Address Service(s) and Routing Service	
3.44.2	One-Way		Y		Based on County configured map data source and configured Address Service(s) and Routing Service	

MDC153

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.44.3	Elevation		Y		Based on County configured map data source and configured Address Service(s) and Routing Service	
3.44.4	Time of day and/or day of week		Y		Based on County configured map data source and configured Address Service(s) and Routing Service	
3.44.5	Left turn penalty based on degree of turn		Y		Based on County configured map data source and configured Address Service(s) and Routing Service	
3.44.6	Real-time traffic (E.g., Waze)		N		consumer of GIS services provided by the County. Those services, usually based on Esri technology, are responsible for providing Geocoding (Address Verification), Reverse Geocoding (coordinate to address), base map display, overlay map layers, and routing. When the County builds the routing service for consumption by OnCall, it can configure that service to leverage any number of real-time traffic services that are available and have its routing service take into account traffic conditions when providing a suggested driving route, or recommended units. For example, Esri provides a traffic map service via ArcGIS Online that can be leveraged by the County. In addition, ArcGIS Online also provides a routing service which can utilize the traffic data provided by the ArcGIS traffic map service. As a consumer of GIS services and	
3.44.7	Peak and nonpeak travel costs		Y		Based on County configured map data source and configured Routing Service	
3.44.8	Vehicle length, height and weight		Y		Based on County configured map data source and configured Address Service(s) and Routing Service	
3.44.9	Close or open network elements in near real-time		Y		Dependent upon GIS making changes to network elements and the publishing them	
3.44.10	Close or open network elements at scheduled times		Y		Function available in OnCall	

MDC154

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.45	Ability to begin routes from the street centerline to which the address verifies rather than as the crow flies from the situs address point to the nearest street. (E.g., routes from 991 NW 106TH AVENUE CIR do not jump over the backyard fence to the expressway)		Y		This is functionality possible via a combination of OnCall product configurations and additional attributions in the GIS data. The County must provide the driveway location point as an additional attribution on the point address features. Hexagon will then configure the locator to return this additional point along with the situs address point to OnCall. Hexagon will then configure OnCall to utilize the driveway location when routing to this address. Alternatively, the County could extend their street centerline data to include driveways as routable streets. This would then allow the router to snap to the driveway segment as opposed to the street centerline.	
3.46	Ability to import polygon layers with overlapping polygons within the same layer and Agency supported. (E.g., an Agency type or Agency may have overlapping jurisdictions within itself)		Y		OnCall supports the ability to define overlapping polygons for a particular agency with differing priorities. The higher priority polygon will be automatically selected in determining the response, but configuration to the user interface can be accomplished to show all of the options and allow the user to choose. This will result in two events for the same agency if the user does not select a specific response.	
3.47	Ability to utilize field mapping for the import of the source GIS data into the required schema(s) of the system		Y		GIS data management is done by County GIS administrators.	
3.48	Ability to import common places with or without addresses		Y		Common places names do not require an address but do require x,y coordinates.	
3.49	Ability to import the source GIS data into an inactive geodatabase		Y		GIS data management is done by County GIS administrators.	
3.50	Ability to automate the import of the source GIS data into the inactive geodatabase		Y		GIS data management is done by County GIS administrators.	
3.51	Ability to script the automated importation of the source GIS data into the inactive geodatabase. (E.g., tools available in ArcCatalog which can be scripted in python)		Y		GIS data management is done by County GIS administrators.	

MDC155

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.52	Ability to have an automated importation process that automatically determines which geodatabase is inactive, and to be updated, without the user specifying it		Y		The OnCall application suite is a consumer of GIS services provided by the County. Those services, usually based on Esri technology, are responsible for providing Geocoding (Address Verification), Reverse Geocoding (coordinate to address), base map display, overlay map layers, and routing. As a consumer of GIS services and data, this requirement is not fulfilled by OnCall itself, but by the services provided to it by the County.	
3.53	Ability to view specific error messages generated by error trapping when the automated GIS data import process fails		Y		The OnCall application suite is a consumer of GIS services provided by the County. Those services, usually based on Esri technology, are responsible for providing Geocoding (Address Verification), Reverse Geocoding (coordinate to address), base map display, overlay map layers, and routing. As a consumer of GIS services and data, this requirement is not fulfilled by OnCall itself, but by the services provided to it by the County.	
3.54	Ability to view logs generated by the automated GIS data import		Y		The OnCall application suite is a consumer of GIS services provided by the County. Those services, usually based on Esri technology, are responsible for providing Geocoding (Address Verification), Reverse Geocoding (coordinate to address), base map display, overlay map layers, and routing.	
3.55	Ability to instantly switch the CAD active geodatabase to the inactive, and roll back if necessary (E.g., toggle geodatabases)		Y		This is set in OnCall Administrator based on County managed GIS source data.	
3.56	Ability to automatically synchronize or propagate the active/inactive toggling of all GIS derived information (maps, geodatabases, routing, etc.) system wide from one control point		Y		This is set in OnCall Administrator based on County managed GIS source data.	
3.57	Ability to support multiple street aliases down to the individual line segment (E.g., 'Main St' and 'JFK St' are the aliases for only certain blocks of SW 1ST St.)		Y		This is set in OnCall Administrator based on County managed GIS source data.	
3.58	Ability to support multiple common place aliases		Y		This is set in OnCall Administrator based on County managed GIS source data.	

MDC156

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.59	Ability to batch upload common places (E.g., 300 locations within the Airport, Colleges, etc.)		Y		This is set in OnCall Administrator based on County managed GIS source data.	
3.60	Ability to update all geographic data, including street aliases and street intersection aliases, via the import of GIS data that is maintained outside of the system (E.g., no requirement to maintain geographic data within the system)		Y		The OnCall application suite is a consumer of GIS services provided by the County. Those services, usually based on Esri technology, are responsible for providing Geocoding (Address Verification), Reverse Geocoding (coordinate to address), base map display, overlay map layers, and routing.	
3.61	Ability to override the automatic point-in-polygon response determination by pre-populating beat attributes in the imported GIS data		Y		OnCall does not support directly pulling beat attributes from attributes on centerline data, but the system can be configured to support showing multiple beat options at a given location and allow the user to pick.	
3.62	Ability to optionally import a point feature class of street intersections to:					
3.62.1	Replace those created by the system for use in location verification		Y		The OnCall application suite is a consumer of GIS services provided by the County. Those services, usually based on Esri technology, are responsible for providing Geocoding (Address Verification), Reverse Geocoding (coordinate to address), base map display, overlay map layers, and routing.	
3.62.2	Augment those created by the system for use in location verification		Y		The OnCall application suite is a consumer of GIS services provided by the County. Those services, usually based on Esri technology, are responsible for providing Geocoding (Address Verification), Reverse Geocoding (coordinate to address), base map display, overlay map layers, and routing.	

MDC157

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.62.3	Remove/hide those created by the system for use in location verification (E.g., remove one of two duplicates because they're actually part of the same intersection)		Y		Hexagon clarifies this requirement can be met with the ArcGIS Pro locators which may or may not be used by the County. Further discussion will be required during the implementation to determine if the Pro locators are the best option to meet the County's requirements. Another option which the County may choose to elect is to use intersection points only and not rely on the locator generating the intersections from the street centerlines.	
3.63	Ability to measure in various units on the integrated CAD map:					
3.63.1	Feet		N		Functionality not currently supported.	
3.63.2	Yards		N		Functionality not currently supported.	
3.63.3	Meters		N		Functionality not currently supported.	
3.63.4	Miles		Y		Hexagon clarifies measuring tools in OnCall Dispatch support miles.	
3.63.5	Kilometers		Y		Hexagon clarifies measuring tools in OnCall Dispatch support miles.	
3.64	Ability for the CAD Map to integrate with oblique imagery technology		M		Hexagon has proposed a modification to its existing software to meet this requirement.	
3.65	Ability for the mobile map to integrate with oblique imagery technology		N		Functionality not currently supported.	
3.66	Ability for the CAD map to interface with Fire Hydrant Maintenance to change hydrant status (in service/out of service)		M		Hexagon has proposed a custom interface to MDFR Fire Hydrant Maintenance to meet this requirement.	
3.67	Ability for the mobile map to integrate with Fire Hydrant Maintenance to change hydrant status (in service/out of service)		M		Hexagon has proposed a custom interface to MDFR Fire Hydrant Maintenance to meet this requirement.	
3.68	Ability to reverse geocode (E.g., assign an address, intersection, common place, or aerial subdivision to a call, when only the coordinates are known)		Y		Function available in OnCall	
3.69	Ability to verify addresses with numeric, alphanumeric and hyphenated house numbers as specified in the USPS Address Standards		Y		Function available in OnCall	
3.70	Ability to optionally support building and unit numbers/names on the address points to accurately depict the location of residences or businesses that share the same house number and street name (E.g., mobile home parks or shopping centers)		Y		Function available in OnCall	

MDC158

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.71	Ability to spatially query features from any functional feature class within a specified radius of a specified location (E.g., see previous incidents, premise/hazard or units within 1/2 mile of a location)		N		OnCall does have a recent/nearby event radius when verifying new calls to check for duplicates and situational awareness.	
3.72	Ability to spatially query features from any functional feature class within a polygon drawn by the user (E.g., see previous incidents, premise/hazard or units within a 6-edged polygon)		N		Functionality not currently supported.	
3.73	Ability to query features in any functional feature class by any functional attributes		N		Functionality not currently supported.	
3.74	Ability for CAD mapping to toggle between base maps available in the ArcGIS Online cloud, ESRI's Portal for ArcGIS, and/or Miami-Dade County's web services		Y		OnCall Dispatch supports toggling between customer defined base maps.	
3.75	Ability of mobile mapping to toggle between base maps available in the ArcGIS Online cloud, ESRI's Portal for ArcGIS, and/or Miami-Dade County's web services		Y		OnCall Dispatch supports toggling between customer defined base maps.	
3.76	Ability to connect to and publish RESTful web services		Y		OnCall Dispatch meets this requirement.	
3.77	Ability to receive the z-coordinate (elevation) from the call and display it in the map using 3D visualization		N		Functionality not currently supported.	
3.78	Ability to determine the cross streets of any given street segment or a list of cross streets of any given street name.		N		Hexagon clarifies this is based on County configured map data source and configured address Service(s)	
3.79	Ability to support an open application programming interface (API) with sensory devices to collect data such as:					
3.79.1	Vehicle data, speed		Y		Via Mobile Unit (with built-in Tracker component)	
3.79.2	Vehicle in motion		Y		Via Mobile Unit (with built-in Tracker component)	
3.79.3	Warning systems (lights and sirens) activation		Y		Via Mobile Unit (with built-in Tracker component)	
3.79.4	Personnel data		M		Hexagon has proposed a custom interface to Telestaff to meet this requirement.	
3.79.5	Self-contained breathing apparatus air levels		N		Hexagon would need more information to include an interface.	
3.79.6	Biostatistics		N		Hexagon would need more information to include an interface.	
3.79.7	Devices (Barcode reader, RFID reader)		Y		Mobile Responder supports barcode reader capability, however, not RFID reader.	
3.79.8	Heat sensors, toxic gas sensors		N		Hexagon would need more information to include an interface.	
3.79.9	Video surveillance sensors		N		Hexagon would need more information to include an interface.	

MDC159

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.80	Ability to support an open application programming interface (API) with meteorological applications to import weather data for a specific location and overlay it on the map		Y		Function available in OnCall	
3.81	Ability to provide direct ESRI support to make GIS changes and map roll outs		N		Hexagon has not proposed a resource to provide Esri support. The County will be responsible for maintaining the map.	
3.82	Ability to provide Direct management of ARC GIS server instances		N		Hexagon has not proposed a resource to provide Esri support. The County will be responsible for maintaining the map.	
4.1	**PREMISE/HAZARD MAINTENANCE**					
4.2	Ability to enter premise/hazards associated with:					
4.2.2	Address		Y		Hexagon clarifies authorized users can associate premise/hazard with specific address.	
4.2.3	Address ranges		Y		This can be accomplished by creating a special situation polygon around the street.	
4.2.3	Common Place		Y		Hexagon clarifies authorized users can associate premise/hazard with a common place.	
4.2.4	Intersection		Y		Hexagon clarifies authorized users can associate premise/hazard with an intersection.	
4.3	Ability to assign a priority to a premise/hazard entry		Y		Hexagon clarifies authorized users can assign a priority to premise/hazard entry.	
4.4	Ability to capture and maintain specific premise information, including but not limited to the following:					
4.4.1	Alarm/access information		Y		Via Special Address and Supplemental Information functionality	
4.4.2	Building Name		Y		Via Special Address and Supplemental Information functionality	
4.4.3	Business Owner Name		Y		Via Special Address and Supplemental Information functionality	
4.4.4	Emergency contact information		Y		Via Special Address and Supplemental Information functionality	
4.4.5	Fire Suppression System		Y		Via Special Address and Supplemental Information functionality	
4.4.6	Gate code		Y		Via Special Address and Supplemental Information functionality	

MDC160

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
4.4.7	Hazardous conditions		Y		Via Special Address and Supplemental Information functionality	
4.4.8	Medical information		Y		Via Special Address and Supplemental Information functionality	
4.4.9	Miscellaneous remarks		Y		Via Special Address and Supplemental Information functionality	
4.4.10	Occupant Name		Y		Via Special Address and Supplemental Information functionality	
4.4.11	Suite/Apartment number		Y		Via Special Address and Supplemental Information functionality	
4.5	Ability to record/assign the following when entering premise/hazard data:					
4.5.1	Expiration date		Y		Via the OnCall Administrator	
4.5.2	Time and date stamp at time of entry		Y		Viewable in the database	
4.5.3	ID of person entering information		Y		Via the OnCall Administrator	
4.5.4	Authorization of entry		Y		Whoever has access to the module is authorized to create, modify, or delete entries.	
4.6	Ability, based on permissions, to view an audit log of the following information when premise/hazard information is added or changed		Y		Via the OnCall Administrator	
4.7	Ability to maintain premise/hazard data until manually removed by the system administrator		Y		Via the OnCall Administrator	
4.8	Ability to archive deleted/purged premise/hazard data		Y		Via the OnCall Administrator	
4.9	Ability for premise information to be parsed into separate data fields/tabs		Y		OnCall Dispatch supports the ability to flag an apartment # (Attribute Data).	
4.10	Ability to access files (pdf, jpeg, etc.) attached to a premise record:					
4.10.1	In CAD environment		Y		Functionality included in OnCall Dispatch	
4.10.2	In Mobile environment		Y		Functionality included in OnCall Mobile Unit and Mobile Responder Smart device app.	
4.11	Ability to create categorized lists of premise/hazards		Y		Via SQL Server Reporting Tools	
4.12	Ability to print premise/hazard data reports		Y		Via SQL Server Reporting Tools	
4.13	Ability to apply premise/hazard data to multiple addresses (E.g., for all addresses within an apartment complex, all houses in a subdivision -*gate codes etc.)		Y		Data associated with a polygon encompassing the area	
4.14	Ability to apply premise/hazard data to a grid		Y		Data associated with a polygon encompassing the area	
4.15	Ability to attach files to a premise/hazard record (E.g., floor plans, building diagrams, special instructions)		Y		Requirement met by authorized user in OnCall Administrator application.	

MDC161

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
4.16	Ability to create multiple premise/hazard records at the same location with the same common place/business name		Y		Requirement met by authorized user in OnCall Administrator application.	
4.17	Ability to assign a priority level to premise/hazard data		Y		Requirement met by authorized user in OnCall Administrator application.	
4.18	Ability to store images with premise/hazard data (E.g., image of Knox Box location/LEO Alert bulletin/BOLO)		Y		Requirement met by authorized user in OnCall Administrator application.	
4.19	Ability for premise/hazard image files to be attached to the incident		Y		Requirement met by OnCall dispatch system.	
4.20	Ability to automatically insert a response message into the incident log upon incident creation based on any combination of the following:					
4.20.1	Area		Y		Via Polygons	
4.20.2	Beat		Y		Remarks can be added to incident upon creation; special situations can be defined	
4.20.3	Common Place		N		Hexagon clarifies if user creates an event using a common place, there isn't a remark in the event comments that states a common place was used. However, if the common place has a remark associated with it then that remark can be pushed into the event remarks.	
4.20.4	Grid		Y		Via Polygons	
4.20.5	Incident type/signal		N		Function Not available	
4.21	Ability to attach more than one response message to an incident via the following:					
4.21.1	Area		Y		If there are multiple remarks associated with an area, all applicable will be brought into the remarks of the event.	
4.21.2	Beat		Y		If there are multiple remarks associated with an area, all applicable will be brought into the remarks of the event.	
4.21.3	Common Place		Y		Via Remarks/special situation	
4.21.4	Grid		Y		Via Polygons	
4.21.5	Incident type/signal		N		Function Not available	
5.1	**SECURITY ADMINISTRATION**					
5.2	System must comply with the following software/application security policies and requirements:					
5.2.1	FBI/CJIS (5.5 version or later)		Y		OnCall is CJIS compliant.	
5.2.2	FDLE		N		Hexagon has not proposed this interface.	
5.2.3	FCIC/NCIC		N		Hexagon has not proposed this interface.	

MDC162

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
5.2.4	NENA		Y		Hexagon supports NENA standards.	
5.3	Ability to maintain compliance with CJIS software/application security requirements over the lifetime of the system		Y		OnCall is CJIS compliant.	
5.4	Ability to encrypt data transmissions per FBI/CJIS (Version 5.5 or later) security policy requirements		Y		OnCall is CJIS compliant.	
5.5	Ability to create a role-based security model using the following parameters:					
5.5.1	Creation of multiple security groups based on Agency to include but not limited to the following:					
5.5.1.1	Agency Type		Y		Data and action roles are assigned to specific users which can be used to limit or give specific permissions for data and actions an individual user can alter/take.	
5.5.1.2	Administrator		Y		Via Role Management	
5.5.1.3	Dispatcher		Y		Via Role Management	
5.5.1.4	Supervisor		Y		Via Role Management in OnCall Administrator	
5.5.1.5	Chief		Y		Via Role Management in OnCall Administrator	
5.5.2	Ability to lock out a user after multiple unsuccessful sign-on attempts		Y		Functionality configured in OnCall Administrator.	
5.5.3	Ability to assign users to one or more security groups		Y		Via Role Management - users can be assigned to multiple groups and may have multiple data and action roles.	
5.6	Ability to add security profiles based on:					
5.6.1	Agency		Y		Via Role Management in OnCall Administrator	
5.6.2	Role		Y		Via Role Management in OnCall Administrator	
5.6.3	User		Y		Via Role Management in OnCall Administrator	
5.6.4	Workstation		N		Since OnCall Dispatch system is browser based it does not track hardware workstation; however, it does track user ID and IP address.	
5.7	Ability to maintain security profiles based on:					
5.7.1	Agency		Y		Via Role Management in OnCall Administrator	
5.7.2	Role		Y		Via Role Management in OnCall Administrator	
5.7.3	User		Y		Via Role Management in OnCall Administrator	
5.7.4	Workstation		N		Since OnCall Dispatch system is browser based it does not track hardware workstation; however, it does track user ID and IP address.	
5.8	Ability to delete security profiles based on:					

MDC163

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
5.8.1	Agency		Y		Via Role Management in OnCall Administrator	
5.8.2	Role		Y		Via Role Management in OnCall Administrator	
5.8.3	User		Y		Via Role Management in OnCall Administrator	
5.8.4	Workstation		N		Since OnCall Dispatch system is browser based it does not track hardware workstation; however, it does track user ID and IP address.	
5.9	Ability to create role-based and group security permissions defined for the following:					
5.9.1	Add		Y		Via Role Management in OnCall Administrator	
5.9.2	Database		N		Database security is the responsibility of the County.	
5.9.3	Delete		Y		Via Role Management in OnCall Administrator	
5.9.4	Disable		Y		Via Role Management in OnCall Administrator	
5.9.5	Field		N		Field level security is not supported.	
5.9.6	Incident log access		Y		Via Role Management in OnCall Administrator	
5.9.7	Modify		Y		Via Role Management in OnCall Administrator	
5.9.8	Print		Y		Via Role Management in OnCall Administrator	
5.9.9	Record		Y		Via Role Management in OnCall Administrator	
5.9.10	Screen/Transaction		Y		UI Editor/configurations	
5.9.11	System Administration		Y		Via Role Management in OnCall Administrator	
5.9.12	System audit trail access		Y		Via OnCall Administrator audit changes functionality	
5.9.13	View		Y		Via Role Management in OnCall Administrator	
5.10	Ability to create temporary profiles		N		Users can be created and deleted or disabled, but not temporary. Created users can be scheduled to have their passwords expire and SQL could change the user status to inactive.	
5.11	Ability for user ID and password creation to be definable by Agency		Y		Via Password Management in OnCall Administrator	
5.12	Ability for the system to force the user to change passwords at defined intervals, configurable by the Agency		Y		Agency configurations can be defined	

MDC164

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
5.13	Ability to not have an expiration date for password		N		Hexagon clarifies that this would be a violation of CJIS policy. The County must set expiration dates for passwords (for a maximum of 999 days).	
5.14	Ability to produce an auto-notification of impending password expiration		Y		This advance notification would be set upon user creation.	
5.15	Ability for the system administrator to reset and modify passwords		Y		Via OnCall Administrator	
5.16	Ability to provide a single sign on capability across all system applications		Y		Via OnCall Administrator	
5.17	Ability to sync personnel IDs and passwords across all system environments		Y		Via OnCall Administrator	
5.18	Ability for system administrators to change a user ID but keep the user profile associated with the user ID (E.g., employee name change, employee promotion, etc.)		Y		Via user management. Hexagon and County terms for describing employee demographics may not be the same here. For clarity, Hexagon's employee ID is a unique identifier within the system that never changes. The associated users username, which is what they use to login, can be changed along with other demographic data.	
5.19	Ability for system administrators to view a history of all deactivated User IDs		Y		Hexagon clarifies not within the application, but report authors with permissions can use PowerBI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
5.20	Ability to schedule a user ID to deactivate		N		Function not available.	
5.21	Ability to support multi-factor authentication for user sign-on to Mobile application		Y		Via OIDC	
5.22	Ability to support multi-factor authentication for Smart Devices		Y		Via OIDC and device settings.	
5.23	Ability to allow for the remote log off of a workstation		N		Hexagon will support log off of the session, but not by workstation.	
5.23.1	Designate a physical location in the event as a terminal column.		N		OnCall Dispatch is browser based so it does not track terminal hardware; however, does track user ID/role and IP address.	
5.24	Ability to lock out a user after a predefined number of unsuccessful sign-on attempts		Y		Functionality defined by authorized user in OnCall Administrator	
5.25	Ability to disable the lock out feature		Y		This cannot be "disabled" but the number of times before a user is locked out can be configured in the CAD SignOn parameter list to have a user-specified number of login attempts.	

MDC165

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
5.26	Ability to prevent user from signing into more than one workstation concurrently		Y		Functionality defined by authorized user in OnCall Administrator	
6.1	**AUDIT TRAILS (SYSTEM AND INCIDENT) AND TIME STAMPS**					
6.2	Ability to maintain a system audit log at the following levels:					
6.2.1	Access to an audit log (successful or failed)		N		Function not available	
6.2.2	All revisions to user accounts		Y		Stored in Database	
6.2.3	All revisions to user accounts associated roles/permissions		Y		Stored in Database	
6.2.4	All user/system updates to application data		Y		Stored in Database	
6.2.5	Modifications to an audit log (successful or failed)		N		Audit logs cannot be modified within the application.	
6.2.6	Searches performed by users		N		Function not available	
6.2.7	Transaction types among Agency systems		N		Function not available	
6.2.8	User account password revisions (successful and failed)		Y		Functionality included.	
6.2.9	User or systems authentications (successful and failed)		Y		Functionality included.	
6.3	Ability for authorized users to view all system audit log records		Y		Functionality included.	
6.4	Ability for the system to log all actions including, but not limited to:					
6.4.1	CAD system related errors		Y		For client log files - the access layer has a log file containing information about how the application interacts with the database and provides details on any errors that occur.	
6.4.2	Emails		N		Function not available	
6.4.3	File maintenance transactions (E.g., create, read, add, update, delete transactions)		N		This is an OS level requirement	
6.4.4	Inquiries to all external system		N		Hexagon requires more information regarding specifics.	
6.4.5	Inquiries to all internal systems		N		Hexagon requires more information regarding specifics.	
6.4.6	Messages deleted		Y		Message history in database	
6.4.7	Messages received		Y		Message history in database	
6.4.8	Messages sent		Y		Message history in database	
6.4.9	Print jobs		N		Functionality not available.	
6.4.10	Transaction entries		Y		These are logged in the database	
6.5	Ability to search CAD message logs		Y		Search message functionality in message board	
6.6	Ability to search Mobile message logs		Y		Search message functionality in message board	

MDC169

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
6.7	Ability for the system to produce a report defining all CAD related activity performed by a specified user during a period of time		Y		use PowerBI Desktop or Microsoft Report Builder to create reports against the OnCall Records database to report on "all CAD related activity" Hexagon assumes the report will be created by County report writers. Additionally HxGN OnCall Analytics | Dispatch Advantage includes a "Point in Time" Report. This report shows the following actions that were taken at a point in time. This includes events that were closed, created, or updated; events on which comments were made; and unit status changes. • The table contains Action Time, Event Number, Terminal ID, Employee ID, CAD Action, Action Attribute Name, and Action Attribute Value. • The user can filter this report by a relative date range (defaulted to the previous 12 calendar years), Terminal ID, Employee ID, CAD Action, Action Attribute Name. OnCall Analytics | Dispatch Advantage also incudes a "Live - CAD Operator Activity" Report. This report provides	
6.8	Ability for the system to log interfaces accessing the system during defined time parameters via a report		N		Hexagon currently does not have this report.	
6.9	Ability for the system to log interfaces accessing the system during defined time parameters via a notification		N		Hexagon currently does not have this report.	
6.10	Ability for the system to provide a "System Change Log" (E.g., a listing of all changes to the systems such as a system update, a new field added)		Y		Hexagon clarifies via Dispatch Audit/Event Audit and Administrator Audit functionality.	
6.11	Ability to notify users whenever a system change is made by the administrator (E.g., field or module additions)		N		Functionality currently not available.	
6.12	Ability to disable users notifications for system changes made by the administrator (E.g., field or module additions)		N		Functionality currently not available.	
6.13	Ability to provide an acknowledgement within the notification that logs whether an user has viewed the notification		N		Functionality currently not available.	
6.14	**INCIDENT LOG**					
6.15	Ability for the Incident Log to store data to include but not limited to:					
6.15.1	Before and after values of all modified data		Y		Hexagon clarifies in the Audit tables. Additionally other fields have history tables.	
6.15.2	Date and time stamp		Y		Functionality is stored.	
6.15.3	IP address		Y		Functionality is stored.	
6.15.4	Terminal/Device ID (E.g., Mobile, PC)		N		Functionality is not available.	
6.15.5	Transaction type (E.g., Incident/Unit update)		Y		Functionality is stored.	

MDC167

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
6.15.6	User ID		Y		Functionality is stored.	
6.15.7	User Name		Y		Functionality is stored.	
6.15.8	Workstation		N		Functionality is not available.	
6.16	Ability to provide an automated archival of historical data by which logical record sets (associated records across tables) are archived from the production database configurable by Agency		Y		OnCall has a DBCopy utility that administrators can use to meet requirement.	
6.17	Ability to provide an automated archival of historical data by which logical record sets (associated records across tables) are purged from the production database configurable by Agency		Y		Available via Microsoft SQL; not an OnCall Dispatch application function.	
6.18	Ability to assign a unique identifier to each record (E.g., Log ID)		N		Unique identifiers are already established; these cannot be assigned	
6.19	Ability to extract reports from the system audit trail		Y		OnCall supports this functionality.	
6.20	Ability to capture screen shots of user activity on demand		Y		Via standard Window OS screen capture functionality.	
6.21	Ability to generate keystroke logs		N		Functionality not available.	
6.22	Ability to capture CPU usage data		N		Functionality not available within OnCall Application software.	
6.23	**TIME STAMPS**					
6.24	Ability to time stamp all activities		Y		OnCall supports this functionality.	
6.25	Ability to time stamp all activities with the user ID		Y		OnCall supports this functionality.	
6.26	Ability to manually enter a time stamp (E.g., unit forgets to take an arrival and dispatcher needs to alter the time stamp to indicate the unit's arrival time)		Y		Via OnCall Dispatch Manual Times functionality	
6.27	Ability to restrict the entry of a manual timestamp by user, group or Agency		Y		Via OnCall Administrator.	
6.28	Ability for all manually entered date and time stamps to be visually distinguished from automatic timestamps		N		While visible in the chronology, it would not be in the event or unit history.	
7.1	**SYSTEM RELATED ELECTRONIC DOCUMENTATION**					
7.2	Ability to edit text and augment Agency specific content within the Help Menu to address Agency specific topics		N		Function not available.	
7.3	Ability to provide an HTML formatted page allowing each Agency's users to select hyperlinks within the Help / Reference Menu		Y		Functionality available.	
7.4	Ability for system administrator to add, modify and edit the Help / Reference Menu		N		Function not available.	
7.5	Ability to include a searchable Agency specific electronic Help / Reference Menu:					
7.5.1	Keywords		N		Function not available.	
7.5.2	Phrases		N		Function not available.	
7.5.3	Topics		N		Function not available.	
7.5.4	Wild cards		N		Function not available.	
7.6	Ability to provide a configurable alphabetized Address Book		Y		Functionality available.	
7.7	Ability to provide a configurable categorized Address Book		Y		Functionality available.	
7.8	Ability to attach/insert Address Book information into an incident		Y		Hexagon clarifies this requirement can be met using OnCall Dispatch SOP Contacts functionality.	

MDC168

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
7.9	Ability to attach/insert Address Book information into a message		N		Hexagon clarifies not automatically but that the data could be cut and pasted manually by the user from the contact directory.	
8.1	**GLOBAL SEARCH**					
8.2	Ability to search data fields, including, but not limited to:					
8.2.1	Address		Y		OnCall can search by address where appropriate in application.	
8.2.2	Agency		Y		OnCall can search by Agency where appropriate in application.	
8.2.3	Area		Y		OnCall can search by Area where appropriate in application.	
8.2.4	Beat/Grid		Y		OnCall can search by Beat/Grid where appropriate in application.	
8.2.5	Common Place		Y		OnCall can search by Common Place where appropriate in application.	
8.2.6	Date and time range		Y		OnCall can search by date and time range where appropriate in application.	
8.2.7	Incident type/signal		Y		OnCall can search by incident type/signal where appropriate in application.	
8.2.8	Personnel ID		Y		OnCall can search by Personnel ID where appropriate in application.	
8.2.9	Premise/Hazard Information		Y		OnCall can search by Premise/Hazard information where appropriate in application.	
8.2.10	Proximity to location/address		Y		For limited features like nearby event when entering calls, and special situation/Hazmat data within predefined radius of event.	
8.2.11	Radio number (Logic ID)		Y		OnCall can search by Radio Number where appropriate in application. Unit properties, etc.	
8.2.12	Telephone number		Y		OnCall can search by telephone number where appropriate in application.	
8.2.13	Unit ID		Y		OnCall can search by unit ID where appropriate in application.	
8.2.14	User ID		Y		OnCall can search by user ID where appropriate in application.	
8.2.15	Vehicle number		Y		OnCall can search by vehicle number where appropriate in application (unit properties)	
8.3	Ability to search Incident Log Comments/Remarks field by:					
8.3.1	Word(s)		Y		Users are currently able to search on words.	

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Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
8.3.2	Exact Match		Y		Users are currently able to search on words.	
8.3.3	Partial Match		N		Functionality not available.	
8.3.4	Search operators (E.g., string together compound search requests using the words 'or', 'and', etc.)		Y		"And" only not "or"	
8.3.5	Partial Information		Y		Users are currently able to search on partial information.	
8.3.6	Wild Card		N	Y	Functionality not available.	Functionality is available per negotiations 07/21
8.4	Ability to search Incident Log by:					
8.4.1	Compound search		Y		Functionality is supported	
8.4.2	Exact match		Y		Users are currently able to search on words.	
8.4.3	Partial information		Y		Functionality is supported	
8.4.4	Partial match		Y		Functionality is supported	
8.4.5	Wild card		N	Y	Functionality not available.	Functionality is available per negotiations 07/21
8.4.6	Word(s)		Y		Users are currently able to search on words. OnCall includes the ability to search/filter comments in an incident without opening additional dialogue boxes and having the filtered word be highlighted on return.	
8.5	Ability to search Comments/Remarks field by:					
8.5.1	Compound search		Y		"And" only	
8.5.2	Exact match		Y		Users are currently able to search on words. OnCall includes the ability to search/filter comments in an incident without opening additional dialogue boxes and having the filtered word be highlighted on return.	
8.5.3	Partial information		Y		Functionality is supported	
8.5.4	Partial match		Y		Functionality is supported	
8.5.5	Wild card		N	Y	Functionality not available.	Functionality is available per negotiations 07/21
8.5.6	Word(s)		Y		Users are currently able to search on words. OnCall includes the ability to search/filter comments in an incident without opening additional dialogue boxes and having the filtered word be highlighted on return.	
8.6	Ability to filter search results		Y		Functionality is supported	
8.7	Ability to highlight search results		Y		Functionality is supported	
8.8	Ability to sort search results using multiple fields		Y		OnCall can sort one time with multiple fields in the sort results, but cannot have multiple sorts within a search result (i.e., does not have drill down capabilities)	
8.9	Ability to group search results (E.g., by user incident type, etc.)		Y		Functionality is supported	

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Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
8.10	Ability to cancel a search		Y		Functionality is supported	
8.11	Ability to clear criteria from all fields within the search form simultaneously		N		Functionality not available.	
8.12	Ability to indicate the number of report/records found		Y		Number of report/records found that match search criteria displays when do the search.	
8.13	Ability to ignore case sensitivity		Y		Functionality is supported	
8.14	Ability to modify search criteria after results have been displayed without reentering previously entered search criteria		Y		Functionality is supported	
8.15	Ability to search and report all users currently logged into system		Y		Functionality is supported	
9.1	**REPORTING FEATURES**					
9.2	Ability to provide a reporting tool that can:					
9.2.1	Access multiple files and tables		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.2.2	Allow the user to define the titles for ad hoc reports		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.2.3	Auto generate Agency defined fields, including:					
9.2.3.1	Current date		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.2.3.2	Page number		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.2.4	Print specific pages		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.2.5	Print the entire report		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.2.6	Provide a print preview		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.3	Ability to manipulate data in ad hoc reports by:					
9.3.1	Sorting (multiple fields)		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.3.2	Grouping (unlimited groups)		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.3.3	Creating statistical summaries		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.4	Ability to enter free-form text into ad hoc reports		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.5	Ability to enter graphics into ad hoc reports		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.6	Ability to filter ad hoc reports by any operational data field		Y		Report authors with permissions can use PowerBI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
9.7	Ability to filter ad hoc reports by multiple operational data fields		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.8	Ability to drill down to data in ad hoc reports to view suppressed details		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.9	Ability to support standard SQL report writing software:					

MDC171

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
9.9.1	Crystal Reports		Y		Via OnCall Analytics | Dispatch Advantage. Utilizes Microsoft Report builder and PowerBI desktop by default	
9.9.2	Microsoft SQL Server Reporting Service		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.9.3	Business Analytics		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.9.4	Cognos (Business Intelligence)		Y		Hexagon clarifies the data warehouses is designed such that customers can use additional reporting tools if desired.	
9.10	Ability for any user to generate an ad hoc report, based on permissions		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.11	Ability to export ad hoc reports into standard formats, including:					
9.11.1	MS Word		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.11.2	MS Access		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.11.3	MS Excel		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.11.4	XML		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.11.5	CSV (delimited text file)		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.11.6	PDF		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.11.7	HTML		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.12	Ability to set parameters for reports (E.g., don't return more than 10,000 records, etc.)		Y		Via HxGN OnCall Analytics | Dispatch Advantage. Hexagon clarifies this requirement is accomplished using date/time slicers and filters.	
9.13	Ability to add a report shortcut button/link to any application menu in order to run a predefined report		N		For the OnCall Dispatch products only, this is a Yes. Adding a report link to any application menu is not supported.	
9.14	Ability to cancel a report		Y		Function available in OnCall	
9.15	Ability to present statistics in graphical formats, including, but not limited to the following:					
9.15.1	Pin maps		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.15.2	Bar graphs		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.15.3	Pie charts		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.15.4	Density maps		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	

MDC172

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
9.15.5	Line graphs		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.16	Ability to generate reports on a predetermined schedule		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.17	Ability for report generation schedules to take into account the following:					
9.17.1	Date		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.17.2	Time		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.17.3	Day of week		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.17.4	Shift		Y		Via HxGN OnCall Analytics | Dispatch Advantage. Hexagon clarifies by using date/time parameters.	
9.17.5	Time intervals		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.18	Ability to, based on permissions, automatically send scheduled reports to:					
9.18.1	Individual		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.18.2	User-defined group		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.18.3	SharePoint		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.19	Ability to have electronically distributed reports to be provided as:					
9.19.1	Email attachment		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.19.2	Hyperlink		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.20	Ability to send a report to a user-defined printer		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.21	Ability to push or extract CAD information into an external database. Feature shall provide the ability to:					
9.21.1	Scheduled near real-time extract of CAD incident information for a given date/time range (E.g., current day CAD activity)		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.21.2	On demand extract of user defined data for a given date/time range (extract of historical data)		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
9.21.3	Incident updates delivered as they occur rather than at incident closure		Y		Via HxGN OnCall Analytics | Dispatch Advantage.	
10.1	**SYSTEM ALERTS**					

MDC173

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
10.2	Ability to create an alert based on records matching specific criteria.		N		Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.	
10.3	Ability to create and define any number of alert categories		N		Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.	
10.4	Ability to establish expiration dates for alerts		N		Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.	

MDC174

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
10.5	Ability to configure whether or not expired alerts remain in the system		N		Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.	
10.6	Ability to capture the user ID of the individual who created the alert		N		Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.	
10.7	Ability to copy and paste alert		Y		The ability to cut and paste is available in the OnCall solution suite manually; there is not automatic feature.	

MDC175

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
10.8	Ability to track the creation of alerts based on date/time		**N**		Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.	
10.9	Ability to configure alerts based on security profile and role		N		Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.	
10.10	Ability to assign a priority to an alert		N		Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.	
11.1	**FLAGS**					
11.2	Ability to assign a priority to a flag (E.g., routine, urgent, 1,2,3…)		**N**		Functionality not available.	

MDC176

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
11.3	Ability to assign a priority flag to updates with specific fields (configurable)		N		Functionality not available.	
11.4	Ability to assign an icon/indicator that denotes the different priorities of flags		N		Functionality not available.	
11.5	Ability to assign an icon/indicator that denotes the priority of the flag		N		Functionality not available.	
11.6	Ability to display a single flag for a single incident update		N		Functionality not available.	
11.7	Ability to display a single flag for a priority incident update (E.g., a priority update should have one icon even though it may be considered an incident update as well)		N		Functionality not available.	
11.8	Ability to display a single flag for a comment entry		Y		Functionality included in OnCall Dispatch	
11.9	Ability to display a single flag for a priority comment (E.g., a priority comment should have one icon even though it may be considered an incident update as well)		Y		Functionality included in OnCall Dispatch	
11.10	Ability to denote priority updates in incident log		Y		Functionality included in OnCall Dispatch	
11.11	Ability to denote priority comments in incident log		Y		Functionality included in OnCall Dispatch	
11.12	Ability for user entering information not to receive a flag notification		Y		Functionality included in OnCall Dispatch	
11.13	Ability for flags to remain on each workstation displaying the incident until read by the user at their workstation (E.g., If the Supervisor reads the incident update, the flag will be removed at their workstation however, the flag will remain on the dispatcher's workstation until read)		Y		OnCall does not use the workstation model for tracking who does what; OnCall is based on the user session, which can accomplish the described workflow.	
11.14	Ability for the flag to be removed only for the workstation that viewed the update		Y		OnCall does not use the workstation model for tracking who does what; OnCall is based on the user session, which can accomplish the described workflow.	
11.15	Ability for flags to be continuously displayed during workload transfers between users at the same workstation		N		Functionality not available.	per 07/28 - Hexagon to follow up on this item per 9/1 - After follow up, no changes to be made
11.16	Ability for priority updates to propagate to all associated incidents with their associated flags		Y		Functionality included in OnCall Dispatch	
11.17	Ability for priority comments to propagate to all associated incidents with their associated flags		Y		Functionality included in OnCall Dispatch	
11.18	Ability for all updates to propagate to all associated incidents with their associated flags		Y		Functionality included in OnCall Dispatch	
11.19	Ability for all comments to propagate to all associated incidents with their associated flags		Y		Functionality included in OnCall Dispatch	
12.1	**SYSTEM TIMERS**					
12.2	Ability to configure timers based on the following parameters:					
12.2.1	Incident type		Y		Hexagon clarifies by an authorized user in OnCall Administrator.	

MDC177

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
12.2.2	Incident status		Y		Hexagon clarifies by an authorized user in OnCall Administrator.	
12.2.3	Unit status		Y		Timers can be configured for unit statuses that are "on event" unit statuses. For any other unit status, a timer can be set manually using the contact unit form.	
12.2.4	Priority of incident		Y		Priority overrides for timers	
12.2.5	Incident time length		N		Function not available.	
12.3	Ability to alert user of timer expiration		Y		This functionality is currently available in OnCall Dispatch.	
12.4	Ability for the System Administrator to define timeout values for unit status timers, regardless unit status category, using the following parameters:					
12.4.1	Seconds		N		OnCall unit of time measurement for milestone conditions is in minutes.	per 07/28 - Hexagon to follow up on this item per 9/1 - After follow up, no changes to be made
12.4.2	Minutes		Y		OnCall unit of time measurement for milestone conditions is in minutes.	
12.5	Ability for the System Administrator to define, in seconds, timeout values for incident status timers		N		OnCall unit of time measurement for milestone conditions is in minutes.	per 07/28 - hexagon to follow up per 9/1 - After follow up, no changes to be made
12.6	Ability to allow multiple unit status timers within a set time frame		Y		This functionality is currently available in OnCall Dispatch.	
12.7	Ability to create a unit substatus within the timer that does not reset the timer (E.g., within a 60 second time frame, dispatch status acknowledgement and en route status - when unit is placed in acknowledge status, en route timer is not affected/reset) Note: two independent unit timers that run concurrently		N		Function not available. Additional ad hoc timers can be manually created by the user for the second timer.	per 07/28 - Hexagon to follow up on this item per 9/1 - After follow up, no changes to be made
12.8	Ability for the System Administrator to add the following conditions to the categories of unit statuses: (configurable)					
12.8.1	Field Initiated		Y		Functionality available.	
12.8.2	Administrative		Y		Functionality available.	
12.8.3	Clear/Available		Y		Functionality available.	
12.8.4	Assigned		Y		Functionality available.	
12.8.5	Reset		Y		Functionality available.	
12.8.6	Out of service		Y		Functionality available.	
12.8.7	Move up		Y		Functionality available.	
12.8.8	Other		Y		Functionality available.	
12.9	Ability to visually differentiate unit status category during unit recommendation (E.g., recommendation screen shows unit status categorized as administrative in blue font and unit status categorized as other in green font)		N		Functionality is not available.	
12.10	Ability for the System Administrator to assign values to each incident status that allow a visual indication to the user that the incident status has timed out, such as:					

MDC178

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
12.10.1	Color		Y		Functionality available.	
12.10.2	Reverse video		Y		Functionality available.	
12.11	Ability for the System Administrator to assign color to each unit status		Y		Functionality available.	
12.12	Ability for the System Administrator to assign values to each unit status that allow a visual indication to the user that the unit status has timed out, such as:					
12.12.1	Color		Y		Functionality available.	per 07/28 - Hexagon to follow up on events status board per 9/1 - After follow up, no changes to be made
12.12.2	Reverse video		Y		Functionality available.	per 07/28 - Hexagon to follow up on events status board per 9/1 - After follow up, no changes to be made
12.13	Ability for the unit status display to show timestamp of when unit went into that status		Y		Functionality available.	
12.14	Ability to configure a night mode so that users, with permissions, can alternate between a day/night mode on the CAD		Y		Functionality available.	
12.15	Ability to automatically notify a supervisor when a unit within their responsibility is out of service for a configurable period of time		M		Hexagon will generate a notification via the HxGN OnCall Notification Interface. The County will be required to provide Hexagon the list of out of service types that should generate the notification, and will need to set the timer value to the desired timeout value when defining the out of service code.	per 07/28 - in addition to the feature commmitted to within 12.15, the Contractor will aslo explore features related to timers for unit status that are not assigned to an incident with a notification. per 9/1 - After follow up, no changes to be made
12.16	Ability to automatically notify, via SMS, a supervisor when a unit within their responsibility is out of service for a configurable period of time		N		OnCall does not support communicating with an SMS gateway.	per 07/28 - in addition to the feature commmitted to within 12.16, the Contractor will aslo explore features related to timers for unit status that are not assigned to an incident with a notification. per 9/1 - After follow up, no changes to be made
12.17	Ability to automatically notify, via radio interface, a supervisor when a unit within their responsibility is out of service for a configurable period of time		N		Functionality not available. Hexagon would welcome further discussion regarding interface details. If the enahancement is provided, it would be dependant upon a transaction for the APX Next Interface.	per 07/28 - functionality to be added to APEX NEXT interface per 9/1 - After follow up, no changes to be made
12.18	Ability to provide the following options when a incident status timer expires:					
12.18.1	Modify to new time value		N		Functionality not available.	
12.18.2	Reset to default value		N		Functionality not available.	

MDC179

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
12.18.3	Cancel a timer		N		Functionality not available.	
12.19	Ability to provide the following options when a unit status timer expires:					
12.19.1	Modify to new time value		N		Functionality not available.	
12.19.2	Reset to default value		N		Functionality not available.	
12.19.3	Cancel a timer		N		Functionality not available.	
13.1	**MULTIPLE ENVIRONMENTS**					
13.2	System must have the capability of supporting multiple environments to include:					
13.2.1	Production (CAD)		Y		Functionality Available	
13.2.2	Training (CAD)		Y		Functionality Available	
13.2.3	Staging (CAD)		Y		Functionality Available	
13.2.4	Backup/Test (CAD)		Y		Functionality Available	
13.2.5	Production (Mobile)		Y		Functionality Available	
13.2.6	Training (Mobile)		Y		Functionality Available	
13.3	Ability to modify any single environment and propagate modifications to any selected environment		Y		Functionality Available	
13.4	Ability to modify any single environment and propagate modifications to all other environments simultaneously		N		OnCall has the ability to put product updates in the test/training environment and then roll them out to production. The possibility of changes to a non-production environment that are extensive exists and could require some sort of user interruption.	
13.5	Ability to propagate any changes to other environments without user disruption		N		Functionality not Available	
13.6	Ability to simultaneously run all environments		Y		Hexagon clarifies All environments can run simultaneously.	
13.7	Ability to provide visual distinction upon which environment the user is operating		Y		Hexagon meets requirement.	
14.1	**ENVIRONMENT PREFERENCES**					
14.2	Ability to support a homogeneous HP server environment		Y		OnCall has ability to support a homogeneous HP server environment.	
14.3	Ability to have compatibility to the following equipment:					
14.3.1	Cisco Network		Y		OnCall is compatible with Cisco Network	
14.3.2	Checkpoint Firewall		Y		OnCall is compatible with Checkpoint Firewall	
14.4	Ability for user authentication for the mobile unit sign-on (Application based, not Windows based)		Y		Mobile Unit sign-on authentication is application based not Windows based.	
14.5	Ability for the client software to support network teaming configuration		Y		OnCall can support network teaming configuration	
14.6	Ability for the client software to support RAID configuration		Y		OnCall supports RAID configuration.	

MDC180

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
14.7	Ability to automatically backup to NAS with status notifications		Y		OnCall supports this requirement.	
14.8	Ability to support multiple monitors per workstation (minimum 5)		Y		OnCall supports multiple (5 plus) monitors per user since it is browser based and can open as many windows in workspace as the user desires.	
14.9	Ability to support an automated CAD archive from the server level		Y		OnCall supports this requirement.	
14.10	Ability to encrypt data in-flight and at rest		Y		OnCall supports encrypted data in-flight and at rest.	
14.11	Ability to archive via a cloud		Y		Hexagon has proposed an on-premise solution; however, it is up to County where they archive, provided bandwidth is available.	
14.12	Ability to perform backups to the system, determined by Agency, daily, weekly, monthly, etc.		Y		OnCall supports requirement via third party customer provided backup application	
14.13	Ability to perform backups to the system on the following:					
14.13.1	Active files		Y		OnCall supports requirement via third party customer provided backup application	
14.13.2	Static files		Y		OnCall supports requirement via third party customer provided backup application	
14.14	Ability to perform backups to the system without affecting operational performance		Y		OnCall supports requirement via third party customer provided backup application	
14.15	Ability to send a notification to the system administrator when the backup/archive has completed		Y		OnCall supports requirement via third party customer provided backup application	
14.16	Ability to support physical servers		Y		OnCall can support requirement.	
14.17	Ability to support a virtualized server environment, provide details		Y		OnCall Dispatch has worked with VMware and Hyper-V.	
14.18	Ability to support network monitoring software SolarWinds		Y		OnCall supports requirement.	
14.19	Ability to support MS Server operating system, must be currently supported version with patches applied within 30 days of Go-Live		Y		OnCall is MS Server compatible.	
14.20	Ability to support MS Windows operating system, must be currently supported version with patches applied within 30 days of Go-Live		Y		OnCall is MS Windows OS compatible.	
14.21	Ability to have defaulted configurations for window settings that can be locked down by the administrator for:					
14.21.1	Agency		Y		Default Workspace Layout can be defined per agency.	
14.21.2	Role		Y		Default Workspace Layouts can be defined per user role.	

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Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
14.22	Ability to support 99.999 percent availability		N		have an up time of 99.99%, Hexagon can also commit its system, which relies on the foundational Microsoft software, will be up 99.99% of the time. Uptime in the context of this and other requirements means the CAD database is able to receive and transmit data. The system proposed will leverage the County's existing highly available network infrastructure in conjunction with SQL Server AlwaysOn Availability groups spanning three fully redundant centers across the primary, secondary, and tertiary sites. This architecture will result in the highest possible level of availability and performance for the County. The calculation of system availability is dependent upon many requirements, some of which are not within Hexagon's scope of management. System availability is dependent upon the following: • Power source including UPS, PDUs	
14.23	Ability to assign default printers to a CAD workstation		Y		Using Windows OS print functionality. Can define default printer(s)	
14.24	Ability to audit all user actions		N		Audit Function not available for all user actions.	
14.25	The system must prevent users from modifying audit files		Y		Users have no way to edit or delete audit search returns	
14.26	The system must prevent users from deleting audit files		Y		Users have no way to edit or delete audit search returns	
14.27	The system must track date/time/user and what actions were taken including login/logoff of all users		Y		OnCall meets requirement	
14.28	Ability to print from the CAD system automatically without user being required to select a printer		Y		Using Windows OS print functionality. Can define a default printer.	
14.29	Ability for the user, as permissions allow, to change the selected printer upon demand		Y		Using Windows OS print functionality.	
14.30	Ability to allow system administrators to add or remove devices from the system (E.g., Workstations, printers, etc.) without vendor involvement		Y		System Administrators can add or remove devices for the system as needed without vendor involvement.	
14.31	Ability to allow event data to be printed to any CAD configured printer		Y		Using Windows OS print functionality.	
15.1	**CONTINUITY OF OPERATIONS PLAN (COOP)**					

MDC182

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
15.2	Ability to support geographically diverse redundancy of the core system and any ancillary critical systems		Y		OnCall supports geographically diverse redundancy for the core system and ancillary critical systems.	
15.3	Ability for the system to provide a hot standby		Y		Hot standby is part of proposed solution.	
15.4	Ability for transition to hot standby to be seamless to operations requiring only a sign-on rather than a system shutdown and restart		Y		Hot standby is part of proposed solution.	
15.5	Ability for the transition to hot standby to retain sequential incident and case numbers after failover		Y		Hot standby is part of proposed solution.	
15.6	Ability for the transition to hot standby to retain active incident data after failover		Y		Hot standby is part of proposed solution.	
15.7	Ability to recover from the hot standby back to the primary system in an offline mode		M		Hexagon has proposed a modification to its existing software to meet this requirement.	
15.8	Ability for the primary system to function temporarily in an offline mode until full operational data transfer is achieved		M		Hexagon has proposed a modification to its existing software to meet this requirement.	
15.9	Ability for the CAD workstation to transition to hot standby without user intervention		Y		Function of the load balancer	
16.1	**NOTIFICATIONS**					
16.2	Ability to make notifications:					
16.2.1	Via SMS text		M		Via HxGN OnCall Dispatch |Notifications Interface	
16.2.2	Via Email		M		Via HxGN OnCall Dispatch |Notifications Interface	
16.2.3	Via Hiplink interface		M		Via HxGN OnCall Dispatch |Notifications Interface with Hiplink adapter	
16.3	Ability to make notifications based upon incidents with Modifying Circumstance		N		Function not available	
16.4	Ability to make notifications based upon incident alarm escalations		M		Via HxGN OnCall Dispatch |Notifications Interface	

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Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
16.5	Ability to make notifications when a unit or combination of units are assigned to an incident		N		Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.	
16.6	Ability to make notifications when a defined number of units are assigned to an incident		N		Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.	
16.7	Ability to make notifications using an algorithmic logic (E.g., if…then…)		N		Function not available	Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.

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Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
16.8	Ability to make notifications based upon geo-fencing (E.g., active shooter would auto-notify school police if occurring within defined distance from a school)		N		Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.	
16.10	Ability to support multiple Active Directory forest structures		N		Not at the application level. Based on the County's configuration. One active directory.	
16.11	Ability to send notifications to a secure Smart Device application		M		Via HxGN OnCall Dispatch|Notifications Interface	
16.12	Ability for systematic notifications to comply with the CJIS security policy		Y		OnCall is CJIS compliant.	
16.13	Ability to have a windows based desktop application to receive notifications		M		HxGN OnCall Dispatch|Notifications Interface supports SNPP, SMTP protocols which allow a user to receive email notifications (which is supported Windows application).	
16.14	Ability to send notifications from a Smart Device application		Y		Function is available.	
16.15	Ability to send pre-defined/template notifications from a selectable format		Y		Send message functionality supports templates	
16.16	Ability to confirm notification was received when sending to Smart Device application		N		Function not available	
16.17	Ability to send notification messages to multiple groups simultaneously		M		Via HxGN OnCall Dispatch|Notifications Interface	
16.18	Ability to track all messages and monitor delivery		N		Function not available	
16.19	Ability to send message notifications via disparate devices to a single recipient (E.g., Smart Device, Phone, Laptop, email, etc.)		M		Via HxGN OnCall Dispatch|Notifications Interface	
16.20	Ability to restrict notification messages via roles/permissions		M		Via HxGN OnCall Dispatch|Notifications Interface	
16.21	Ability to send notification messages via web browser		Y		OnCall Dispatch is a web based application and runs in browser. Messages would be sent via OnCall Dispatch	
16.22	Ability to support two-way messaging via Smart Device		Y		Two-way messaging is available via the Smart Device	

MDC185

Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
16.23	Ability to support notification rotations/grouping		M		Via HxGN OnCall Dispatch|Notifications Interface. Hexagon clarifies send a notification at shift change if group members are associated with a lineup then notification message is sent to whole group.	
16.24	Ability to send notifications upon incident dispatch based on any combination of the following criteria:					
16.24.1	Incident type/signal		M		Via HxGN OnCall Dispatch|Notifications Interface	
16.24.2	Unit		M		Via HxGN OnCall Dispatch|Notifications Interface	
16.24.3	Location		N		Function not available	Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.
16.24.4	Grid		M		Via HxGN OnCall Dispatch|Notifications Interface Hexagon assumes Grid is ESZ	
16.24.5	Common Place		N		Function not available	Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.
16.24.6	Address		N		Function not available	Hexagon clarifies that the Customer Rules Engine (CRE) can be employed to achieve this requirement to the extent that CRE and OnCall support the requested alerts. There are not specific alerts defined for this requirement, so Hexagon has not bid any services to build any specific alerts that may fall within this requirement. Should the County determine services are required, specific types of alerts for this requirement would need to be provided and those services quoted.
16.24.7	Pre-defined geo-fences		N		Function not available	

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Item #	GLOBAL SYSTEM FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
17.1	**WORK STATION DISPLAY CONFIGURATION**					
17.2	Ability to configure workstation views by permissions/roles	y	**Y**		Via HxGN OnCall Administrator	
17.3	Ability to configure a default view for each dispatch group for the pending queue to filter defined areas of control	y	**Y**		Via HxGN OnCall Administrator	
17.4	Ability to configure a default view for each dispatch group for the active incidents to filter defined areas of control	y	**Y**		Via HxGN OnCall Administrator	
17.5	Ability to configure a default view for each dispatch group for the unit monitor to filter defined areas of control	y	**Y**		Via HxGN OnCall Administrator	
17.6	Ability to configure the pending queue to include the following:	h				
17.6.1	Priority	y	**Y**		Via HxGN OnCall Administrator	
17.6.2	Priority and time received	n	**N**	**Y**	Function not available	per 08/03 discussion
17.6.3	Time received	n	**N**	**Y**	Function not available	per 08/03 discussion
17.6.4	Area	y	**Y**		Via HxGN OnCall Administrator	
17.6.5	Incident number	y	**Y**		Via HxGN OnCall Administrator	
17.6.6	Incident type/signal	y	**Y**		Via HxGN OnCall Administrator	

MDC187

Attachment A
Functional Specificaitons Matrix (Group A)

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.1	**GENERAL CAD FEATURES**					
1.2	Ability to accommodate multi-disciplinary incident initiation and dispatching for:					
1.2.1	Law Enforcement		**Y**		OnCall Dispatch system supports multi-disciplinary incident initiation and dispatching for Law enforcement.	
1.2.2	Fire/EMS		**Y**		OnCall Dispatch system supports multi-disciplinary incident initiation and dispatching for Fire/EMS.	
1.3	Ability to dispatch both fire/EMS units from the same CAD application window (E.g., without having to toggle between windows)		**Y**		Functionality available	
1.4	Ability to limit dispatch, based on permissions, role and Agency from a single CAD window		**Y**		Roles set by authorized user in HxGN OnCall Administrator.	
1.5	Ability to accommodate a multi-agency/PSAP environment		**Y**		HxGN OnCall Dispatch system can accommodate a multi-agency/PSAP environment.	
1.6	Ability to record time of transfer across Agencies to be included in response time analysis reports		**Y**		System records time of transfer for reporting in HxGN OnCall Analytics Dispatch Advantage analysis reports.	
1.7	Ability to determine what information is displayed based on agency roles and permissions (E.g., Incidents, pending incidents, units)		**Y**		All actions in OnCall Dispatch are date/time stamped using a SQL Server DateTimeOffset data type.	
1.8	Ability to comply with published NENA & NG911 standards		**Y**		Hexagon complies with industry standards.	
1.9	Ability to capture all CAD transactions in an single incident log		**Y**		Not all CAD transactions, but all transactions specific to an incident are captured in Event Chronology functionality.	

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Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.9.1	Ability to view all CAD transactions in an single incident log		Y		Not all CAD transactions, but all transactions specific to an incident are captured in Event Chronology functionality.	
1.9.2	Ability to capture transactions chronologically in a single incident log		Y		Transactions specific to an incident are captured in Event Chronology functionality.	
1.9.3	Ability to view transactions chronologically in a single incident log		Y		Transactions specific to an incident are captured in Event Chronology functionality.	
1.10	Ability to capture all CAD keystrokes in a report		N		Function not available.	
1.10.1	Ability to export all CAD keystrokes in a report		N		Function not available.	
1.11	Ability to allow multiple users to simultaneously update a single incident		Y		OnCall Dispatch system supports this functionality.	
1.12	Ability to provide a user name (E.g., Smith, John) and timestamp with each entry to identify which user entered specific information into a incident		Y		OnCall Dispatch system includes this functionality.	
1.13	Ability to automatically generate incident numbers		Y		Function available	
1.14	Ability to define parameters for incident number configuration by Agency, minimum 20 alphanumeric characters (E.g., FFD211102-123456)		Y		Functionality available in OnCall Administrator.	
1.15	Ability to automatically generate case numbers		Y		Function available	
1.16	Ability to define parameters for case number configuration by Agency, minimum 20 alphanumeric characters (E.g., AGYYMMDD-123456)		Y		Functionality available in OnCall Administrator.	
1.17	Ability to display date and time in 24-hour format		Y		Functionality available	
1.18	Ability to display time as HH:MM:SS		Y		Functionality available	
1.19	Ability for system to automatically adjust to Daylight Savings Time (DST) and back without impacting operations		Y		Functionality available	
1.19.1	Ability for system to automatically timestamp DST into the incident log		Y		All actions in OnCall Dispatch are date/time stamped using a SQL Server DateTimeOffset data type.	
1.20	Ability to configure the date display per Agency		Y		Functionality available in OnCall Administrator.	
1.21	Ability to configure the time display per Agency		Y		Functionality available in OnCall Administrator.	
1.22	Ability to define (by Agency) when case numbers reset:					

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Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.22.1	Daily		Y		Functionality available in OnCall Administrator.	
1.22.2	Monthly		Y		Functionality available in OnCall Administrator.	
1.22.3	Annually		Y		Functionality available in OnCall Administrator.	
1.23	Ability to define (by Agency) when incident numbers reset:					
1.23.1	Daily		Y		Functionality available in OnCall Administrator.	
1.23.2	Monthly		Y		Functionality available in OnCall Administrator.	
1.23.3	Annually		Y		Functionality available in OnCall Administrator.	
1.24	Ability to allow for use of a keyboard with programmable function keys (E.g., MDC currently uses Quest Versakey 60 programmable keys with up to 120 macro combinations)		N		OnCall Dispatch provides the ability to configure the function keys from within OnCall Administrator. Hexagon would need more information to determine compatibility with the Quest Versakey keyboard.	
1.25	Ability to configure function keys by:					
1.25.1	Agency		Y		Functionality available in OnCall Administrator.	
1.25.2	Role (E.g., Supervisor/Dispatcher)		Y		Functionality available in OnCall Administrator.	
1.26	Ability to support multiple CAD status windows simultaneously		Y		Functionality available in OnCall Dispatch	
1.27	Ability to display system alert without utilizing a pop-up box or causing the user to acknowledge the alert (configurable)		Y		Functionality available in OnCall Dispatch	
1.28	Ability to customize (by Agency) CAD status monitor screens		Y		Functionality available in OnCall Administrator.	
1.29	Ability for each Agency to determine which fields are contained in the status monitor screens		Y		Functionality available in OnCall Administrator.	

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Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.30	Ability to anchor the main work area to a primary (or defined) screen		Y		Functionality available in OnCall Administrator.	
1.30.1	Ability to lock down all status monitors so that they cannot be minimized or moved		N		Functionality not available.	
1.30.2	Ability to lock down columns within all status monitors so that they cannot be minimized or moved		N		Functionality not available.	
1.31	Ability for each Agency to determine the order of fields within a status monitor screen		Y		Functionality available	
1.32	Ability for each Agency to configure the layout contained within a status monitor screen		Y		Functionality available	
1.33	Ability for each Agency to design data entry forms		Y		Functionality available using OnCall Administrator	
1.34	Ability for each Agency to determine the order of fields within a data entry form		Y		Functionality available	
1.35	Ability for each Agency to configure the layout contained within a data entry form		Y		Functionality available using OnCall Administrator	
1.36	Ability for each Agency to determine which fields are considered mandatory within a data entry form		Y		Functionality available	
1.37	Ability to monitor at least 1000 active incidents (if less than 1000, indicate the maximum in the 'comments' section to the right)		Y		Functionality available	
1.38	Ability to simultaneously assign 250 units to an incident (if less than 250 indicate the maximum in the 'comments' section to the right)		Y		Functionality available	
1.38.1	Ability to simultaneously view, without scrolling, all 250 units to an incident (if less than 250, indicate the maximum in the 'comments' section to the right)		Y		Can be done using the Event Board card view, if a single column is defined (one event per line) in the tab.	
1.39	Ability to view, based on permissions, incidents in an Agency regardless of status		Y		Functionality available	
1.40	Ability for incident statuses to be configured to display in various colors or reverse video (configurable by Agency)		Y		Incident statuses can be configured to display in various colors but not reverse video.	
1.41	Ability for unit statuses to be configured to display in various colors or reverse video (configurable by Agency)		Y		Unit statuses can be configured to display in various colors but not reverse video.	
1.42	Ability for incident types/signals to be configured to display in various colors or reverse video based on the assigned priority (configurable by agency)		Y		Functionality available using OnCall Administrator	
1.43	Ability to right click on an incident within the unit monitor or incident display form to display all units assigned to that incident		Y		Units assigned are automatically displayed on event detail form and on Event and Unit status boards.	

MDC191

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.44	Ability to display all incidents on the CAD map (configurable by Agency)		Y		Functionality available in OnCall Dispatch configurable by Agency roles in OnCall Administrator.	
1.45	Ability to group multiple agencies together to form a 'dispatch group' (E.g., Any defined set of areas and agencies that are used for logging onto the CAD system – All Agency and areas will be covered by the dispatcher signing into the predefined dispatch group)		Y		Functionality configured using OnCall Administrator	
1.45.1	Ability to group multiple grid/beats/areas together to form a 'dispatch group'		Y		Functionality configured using OnCall Administrator	
1.46	Ability to have multiple dispatch groups within one log-in (configurable by Agency)		Y		Functionality configured using OnCall Administrator. Log-in access is determined by user roles/permissions.	
1.47	Ability for the user (Dispatcher / Supervisor) to add a dispatch group/Agency or area to their responsibility on-the-fly		Y		OnCall Dispatch currently supports adding a dispatch group/Agency or area to their responsibility on-the-fly. Hexagon will support a keyboard command that supports a change and filter group, such as "Add dispatch group special event" and it all shows up on the screen.	
1.48	Ability to transfer the CAD workload to another user at the same workstation without signing out of the application entirely		Y		Hexagon clarifies via change operator. Additionally, CAD doesn't transfer workload to a target user, additional user simply can assume responsibility, should they have permissions, of activities initial dispatcher with their access	

MDC192

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.48.1	Ability to transfer the CAD workload to another user at the same workstation without losing any visibility		N		OnCall does not transfer workload to a target user; the additional user simply can assume responsibility, should they have permissions, of activities initial dispatcher with their access.	
1.48.2	Ability to transfer the CAD workload to another user at the same workstation while still receiving new pending incidents and any updates to incidents		N		OnCall does not transfer workload to a target user; the additional user simply can assume responsibility, should they have permissions, of activities initial dispatcher with their access.	
1.48.3	Ability to transfer the CAD workload to another user at the same workstation within 5 seconds (provide detailed explanation for how long it takes)		Y		OnCall Dispatch will refresh the user's session using the new credentials.	
1.49	Ability to transfer the CAD workload to another workstation		Y		OnCall does not transfer workload to a target user; the additional user simply can assume responsibility, should they have permissions, of activities initial dispatcher with their access.	
2.1	**GENERAL CAD FEATURES - GEOGRAPHY**					
2.2	Ability to update the system with a new geofile without system downtime or degradation		Y		Functionality available	
2.3	Ability to update the system with new plans without system downtime or degradation		Y		Functionality available	
2.4	Ability to test new geofile updates in staging for accuracy and errors, prior to updating the production geofile		Y		Functionality available	
2.5	Ability for geofile updates to be recognized without requiring logging off and logging back on to the system		Y		Functionality available	
2.6	Ability to include overlays and digital ortho-photography (satellite imagery) in mapping application		Y		Hexagon clarifies as map layers	
2.7	Ability for Administrators to add/update/delete geographic information into the CAD in an ad hoc manner as needed – including, but not limited to the following:					
2.7.1	Common Places (to include the X/Y coordinates)		Y		Functionality available	
2.7.2	Common Place Name to be a minimum of 60 characters		Y		Functionality available	

MDC193

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
2.7.3	Common Place Name Aliases		N		Function not available.	You can give as many names to a physical address as you want
2.7.4	Common Places (to include the X/Y/Z coordinates)		N		Does not include z-coordinates	
2.7.5	Street Aliases		Y		Based on County map data source and configured address Service(s)	
2.7.6	Streets		Y		Based on County map data source and configured address Service(s)	
2.7.7	Block ranges		Y		Based on County map data source and configured address Service(s)	
2.7	Ability to associate geofile data with the following:					
2.7.1	Beats		Y		Configured in HxGN OnCall Administrator.	
2.7.2	Reporting Districts		Y		Configured in HxGN OnCall Administrator.	
2.8	Ability to allow for geographic plans to differ based on Agency		Y		Configured in HxGN OnCall Administrator.	
2.9	Ability to allow for activation of the geographic plans (based on permissions) without interrupting floor operations or degrading system performance		Y		Functionality available	
2.10	Ability to, upon activation of geographic plan, automatically update any changes in an incident that resides within the updated area without user intervention		N		Function not available.	
2.11	Ability to, upon activation of geographic plan, timestamp to the incident log for any changes in an incident that resides within the updated area		N		Hexagon would need more information to address specifics of the workflow.	
2.12	Ability to restrict the activation of plans if a component (such as a beat or response) is missing		N		Hexagon would need more information to address specifics of the workflow.	
2.13	Ability to visualing distinguish the missing components within a plan		Y		Functionality available	
2.14	Ability to display a list of missing fields within a plan		Y		Functionality available	
2.15	Ability to add pseudo areas within a plan (E.g., during the SuperBowl, an area is created to route incidents to that specific location)		Y		Functionality available	
2.16	Ability to apply defined icons on the CAD map view to include, but not limited to the following:					
2.16.1	Units by agency (E.g., visually distinguish between MDPD and other Agencies)		Y		Functionality available via HxGN OnCall Administrator.	
2.16.2	Unit type (Fire Truck, boats, etc.)		Y		Functionality available via HxGN OnCall Administrator.	

MDC194

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
2.16.3	Incident types/signals		Y		Functionality available via HxGN OnCall Administrator.	
2.16.4	Pre-plans		Y		Functionality available via HxGN OnCall Administrator.	
2.16.5	Fire Hydrants		Y		Functionality available via HxGN OnCall Administrator.	
2.16.6	Common Places		Y		Functionality available via HxGN OnCall Administrator.	
2.16.7	Cellular phone calls		Y		Functionality available via HxGN OnCall Administrator.	
2.16.8	Landline phone calls		Y		Functionality available via HxGN OnCall Administrator.	
2.16.9	Import icons		Y		Functionality available via HxGN OnCall Administrator.	
2.17	Ability for CAD Administrators to view which plan is currently active		Y		The active recommended response plan displays on the event panel, and the administrators can view.	
2.18	Ability to define multiple plans per Agency		Y		Functionality available via HxGN OnCall Administrator.	
2.19	Ability to activate plans/geography from the command line		Y		Functionality available	
1.70	**GENERAL CAD FEATURES – CAD REPORTING**					
1.71	Ability to create ad hoc CAD reports based on any data field		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
1.72	Ability to run CAD reports without exiting the operational CAD application		Y		Users could hyperlink to reports from OnCall Dispatch | Advantage using "Web Parts"	
1.73	Ability to generate reports by any combination of the following:					

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Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.73.1	Alarm type		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.2	All associated geofile information		Y		Via HxGN OnCall Analytics|Dispatch Advantage. Hexagon clarifies only the data stored as part of the incident.	
1.73.3	ANI/ALI data including address and phone number		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.4	Assigned Radio Number		Y		Via HxGN OnCall Analytics|Dispatch Advantage. Hexagon clarifies if assigned radio number is stored in OnCall Dispatch database and add as a custom field.	
1.73.5	Assigned Vehicle Number		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.6	Business or premise name		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.7	Comments/narrative (unlimited)		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.8	Common Place name (E.g., parks, streets, schools)		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.9	Date and time call answered		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.10	Date and time call entered		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.11	Date and time call received		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.12	Date and time incident entered		Y		Via HxGN OnCall Analytics|Dispatch Advantage	

MDC196

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.73.13	Date and time location verified		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
1.73.14	Date range		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.15	Day of week		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.16	Dispatch group (grouping of agencies and areas)		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.17	Disposition		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.18	En route to on-scene time		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.19	Geographical areas defined by the user (E.g., area, agency, fire zone box)		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.20	Incident number		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.21	Incident pending time		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.22	Incident priority		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.23	Incident type		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.24	Employee ID (E.g., e12345678) minimum of 9 alphanumeric characters		Y		Via HxGN OnCall Analytics|Dispatch Advantage	

MDC197

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.73.25	Phone Call length		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the telephone source database or OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
1.73.26	Phone Call source (E.g., officer-initiated, 911, 10-digit)		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.27	Phone Call type		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.28	Premise Hazard		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the telephone source database or OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
1.73.29	Primary unit		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.30	Responding Agency		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.31	Shift		Y		Via HxGN OnCall Analytics|Dispatch Advantage. Shift can be extrapolated from time	
1.73.32	Telephone number		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.33	Time range		Y		Via HxGN OnCall Analytics|Dispatch Advantage	

MDC198

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.73.34	Time range within a Date Range		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.35	Unit ID		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.36	Unit Location (AVL)		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.37	Unit status		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.38	User ID		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.73.39	Workstation ID		N		Function not available.	
1.74	Ability to use multiple field variables when running reports (E.g., entering several different dispositions or incident types/signals)		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.75	Ability to print an incident report		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.76	Ability to create PDF report		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.77	Ability to create Excel report		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.78	Ability to export created report		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.79	Ability to search and display multiple public safety boundary layers (E.g., grid, area) by any combination of the following:		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.79.1	Pending Incidents		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.79.2	Active Incidents		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
1.79.3	Closed Incidents		Y		Via HxGN OnCall Analytics|Dispatch Advantage	
2.1	**GRAPHIC USER INTERFACE**					
2.2	Ability to customize the user interface by:					
2.2.1	Role (classification of end user based on permissions)		Y		Via HxGN OnCall Administrator	
2.3	Ability to customize the following: (Note: if certain features are customizable at only the Role or user level, indicate in the comments column)					

MDC199

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
2.3.1	Font size		N		Hexagon clarifies by using browser zoom only.	
2.3.2	Font type		N		Function not available.	
2.3.3	Font color(s)		N		Have night and day modes	
2.3.4	Window background color		N		Have night and day modes	
2.3.5	Window sizes		Y		Function available	
2.3.6	Window locations		Y		Function available	
2.3.7	Order in which fields are displayed		Y		Function available	
2.3.8	Ability to restrict fields by permissions		Y		Functionality defined in HxGN OnCall Administrator	
2.4	Ability to allow users to return to application default settings as defined by each Agency		Y		Function available	
2.5	Ability to define, by role, set columns fields that are mandatory to display in status windows (E.g., define what parameters may be modified by an individual user)		N		Hexagon clarifies an administrator can create a workspace that is associated with a role. User assigned can only use that workspace. However not default columns to display.	per 9/1 - After follow up, no changes to be made
2.6	Ability to restrict the user from removing columns with the status monitor		Y		Functionality defined in HxGN OnCall Administrator	
2.7	Prohibit user from closing and/or minimizing windows		N		Function not available.	per 9/1 - After follow up, no changes to be made
2.8	Prohibit user from modifying column size within status windows		N		Function not available.	per 9/1 - After follow up, no changes to be made
2.9	Ability to save window configurations based on user IDs (E.g., not workstation specific)		Y		Function available	
2.10	Ability to create a master configuration for window settings that can be locked down by the administrator (configurable by Agency)		N		Function not available.	per 9/1 - After follow up, no changes to be made
2.11	Ability to lock down column width and column filter settings		N		Hexagon clarifies cannot lock down columns	per 9/1 - After follow up, no changes to be made
2.12	Ability to maintain configuration settings during upgrades		Y		Functionality available via HxGN OnCall Administrator site specific configuration settings	

MDC200

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
2.13	Ability to display multiple status windows at the same time (indicate the maximum in the 'comments' section to the right)		Y		Since OnCall is browser based it is limited only by display space and computer memory, as speed of refresh display will become a factor.	
3.1	**GENERAL DATA ENTRY**					
3.2	Ability to support data entry using the following methods:					
3.2.1	Mouse (point and click/drag and drop)		Y		Functionality available	
3.2.2	Command line		Y		Functionality available	
3.2.3	Touch Screen		Y		Functionality available based on hardware.	
3.3	Ability to click on the map and populate the approximate address into the address field		Y		Functionality available	
3.4	Ability to click on the map and populate the latitude/longitude into the address field		Y		Functionality available	
3.5	Ability to enter commands using the mouse (E.g., right click on unit will display available list of pre-defined commands to select)		Y		Functionality available	
3.6	Ability to display type ahead prompts that provide hints to the user as to the syntax of the command string		N		Functionality not available.	
3.7	Ability to turn off type ahead prompts based on permissions/roles (E.g., trainer can toggle the feature on/off for a trainee)		N		Functionality not available.	
3.8	Ability to support multiple independent command lines operating simultaneously		Y		Functionality available	
3.9	Ability to support multiple independent command lines with independent command line history		Y		Functionality available	
3.10	Ability to enter any command on any command line		Y		Functionality available	
3.11	Ability to enter commands in any order on the command line (configurable)		Y		Hexagon clarifies by specifying delimiter -l (location) -c (comments) command line order is up to user. Also the command designator must be in front or end of command example E E5 and E5 E both command lines put Engine 5 in Enroute status.	
3.11.1	Ability to customize commands		Y		Functionality available via HxGN OnCall Administrator.	
3.12	Ability to enter more than one command on a single command line (E.g., allow the user to clear a unit from a call and place the unit at the station)		Y		Functionality available	
3.13	Ability to define the order of the tab cursor movement from field to field per Agency		Y		Functionality available via HxGN OnCall Administrator	

MDC201

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.14	Ability to use navigational shortcuts to navigate between fields (E.g., Alt + L sends the cursor to the "Location" field)		Y		Navigational shortcuts are scoped to the active OnCall view	
3.14.1	Ability to support the use of navigational shortcuts to switch tabs		Y		Functionality available	
3.15	Ability to define mandatory required fields based on Agency		Y		Functionality available via HxGN OnCall Administrator	
3.16	Ability to mitigate data loss during incident initiation by displaying a warning dialog allowing the user to cancel or accept the operation. (E.g., warning dialog would display if the user inadvertently closed or cleared the Initiate Incident form or command line)		Y		A warning dialog will display if an incident has not been saved after initiation, with options to Clear, Stack or return to finish the initiation.	
3.17	Ability to create, assign, and close an incident in one step without the incident going to the pending queue		Y		Functionality available	
3.18	Ability to simultaneously view two or more incidents in its entirety as defined by Agency. (Used for data comparison and emergencies with multiple incidents involved)		Y		Functionality available	
3.19	Ability to display a drop-down list containing incident types		Y		Functionality available	
3.20	Ability to display type ahead prompts for incident types		Y		Functionality available	
3.21	Ability to configure incident types based on Agency		Y		Functionality available	
3.22	Ability to define priorities of incident types		Y		Functionality available	
3.23	Ability to prevent the display of incident types not applicable to an Agency		Y		Functionality available	
3.24	Ability to assign a priority to a location in which any incident at the location automatically is adjusted to the set priority (E.g., for major event) Role based permissions		Y		Functionality available via HxGN OnCall Administrator	
4.1	**INCIDENT INITIATION**					
4.2	Ability to allow CAD to CAD (point to point) interface (Allowing for the bi-directional exchange of data between disparate CAD systems)		M		Hexagon has proposed our CAD to Cad interface to meet this requirement.	
4.3	Ability to accept and append pictures and video to an incident record		Y		OnCall Dispatch systems supports picture and video attachments.	
4.4	Ability to cross reference multiple text messages in the event they are related to the same incident		Y		Functionality available	
4.5	Ability to enter latitude and longitude coordinates		Y		Functionality available	
4.6	Ability to enter latitude and longitude coordinates that convert to the closest address, address point or common place / landmark		Y		Functionality available	
4.7	Ability for the system to prompt the user to validate the address entered into the address field using the following methods:					

MDC202

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
4.7.1	On Demand		N		OnCall Dispatch location validation is done in a more consumer model whereby the user is presented with location suggestions in real-time as they type.	
4.7.2	By using the tab key to move the cursor to the field following the address field		Y		Functionality available	
4.8	Ability to create and update incidents using a predefined form		Y		Functionality available	
4.9	Ability for forms to be configured by Agency		Y		Functionality available via HxGN OnCall Administrator.	
4.10	Ability to create and update incidents using only the command line		Y		Functionality available	
4.11	Ability to enter standard information in defined fields for the following:					
4.11.1	Incident address		Y		Functionality available	
4.11.2	Location name		Y		Functionality available	
4.11.3	Location description		Y		Functionality available via HxGN OnCall Administrator.	
4.11.4	Apartment number		Y		Functionality available via HxGN OnCall Administrator.	
4.11.5	Building number		Y		Functionality available via HxGN OnCall Administrator.	
4.11.6	Incident/premise phone number		Y		Functionality available	
4.11.7	City		Y		Functionality available	
4.11.8	Caller name		Y		Functionality available	
4.11.9	Caller address		Y		Functionality available	
4.11.10	Caller phone number		Y		Functionality available	
4.11.11	Incident type		Y		Functionality available	
4.11.12	Incident type priority		Y		Functionality available	
4.11.13	Modifying Circumstance		Y		Hexagon assumes an event that has already been created. Situation found functionality in OnCall Dispatch.	
4.11.14	Comments		Y		Functionality available	
4.12	Ability to initiate an incident by:					
4.12.1	Selecting a location on map and displaying the approximate address		Y		Functionality available	
4.12.2	Selecting a location on map and displaying latitude and longitude		Y		Functionality available	

MDC203

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
4.13	Ability to input all incident information and narrative within one screen		N		Incident information is grouped into tabs that are not all visible at once. Supplemental information and attachments are under tabs. Main event and comments can be viewed all at once.	
4.14	Ability to configure an incident timer that will display a time out message when incidents are unprocessed in the initiate incident form after a specified time frame (E.g., 3 minutes or more)		Y		Hexagon clarifies stacked events can be configured to alert after specified minutes.	
4.15	Ability for the phone number to populate and parse as XXX-XXX-XXXX		Y		This requirement is met using the phone number mask parameters.	
4.16	Ability to allow the user to click on the phone number field to dial the caller		Y		OnCall Call-Taker must be interfaced with a telephony system with a dial-out command available.	
4.17	Ability for a user to conduct a previous telephone number check via CAD (E.g., If caller has called from a specific number multiple times in the past)		Y		All phone numbers are hyperlinks whose action can be programmed during implementation.	
4.18	Ability to denote an incident as a mutual aid response, identifying which Agency responded and for whom the service was provided. This would create a unique number that would track both the Agency requesting and Agency responding. This tracking number could be reset (annually, monthly, etc.)		Y		This functionality will only be available on the Caller Phone Number field.	
4.19	Ability for each Agency to control what information is shared across agencies while remaining autonomous via security permissions		Y		Functionality available via HxGN OnCall Administrator.	
4.20	Ability to provide a prompt/notification/alert to a user when creating an incident for another Agency		N		Function not available.	
4.21	Ability to manually verify an address without creating an incident and display the following:					
4.21.1	Area		N		Alternatively, the user can look at the map and turn on overlay layers if needed to display this information.	
4.21.2	Beat		Y		Functionality available	

MDC204

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
4.21.3	Grid		N		Alternatively, the user can look at the map and turn on overlay layers if needed to display this information.	
4.21.4	Jurisdiction		Y		Functionality Available	
4.21.5	Run card order		N		Alternatively, the user can look at the map and turn on overlay layers if needed to display this information.	
4.21.6	Response ID (E.g., preconfigured recommendation)		N		Alternatively, the user can look at the map and turn on overlay layers if needed to display this information.	
4.21.7	Associated premise information		Y		Function available	
4.21.8	Location on the map		Y		Function available	
4.22	Ability to create multiple incidents at the same location simultaneously.		Y		Function available	
4.23	Ability to schedule the creation of an incident to be initiated at a future date/time		Y		Function available	
4.24	Ability to automatically assign an incident number to a scheduled incident upon initiation		Y		Function available	
4.25	Ability to view scheduled incidents within the pending queue		Y		Function available	
4.26	Ability to view scheduled incidents within a specific status monitor		Y		Function available	
4.27	Ability to modify scheduled incidents		Y		Function available	
4.28	Ability to efficiently change incident status from scheduled to pending		Y		Function available	
4.29	Ability to schedule an incident to be created at specific intervals		N		Function not available.	
4.30	Ability to generate a notification, upon the creation of the incident, via the following methods:					
4.30.1	SMS Text		N		Function not available.	
4.30.2	Email		M		Via HxGN OnCall Dispatch | Notifications Interface	
4.31	Ability to send notifications upon incident creation based on the following criteria:					
4.31.1	Incident type/signal		M		Via HxGN OnCall Dispatch | Notifications Interface	per 9/1 - After follow up, no changes to be made
4.31.2	Unit		M		Via HxGN OnCall Dispatch | Notifications Interface	per 9/1 - After follow up, no changes to be made
4.31.3	Location		N		Function not available.	per 9/1 - After follow up, no changes to be made

MDC205

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
4.31.4	Grid		M		Via HxGN OnCall Dispatch | Notifications Interface. Hexagon clarifies grid is same as ESZ.	per 9/1 - After follow up, no changes to be made
4.31.5	Common Place		N		Function not available.	per 9/1 - After follow up, no changes to be made
4.31.6	Address		N		Function not available.	per 9/1 - After follow up, no changes to be made
4.31.7	Pre-defined geo-fences		N		Function not available.	per 9/1 - After follow up, no changes to be made
4.32	Ability to generate/clone an incident from an existing or previous incident		Y		Function available	
4.33	Ability to associate cloned incident at time of creation		Y		Function available	
4.34	Ability to create cloned incident without association at time of creation		Y		A user can create a new incident with the same properties.	
4.35	Ability to add comments from original incident to cloned incident		Y		Assuming a "cloned" incident is either a copied event or a create associated event in Hexagon terminology, the remarks are copied by default.	
4.36	Ability to exclude comments from the cloned incident at the time of creation		N		Function not available.	
4.37	Ability to display a timestamp indicating incident is a clone with original incident number		Y		Hexagon clarifies copied events will show the original event and create associated will be cross referenced to the original event.	
4.38	Ability to allow the user to route the cloned incident to any designated Agency at the time of creation		Y		The user can set the agency response area manually on the create event form.	
4.39	Ability to clone incidents using the:					
4.39.1	command line		Y		Function available	
4.39.2	form		Y		Function available	
4.40	Ability to create multiple cloned incidents simultaneously		M		Functionality met via Customer Rules Engine (CRE) workflow.	
4.41	Ability to add a Modifying Circumstance at the time of creation to a cloned incident		Y		Hexagon assumes using the Situation found functionality.	
4.42	Ability to assign a Primary Unit to a cloned incident at the time of creation		N		Function not available.	
4.43	Ability to create an incident using the fewest required fields possible (E.g., Location and Incident type/signal)		Y		Functionality available	

MDC206

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
4.44	Ability to send an incident to dispatch prior to call completion, based on the priority of the incident, using a visual indicator, such as a flag, to indicate to dispatch that there would be more information to follow		Y		The user can use an event tag to indicate that more details will follow.	
4.45	Ability to transfer an incident to dispatch prior to call completion without disrupting the active view		Y		Calls that are created in OnCall Dispatch are immediately visible and interactable based on permissions to other users within the OnCall suite.	
4.46	Ability for the system to utilize the following methods to advise users that additional information has been entered into an incident:					
4.46.1	Audible tone		Y		Functionality available	
4.46.2	Visual indicator for routine updates		Y		Functionality available	
4.46.3	Visual indicator for priority updates		Y		Functionality available	
4.47	Ability for the user to distinguish 'priority' comments vs routine comments		Y		Functionality available	
4.48	Ability for the user to distinguish 'priority' updates vs routine updates		Y		Critical comments have unique visual queues to show priority updates.	
4.49	Ability for users to add comments to an incident regardless of incident status		Y		Functionality available	
4.50	Ability for users to modify incident information regardless of incident status		Y		Changes made to an event's priority are clearly indicated to other users on that event through an event update visual queue.	
4.51	Ability for any comments added to the incident be displayed dynamically without user intervention		Y		Functionality available	
4.52	Ability for any modifications to the incident be displayed dynamically without user intervention		Y		Functionality available	
4.53	Ability for CAD to automatically route an incident to the responding Agency based on incident type/signal and location		Y		Functionality available	
4.54	Ability for address updates to automatically prompt address validation		Y		Functionality available	
4.55	Ability to manually force an address that fails address validation		Y		Functionality available	
4.56	Ability for the system to display a visual confirmation to the user that an incident has been created		Y		Functionality available	
5.1	**INCIDENT INITIATION – DUPLICATE INCIDENTS**					
5.2	Ability for the system to recognize potential duplicate addresses of created active incidents and alert the user creating the incident using the following parameters:					
5.2.1	Exact address		Y		Function available	
5.2.2	Proximity to the address entered		Y		Function available	
5.2.3	Display surrounding incident on map		Y		Function available	

MDC207

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
5.2.4	Common place name		N		Addresses are queried for potential duplicates; however, not common place names linked to addresses.	
5.2.5	Intersection		Y		Function available	
5.2.6	Proximity and Time		Y		Function available	
5.3	Ability to provide the user with the following information about possible duplicate incidents (E.g., call synopsis):					
5.3.1	Incident comments		Y		Users can open the event card.	
5.3.2	Caller phone number		Y		Users can open the event card.	
5.3.3	Incident status		Y		Users can open the event card.	
5.3.4	Incident type		Y		Function available	
5.3.5	Time of creation		Y		Users can open the event card.	
5.3.6	Units assigned		Y		Users can open the event card.	
5.3.7	Incident location		Y		Function available	
5.4	Ability for the user to do any of the following if a incident is determined to be a duplicate incident:					
5.4.1	Cross-reference/associate it to the original incident		Y		Functionality available	
5.4.2	Add additional complainant information to the original incident denoting duplicate incident documentation		Y		Functionality available	
5.4.3	Add additional comments to the original incident denoting duplicate incident documentation		Y		Functionality available	
5.4.4	Manually associate any incident across Agencies		Y		Functionality available	
5.4.5	Manually associate any incident within same Agency		Y		Functionality available	
5.4.6	Bypass duplicate incident notification and create a new incident using existing address data (not a duplicate)		Y		Functionality available	
6.1	**DUAL DISPATCHING/ASSOCIATION**					
6.2	Ability to simultaneously create incidents across multiple agencies that share the original incident information while allowing each Agency to be responsible for dispatching their own resources:		Y		Functionality available	
6.2.1	With differing response plans		Y		Functionality available	
6.2.2	With recommendations based on geography		Y		Functionality available	
6.2.3	With independent incident type		Y		Functionality available	
6.3	Ability for simultaneously created incidents to be automatically associated		Y		Functionality available	
6.4	Ability to manually associate incidents across Agencies		Y		Via Cross reference	
6.5	Ability to manually associate incidents		Y		Via Cross reference	

MDC208

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
6.6	Ability for any updated information within an associated incident to display across all associated incidents as a comment denoting the original incident's update. The updated information should not change any data field in the associated incident.		N		Hexagon clarifies the "any updated information" would need more clarification. Event remarks are shared, event updates are shared.	
6.7	Ability to associate ten or more incidents regardless of incident status: (if there is a limit, please indicate)		Y		Via Cross reference functionality	
6.7.1	Active Incidents		Y		Via Cross reference functionality	
6.7.2	Closed Incidents (without having to reopen)		Y		Via Cross reference functionality	
6.7.3	Active to closed incidents (without having to reopen)		Y		Via Cross reference functionality	
6.7.4	Incidents regardless of incident staus		Y		Via Cross reference functionality	
6.8	Ability for updated comments to be displayed across associated incidents		M		Hexagon clarifies functionality available on common associated events. Customer Rules Engine (CRE) can be configured to support functionality on any cross referenced events.	
6.9	Ability for any comment to be added into all associated incidents as the default upon association - user would have the ability to exclude selected information		M		Hexagon clarifies functionality available on common associated events. Customer Rules Engine (CRE) can be configured to support functionality on any cross referenced events.	
6.10	Ability to 'un-associate' incidents regardless of incident status		Y		Hexagon clarifies via cancel cross reference functionality.	
6.11	Ability to have a priority notification for priority comments that will propagate across all associated incidents.		N		OnCall Dispatch does not have a different level of notification for comments. The notifications are the same.	

MDC209

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
6.12	Ability to have a priority notification for priority updates that will propagate across all associated incidents.		N		OnCall Dispatch does not have a different level of notification for comments. The notifications are the same.	
6.13	Ability for the user to add a modifier to an incident to alert or heighten the priority of the defined incident without changing the incident type		Y		Functionality available	
7.1	**PREMISE / HAZARD FILE / PREVIOUS INCIDENT INFORMATION**					
7.2	Ability to automatically add a premise/hazard notification into the incident upon incident initiation		Y		OnCall provides the ability to create special situations that are associated with a specific address or a polygon shape. Upon event creation, at one of those locations or at a coordinate within the polygon, the operators are notified that a special situation exists for that location via an icon. They can then view the details of the special situations by viewing that tab of the event panel.	
7.2.1	Exact address match/direct hit		Y		OnCall provides the ability to create special situations that are associated with a specific address or a polygon shape. Upon event creation, at one of those locations or at a coordinate within the polygon, the operators are notified that a special situation exists for that location via an icon. They can then view the details of the special situations by viewing that tab of the event panel.	

MDC210

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
7.2.2	Type of premise		Y		OnCall provides the ability to create special situations that are associated with a specific address or a polygon shape. Upon event creation, at one of those locations or at a coordinate within the polygon, the operators are notified that a special situation exists for that location via an icon. They can then view the details of the special situations by viewing that tab of the event panel.	
7.3	Ability for user to insert premise/hazard information into the incident (configurable)		N		A user can't manually add a special situation to an event; it is an automatic process. A user can add comments to event indicating urgent notes.	
7.4	Ability to search for premise / hazard information based on any combination of:				Depends on which tool the user has access to. These would be Y for OnCall Analytics; most are N for the user within OnCall Dispatch	
7.4.1	Exact address match/direct hit		Y		Function available	
7.4.2	Specific (configurable) radius from the location		N		Function not available	
7.4.3	Intersection		Y		Function available	
7.4.4	Common Place/Business Name		Y		Function available	
7.4.5	Block Range		N		Function not available	
7.4.6	Building Number		N		Function not available	
7.4.7	Apartment number		N		Function not available	
7.4.8	Geofenced/Predefined area (E.g., Gated community rather than a pin point location)		Y		An administrator can define a polygon for special situation.	

MDC211

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
7.5	Ability to view and add to the incident, any information associated with the premise (E.g., pre-plan information, hazards, access codes, and previous calls for service)		Y		OnCall Dispatch provides the ability to add file attachments to any location, or any polygon shape that encompasses many locations. Those attachments are viewable by all users when events are created at the location or in the polygon shape. Prior events at the same location are shown automatically based on agency defined timeframes.	
7.6	Ability to allow premise/hazard sort order that determines how premise information is displayed within the incident		Y		Hexagon clarifies via priority sorting	
7.7	Ability to allow configuration of priority premise/hazard		Y		Hexagon clarifies via priority sorting	
7.8	Ability to support an audible/visual notification for priority premise/hazard		N		Function not available	
7.9	Ability to have a visual distinction between the premise categories (colors)		Y		Visual color queues based on special situation priority	
7.10	Ability for premise information to be available to the user but not prevent the user from continuing current work (E.g., window does not cover entire workstation screen)		Y		Functionality Available	
7.11	Ability to view premise information without being required to create an incident		Y		Functionality Available via create event dialog and not selecting to create the event.	
7.12	Ability to time stamp the incident log when premise information is viewed by an user/mobile user		Y		Parameter option "LOIRemarkEvWhenView" in OnCall Administrator	
7.13	Ability to denote an expiration date to premise information		Y		Functionality available in OnCall Administrator	

MDC212

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
7.14	Ability to generate an adhoc report of all premise information to include entry date		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
7.15	Ability to generate an adhoc report of all premise information to include expiration date		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
7.16	Ability to generate an adhoc report of all expired premise information to include entry date		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
7.17	Ability to generate an adhoc report of all expired premise information to include expiration date		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	

MDC213

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
7.18	Ability to generate an adhoc report of all current premise information to include entry date		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
7.19	Ability to generate an adhoc report of all current premise information to include expiration date		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
7.20	Ability to produce a report, at defined intervals, of expiring premise information		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
7.21	Ability to auto-purge premise information at expiration date		N		Hexagon clarifies expired Special Situation info is simply not revived. If you still want to delete/purge there is no native application capability to do this. The administrator would need to run a SQL delete statement.	

MDC214

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
7.22	Ability to auto notify the CAD Administrators when premise information is about to expire using predefined date range		Y		Report authors with permissions can use Power BI Desktop or Microsoft Report Builder to create reports against the OnCall Dispatch database. Hexagon assumes the report will be created by the County.	
7.23	Ability to define valid date ranges for time limited premise information at a given location (E.g., information valid between <start date> and <end date>)		N		OnCall Dispatch allows the creation of special situations by an authorized user, for a single address or polygon shape. When the special situation is created, it can be given an expiration date, but the situation is valid the moment you create it.	
7.24	Ability to create (based on roles/permissions) a temporary premise/hazard to be vetted at a later time by a CAD Administrator		N		Functionality not available.	
7.25	Ability to automatically notify the CAD Administrator that a temporary premise/hazard has been created		N		Functionality not available.	
7.26	Ability to auto purge the temporary premise/hazard after a predefined time period (configurable)		N		Hexagon clarifies expired special situations will no longer show to users but the data remains in the database for auditing purposes. No special situation data is ever deleted/purged.	
7.27	Ability to show previous incident history related to a current incident		Y		Functionality available	
7.28	Ability to define parameters related to viewing previous incidents based on the following:					
7.29	Time (E.g., recent or within a defined time frame)		Y		Functionality available via HxGN OnCall Administrator. Can give a number of days available.	
7.30	Incident type/signal		Y		Functionality available via HxGN OnCall Administrator	

MDC215

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
7.31	Ability to view upon address verification, any previous incidents that were created at the address		Y		OnCall Dispatch also currently includes a "Nearby Events" box that can show closed events. Additional columns like "primary unit" and "case numbers" for the event search screen are not included. Hexagon also supports the ability to view upon address verification, any previous incidents that were created at the address. This is accomplished via LOI functionality in OnCall Dispatch.	
7.32	Ability for the system to automatically update previous incident history results whenever an incident is created at the same location		Y		Functionality available	
7.33	Ability to view specific previous incident history information whenever a user enters a location		Y		Functionality available	
7.34	Ability for previous incident history to contain:					
7.34.1	Address		Y		Functionality available	
7.34.2	Location		Y		Functionality available	
7.34.3	Contact information		Y		Functionality available	
7.34.4	Date and time		Y		Functionality available	
7.34.5	Incident number		Y		Functionality available	
7.34.6	Incident type		Y		Functionality available	
7.34.7	Common place/Landmark		Y		If the common place name was used as the location	
8.1	**MAP**					
8.2	Ability to view, based on role/permissions, on map the locations of:					
8.2.1	All pending incidents across dispatch groups		Y		Functionality available	
8.2.2	All assigned incidents across dispatch groups		Y		Functionality available	
8.2.3	All held incidents across dispatch groups		Y		Functionality available	
8.2.4	Units based on AVL (denotes AVL status)		Y		Functionality available	
8.2.5	Units based on other GPS enabled devices		Y		Functionality available	
8.2.6	Units based on last known locations		Y		Functionality available	
8.2.7	Latitude /Longitude coordinates		Y		This is the Coordinates Layer.	

MDC216

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
8.3	Ability to have a layer displaying personal level tracking devices such as hand held radios (i.e., APX NEXT)		Y		Tracked devices as they correspond to units are presented on the units layer	
8.4	Ability to have a layer displaying personal level tracking devices such as Smart Device		Y		Tracked devices as they correspond to units are presented on the units layer	
8.5	Ability to open multiple maps with different layers applied to each (note the quantity of maps that can be opened)		Y		The system allows 1 base map to display at a time, with unlimited additional map layers that can be defined from different sources, ortho, hydrants, weather etc. which operator can turn on as needed. OnCall Dispatch Map display does not have a defined limit of map layers that can be opened concurrently. Limitation will we based on host computer memory and display speed as if try to display too many sources can eventually cause a delay in map display.	

MDC217

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
8.6	Ability to view multiple maps with different layers applied to each (note the quantity of maps that can be opened concurrently)		Y		The system allows 1 base map to display at a time, with unlimited additional map layers that can be defined from different sources, ortho, hydrants, weather etc. which operator can turn on as needed. OnCall Dispatch Map display does not have a defined limit of map layers that can be opened concurrently. Limitation will we based on host computer memory and display speed as if try to display too many sources can eventually cause a delay in map display.	
8.7	Ability for mapping functionality to be integrated throughout the duration of the incident		Y		Functionality available	
8.8	Ability to obtain detailed incident information by double-clicking on a created incident within the map		Y		Functionality available	
8.9	Ability to hover/click on map and display:					
8.9.1	Incident location		Y		Functionality available	
8.9.2	Incident number		Y		Functionality available	
8.9.3	Units assigned to call		Y		Functionality available	
8.9.4	Latitude /Longitude coordinates		Y		Using Coordinates layer	
8.9	Ability to zoom the map to a unit's location via the command line using a unit number		Y		Functionality available	
8.10	Ability to provide users with the following map navigation functionality via keyboard:					
8.10.1	Pan from given area to adjacent area		Y		Functionality available	
8.10.2	Return back to previous view		N		Functionality not available	
8.10.3	Zoom in on area for enhanced detail		Y		Functionality available	
8.10.4	Zoom out of an area		Y		Functionality available	
8.10.5	Move up and down		Y		Functionality available	
8.10.6	Move left and right		Y		Functionality available	
8.11	Ability to provide users with the following map navigation functionality via mouse:					
8.11.1	Pan from given area to adjacent area		Y		Functionality available	
8.11.2	Return back to previous view		Y		Functionality available	
8.11.3	Zoom in on area for enhanced detail		Y		Functionality available	

MDC218

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
8.11.4	Zoom out of an area		Y		Functionality available	
8.11.5	Move up and down		Y		Functionality available	
8.11.6	Move left and right		Y		Functionality available	
8.12	Ability to center map display on:					
8.12.1	Incident location		Y		Functionality available	
8.12.2	Last known location of vehicle (AVL or unit status)		Y		Functionality available	
8.12.3	Specified geographic area		Y		Functionality available	
8.12.4	Specified vehicle/unit		Y		Functionality available	
8.12.5	Vehicle activating emergency button		Y		Functionality available	
8.13	Ability to define default map layers		Y		Functionality available	
8.14	Ability for users to adjust the following:					
8.14.1	Map layer transparency		Y		Functionality available	
8.14.2	Map layer display		Y		Functionality available	
8.14.3	Temporarily moving a unit's icon		Y		Can do a change location to move icon and move back at later point.	
8.15	Ability to display the individual units, on an incident, without stacking		Y		Functionality available	
8.16	Ability to display units, on an incident, collapsed in a single icon with a hover activated list		Y		Hexagon clarifies group has to be selected to expand the grouping	
8.17	Ability to indicate that additional information is associated with a location displayed on the map (E.g., attached files or additional map layer data)		Y		Functionality available	
8.18	Ability to access additional information associated with a location displayed on the map by clicking on the icon		Y		Functionality available	
8.19	Ability to click on a location on a map and pull up any supplemental information associated with a defined radius around the location (address, building, and block):					
8.19.1	Pre-Plans		Y		Fire pre-plan information can be stored in the Special Situation table, and reviewed on the Event Panel. A special situation can be associated to a polygon.	
8.19.2	Premise / Hazards		Y		Special Situation layer is available for display on the Map.	
8.19.3	Incident History		N		Function not available	
8.19.4	Grids		Y		Hexagon assumes grid as ESZ. The Grids/ESZs can be displayed as an overlay layer on the map.	

MDC219

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
8.19.5	Areas		Y		Based on County configured map data source and configured map layers.	
8.19.6	Beats		Y		Can be displayed as a Map Layer, plus the beat can be displayed with the Event information in the Event Panel (or elsewhere the event information is shown).	
8.19.7	Zip Codes		Y		Based on County configured map data source and configured map layers.	
8.20	Ability to view maps in a separate window		Y		Functionality available	
8.21	Ability to allow system administrators to configure map views including, but not limited to:					
6.18.1	Font size		Y		Based on County configured map data source and configured map layers.	
6.18.2	Zoom Level		Y		Set with OnCall Administrator and County configured map data source and map layers	
6.18.3	Size of icon		Y		Set at admin level using static pixel sizes	
6.18.4	Map Layers		Y		Set with OnCall Administrator and County configured map data source and map layers	
6.19	Ability to visually distinguish units on the map displayed by the following:					
6.19.1	Unit status		Y		Functionality available	
6.19.2	Unit status color		Y		Functionality available	
6.19.3	GPS/AVL is operational (displays in configurable color)		N		Function not available	
6.19.4	GPS/AVL is not operational (displays in configurable color)		N		Function not available	
6.19.5	Prioritize color based upon unit status (configurable)		Y		Functionality available	
6.20	Ability to dynamically create an incident geo-fence with predefined criteria (E.g., radius 100 meters)		N		OnCall allows interactive creation of geofence by polygon, circle, and square, but not by predefined radius.	

MDC220

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
6.21	Ability to support geo-fencing incident locations to include advisory notifications when a unit is within the boundaries of a geo-fenced area		M		Via configuration using Customer Rules Engine (CRE). Hexagon clarifies the user must still manually create the desired geo-fence via the built-in tools. The name and type of geofence will have to be settled upon as a standard in order for notifications to be triggered. Note that proximity to the geofence is not an available criteria, notifications will only go if a unit/vehicle enters and exits the geofence.	
7.1	**MAP – ROUTING DIRECTIONS**					
7.2	Ability to provide routing directions (when requested) to an incident from:					
7.2.1	Last known location		**Y**		Functionality available	
7.2.2	AVL/GPS location		**Y**		Functionality available	
7.2.3	Ability to provide routing directions when requested from: (any combination of)					
7.2.4	Two selected points on the map		**Y**		Based on County configured map data source and configured Routing Service	
7.2.5	Common Place		**Y**		Based on County configured map data source and configured Routing Service	
7.2.6	Address		**Y**		Based on County configured map data source and configured Routing Service	
7.2.7	Street intersections		**Y**		Based on County configured map data source and configured Routing Service	
7.3	Ability to display an estimate travel time on map when routing directions are requested		**Y**		Route summary information and ETA available in map feature popup but not directly on map	
7.4	Ability for the user to view the drawn route on the map		**Y**		Functionality available	
7.5	Ability to view routing directions in a separate window using turn by turn		**Y**		Functionality available	
7.6	Ability to insert routing directions into an incident		**N**		Function not available	

MDC221

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
7.7	Ability to copy and paste routing directions		Y		Functionality available	
7.8	Ability to adjust routing recommendations based on closed streets		Y		Based on County configured map data source and configured Routing Service	
7.9	Ability to close streets by clicking on a specific area (E.g., street, hundred block area) from the map (permissions based)		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.10	Ability to display a visual indicator that a street has been closed		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.11	Ability to sunset (timeout) a closed/open street		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.12	Ability to generate system alert to predefined user groups for closed/open streets		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.13	Ability to automatically populate to other dispatch groups any closed/open streets		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	

MDC222

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
7.14	Ability for user to schedule duration (closing and opening) for street closures concurrently (permissions based)		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.15	Ability for user to schedule an closing date and time (permissions based)		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.16	Ability for user to schedule an opening date and time (permissions based)		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.17	Ability to push closed/re-opening of street information to mobile computers		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.18	Ability for mobile computer to receive and present new street information (closure and re-opening) without manual intervention by mobile user		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.19	Ability to push closed/re-opening of street information to Smart Devices		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	

MDC223

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
7.20	Ability for Smart Device to receive and present new street information (closure and re-opening) without manual intervention by Smart Device user		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.21	Ability to create an adhoc report of all closed streets to include:		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	per 9/1 - After follow up, no changes to be made
7.21.1	User ID of person who initiated the closure		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.21.2	Duration of street closure		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.21.3	Location		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
7.21.4	User ID of person who reopened the street		M		Hexagon clarifies an Esri ArcGIS mapping solution is required. Hexagon has proposed a modification to its existing software to meet this requirement.	
8.1	**UNIT MANAGEMENT**					

MDC224

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
8.2	Ability for the system to support no less than 8-characters for the unit number field		Y		Functionality available	
8.3	Ability for user to create temporary units		Y		Functionality available	
8.4	Ability to simultaneously create a temporary unit and place that unit on-scene		M		Via Customer Rules Engine (CRE) for configuring multi-step macro-like commands.	
8.5	Ability for temporary units to be removed from the CAD after clearing an incident		Y		Functionality available	
8.6	Ability to view all units by:					
8.6.1	Agency		Y		Functionality available	
8.6.2	Dispatch group		Y		Functionality available	
8.6.3	Station		Y		Functionality available	
8.7	Ability to search for personnel information (whether entered via interface imported or entered manually) using any combination of the following:					
8.7.1	Name		Y		Functionality available	
8.7.2	Unit ID		Y		Functionality available	
8.7.3	Vehicle number		N		Functionality not available	
8.7.4	Personnel number		Y		Functionality available	
8.8	Ability to identify units by capabilities (E.g., rescue tools, ladder)		Y		Functionality available	
8.9	Ability to identify units by special skills (E.g., Divers, RHIB operator, etc.)		Y		Functionality available	
8.10	Ability to add, based on permissions, capabilities or equipment as required regardless of their status		Y		Via Unit properties functionality	
8.11	Ability to remove, based on permissions, capabilities or equipment as required regardless of their status		Y		Via Unit properties functionality	
8.12	Ability to specify a primary unit on an assigned incident		Y		Functionality available	
8.13	Ability for the system to automatically designate the first unit dispatched to an incident as the primary unit		Y		Functionality available	
8.14	Ability to record the primary unit change in the incident log		Y		Functionality available	
8.15	Ability to require one unit to clear with a disposition		Y		Functionality available	
9.1	**DISPATCHING – GENERAL FEATURES**					
9.2	Ability for incident details to be displayed when the incident is selected from the pending queue		Y		Functionality available	
9.3	Ability to display an incident using the following means:					
9.3.1	Command line		Y		Functionality available	
9.3.2	Mouse		Y		Functionality available	
9.3.3	Function Key		Y		Functionality available	
9.4	Ability for users to select an incident to view via the following methods:					
9.4.1	Using a function key to select the oldest highest priority incident in the pending queue		N		Function not available	
9.4.2	Entering partial incident number on the command line (E.g., last 4 numbers of the incident)		Y		Functionality available	
9.4.3	Entering a unit number assigned to the incident on the command line		Y		Functionality available	
9.4.4	Mouse (Point and click on the incident or unit)		Y		Functionality available	
9.4.5	Point and click on an incident icon displayed on the map		Y		Functionality available	
9.5	Ability for users to select an incident to update via the following methods:					
9.5.1	Using a function key to select the oldest highest priority incident in the pending queue		N		Function not available	

MDC225

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
9.5.2	Entering partial incident number on the command line (E.g., last 4 numbers of the incident)		Y		Functionality available	
9.5.3	Entering a unit number assigned to the incident on the command line		Y		as a default command for selun	
9.5.4	Mouse (Point and click on the incident or unit)		Y		Functionality available	
9.5.5	Point and click on an incident icon displayed on the map		Y		Functionality available	
9.6	Ability to automatically zoom the map to a predefined level, onto an incident location via the command line		Y		Functionality available	
9.7	Ability for cursor to remain on the work area while the map zooms to the incident location		N		Function not available. Cursor remains in the view region last accessed	
9.8	Ability to display a visual indicator on the dispatcher's status monitor to indicate any change in the incident.		Y		Functionality available	
9.9	Ability to display a visual indicator on the dispatcher's status monitor to indicate any priority change in the incident.		Y		Functionality available	
9.10	Ability to sort the pending queue by the following:					
9.10.1	Incident Priority		Y		Functionality available	
9.10.2	Incident Priority and time received		N	Y	Function not available	per 08/03 discussion
9.10.3	Time received		N	Y	Function not available	per 08/03 discussion
9.10.4	Area		Y		Hexagon clarifies If Area is a custom column that has been added to event board.	
9.11	Ability to dispatch units by:					
9.11.1	Accepting the proposed recommended units		Y		Functionality available	
9.11.2	Selecting and dispatching units other than those recommended		Y		Functionality available	
9.11.3	Selecting some, but not all, of the recommended units		Y		Functionality available	
9.11.4	Manually entering unit number for dispatch		Y		Functionality available	
9.12	Ability to present a dispatcher with multiple sources of unit recommendations		Y		Dispatcher can flip between Beat, Street Network, and Closest unit recommendations on the Advanced recommendation dialog.	
9.13	Ability to log recommendations in the incident log		Y		Functionality available	
9.14	Ability to log recommendation overrides in the incident log		Y		Functionality available	

MDC226

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
9.15	Ability to log recommendation manual overrides in the incident log to include missing capabilities due to override		Y		Hexagon clarifies system comments will show recommendation exclusions and missing requirements when dispatching a recommendation plan. While dispatchers can add ad-hoc requirements to the recommendation plan, there isn't any software logic to state the add-hoc requirement is being added in place of a deficiency. That comment would need to be added by the user.	per 9/1 - After follow up, no changes to be made
9.16	Ability to log recommendation manual overrides in the incident log to include missing special skills due to override		Y		Hexagon clarifies system comments will show recommendation exclusions and missing requirements when dispatching a recommendation plan. While dispatchers can add ad-hoc requirements to the recommendation plan, there isn't any software logic to state the add-hoc requirement is being added in place of a deficiency. That comment would need to be added by the user.	

MDC227

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
9.17	Ability to log recommendations with missing special skills in the incident log		Y		Hexagon clarifies system comments will show recommendation exclusions and missing requirements when dispatching a recommendation plan. While dispatchers can add ad-hoc requirements to the recommendation plan, there isn't any software logic to state the add-hoc requirement is being added in place of a deficiency. That comment would need to be added by the user.	
9.18	Ability to log recommendations with missing capabilities in the incident log		Y		Hexagon clarifies system comments will show recommendation exclusions and missing requirements when dispatching a recommendation plan. While dispatchers can add ad-hoc requirements to the recommendation plan, there isn't any software logic to state the add-hoc requirement is being added in place of a deficiency. That comment would need to be added by the user.	
9.19	Ability for the system to do the following upon dispatch:					
9.19.1	Assign the recommended units		Y		Functionality available	
9.19.2	Remove the incident from the pending queue		Y		Functionality available	

MDC228

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
9.19.3	Activate appropriate interfaces (E.g., Fire Station Alerting)		M		Hexagon has proposed a standard interface to the USDD FSA System (Phoenix G2) to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
9.19.4	Send the incident to the assigned unit's mobile computer		Y		Function available	
9.19.5	Send incident information to the appropriate printer(s)		M	N	~~Hexagon has proposed HxGN Dispatch | Fire Station Printing Interface to meet this requirement.~~	8/19: The County has indicated they wish to remove this interface; updated response code to N.
9.19.6	Update the unit status (E.g., Dispatched)		Y		Functionality available	
9.19.7	Start the unit status timers		Y		Functionality available	
9.20	Ability to assign multiple units to an incident with a single command		Y		Functionality available	
9.21	Ability to notify the dispatcher that dispatched incidents have not been successfully delivered to the Mobile		N		Function not available	
9.22	Ability to notify the dispatcher that dispatched incidents have not been successfully delivered to the Smart Device		N		Function not available	
9.23	Ability to notify the dispatcher that fire station alerting system is reporting that the station has not been notified of the dispatched incident		N	Y	Function not available	Pending Hexagon confirmation "Yes, as applicable per Attachment C. Interfaces , item #7"
9.24	Ability to provide a priority visual indicator to the dispatcher upon arrival of the first unit to an incident that involves a multiple Agency response (E.g., PD and FD are responding to a 'Dual Dispatched'/associated incident - FD arrives first, PD receives a priority flag that FD has arrived on the incident - priority flag is also noted within the audit trail/incident log of the incident)		M		Hexagon clarifies through the CAD to CAD Interface to MDPD it will display the units assigned to the event, even those owned by police (since they are tracked in the system through the CAD to CAD interface). The County will see a list of all units and when they arrive in real time; however, no other alerts/flags are available at this time.	
9.25	Ability to provide a priority comment, upon arrival of the first unit to an incident that involves a multiple Agency response (configurable)		M		Via Customer Rules Engine (CRE).	
9.26	Ability to 'free' (release) all units from an incident and have the incident return to the pending queue		Y		Functionality available	
9.27	Ability to 'free'(release) any number of units from an incident except those specified to remain		Y		Functionality available	

MDC229

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
9.28	Ability to record multiple arrival times associated with different statuses, configurable (E.g., arrival at a staging area, arrival at the scene)		Y		Functionality available agency configured in OnCall Administrator.	
9.29	Ability to exchange an available unit with a unit already assigned to an incident with a single command		M		Via Customer Rules Engine (CRE).	
9.30	Ability to allow two assigned units to exchange incidents with a single command		M		Via Customer Rules Engine (CRE).	
9.31	Ability to simultaneously assign a unit to an incident and place them in an arrival status (on-scene)		Y		Hexagon clarifies the standard Dispatch command supports the -T ONSCENE switch to place them in arrived status.	
9.32	Ability to record multiple units arriving:					
9.32.1	Simultaneously		Y		Functionality available	
9.32.2	Disparately		Y		Functionality available	
9.33	Ability for the dispatcher to manually reset a unit timer once it has timed out		M		Via Customer Rules Engine (CRE).	
9.34	Ability for the dispatcher to manually reset an incident timer once it has timed out		N		Hexagon clarifies there are no incident system timers in OnCall outside of an event being overdue and that timer cannot be reset.	
9.35	Ability to stack an incident for a specific unit(s) based on incident type (configurable)		Y		Held events can require certain unit types	
9.36	Ability to create separate status monitor for stacked incidents		Y		Held event monitor or if its for a specific unit, event queue	
9.37	Ability for an Administrator to turn call stacking on and off		Y		Hexagon clarifies commands can be disabled by eliminating permissions	
10.1	**RADIO INTEGRATION**					
10.2	Ability to configure the system to alert the dispatcher when a unit is in an emergency status once the emergency button has been pressed on the unit's radio via the following methods:		M		Hexagon has proposed an Interface for PLT Radio to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	

MDC230

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
10.2.1	Audible tone		M		Hexagon has proposed an Interface for PLT Radio to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
10.2.2	Visual distinction (E.g., reverse video)		M		Hexagon has proposed an Interface for PLT Radio to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
10.2.3	Acknowledgement notification (E.g., pop-up box, etc.)		M		Hexagon has proposed an Interface for PLT Radio to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
10.3	Ability for the Acknowledgement notification pop-up box to contain the following:					
10.3.1	Unit ID/Call sign		M		Hexagon has proposed an Interface for PLT Radio to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
10.3.2	GPS/Last known location		M		Hexagon has proposed an Interface for PLT Radio to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	

MDC231

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
10.3.3	Distinct color		M		Hexagon clarifies the notification will be distinct, but may not support a distinct color. The County can use icons.	
10.4	Ability to track a radio's GPS coordinates on the map		M		Hexagon has proposed an Interface for PLT Radio to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
10.5	Ability to prioritize the display of GPS data received from multiple resources (E.g., Vehicle vs. Handheld radio)		M		Hexagon clarifies one trackable device is set to primary per unit at a time	
10.6	Ability to display the prioritized radio on the map		M		Hexagon has proposed an Interface for PLT Radio to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
11.1	**MOTOROLA RADIO INTEGRATION**					
11.2	Ability to interface with the MCC 7500 v7.17 or greater Motorola Radio System		M		Hexagon has proposed the Motorola MCC7500 Radio Interface to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
11.3	Ability to generate a two-tone unique to each fire station that will be connected to the pager port on the Voice Processing Module (VPM)		M		Hexagon has proposed the Motorola MCC7500 Radio Interface to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	

MDC232

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
11.4	Ability to generate a two-tone unique to each fire station that will be connected to the pager port on the US Digital Designs interface box		M		Hexagon has proposed an interface to USDD Station Alerting System to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
11.5	Ability to send a message to the Motorola radio system to generate a pager/tone specific to the dispatch group		M		Hexagon has proposed the Motorola MCC7500 Radio Interface to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
11.6	Ability to send to Verint (audio logging system) incident information including:					
11.6.1	Incident numbers		M		Hexagon clarifies this functionality will be met by the proposed RestAPI consulting services provided by Hexagon for the Verint interface. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
11.6.2	Units assigned to an incident		M		Hexagon clarifies this functionality will be met by the proposed RestAPI consulting services provided by Hexagon for the Verint interface. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	

MDC233

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
11.6.3	Time the unit was assigned to the incident		M		Hexagon clarifies this functionality will be met by the proposed RestAPI consulting services provided by Hexagon for the Verint interface. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
11.6.4	Time the unit cleared from the incident		M		Hexagon clarifies this functionality will be met by the proposed RestAPI consulting services provided by Hexagon for the Verint interface. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
11.7	Ability to display radio alias information to the dispatcher		M		Hexagon has proposed the Motorola MCC7500 Radio Interface to meet this requirement. For details refer to Attachment C Interface Specifications Matrix (Group A) CAD in proposal response.	
12.1	**GENERAL DISPATCH RESOURCE RECOMMENDATION**					
12.2	Ability to automatically provide appropriate resource recommendations based on any combination of the following:					
12.2.1	Grid		Y		Hexagon assumes grid equates to ESZ.	
12.2.2	Location responsibility		Y		Functionality available	
12.2.3	Run Card Order		Y		Functionality available	
12.2.4	Equipment		Y		Functionality available	
12.2.5	Skill		Y		Functionality available	
12.2.6	Capability		Y		Functionality available	
12.2.7	Incident type		Y		Functionality available	
12.2.8	Pre-defined response plans		Y		Functionality available	
12.2.9	Response class		Y		Response plans can be defined for a special address.	

MDC234

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
12.2.10	Type of units required		Y		Functionality available	
12.2.11	Number of units required		Y		Functionality available	
12.2.12	Unit status		Y		Functionality available	
12.2.13	AVL/GPS		Y		Functionality available	
12.2.14	ARL/GPS		Y		Functionality available	
12.2.15	Augmenting (E.g., Ability to complete assignment accounting for already assigned unit's capabilities)		Y		Via Balance of alarms functionality	
12.3	Ability to automatically provide appropriate resource recommendations based on AVL/ARL GPS Location (closest unit) taking into consideration any combination of the following (as provided by GIS):					
12.3.1	Natural boundaries		Y		Based on County map data source and configured Address Service(s) and configured Routing Service	
12.3.2	Obstacles		Y		Based on County map data source and configured Routing Service	
12.3.3	Traffic		Y		Per Addendum 1 the County clarified the Opticom Traffic Interface and Signal Controls interface is not required so Hexagon did not include in this proposal.	
12.3.4	Speed limits		Y		This is Routing Provider dependent and is supported by Esri.	
12.3.5	Street network		Y		Function available	
12.3.6	Street direction		Y		Based on County map data source and configured Routing Service	
12.3.7	Street closures		Y		Based on County map data source and configured Routing Service	
12.3.8	Time of day		Y		Functionality available	
12.3.9	Day of week		Y		Functionality available	
12.4	Ability for each Agency to define 'closest unit' parameters		Y		Functionality available	
12.5	Ability to display the AVL recommendation by closest to furthest, regardless of any other criteria		Y		Functionality available	
12.6	Ability to display the runcard recommendation by closest to furthest, regardless of any other criteria		Y		Via AVL Closest unit recommendation.	

MDC235

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
12.7	Ability for system, upon request, to present an updated unit recommendation if user makes relevant incident information changes (E.g., Incident type/signal, location, alarm level)		Y		Functionality available	
12.8	Ability to alter recommendations for dispatch based upon unit status (E.g., administrative statuses are not recommendable)		Y		Functionality available	
12.9	Ability to configure time parameters that will provide a visual alert to the dispatcher when a closer unit is available:		Y		Functionality available	
12.10	Ability to visually alert the dispatcher when a closer unit becomes available for dispatch during recommendation		Y		Functionality available	
12.11	Ability to visually alert the Dispatcher when a closer unit becomes available after the incident has been dispatched, based upon unit capabilities.		N	Y	OnCall visually alerts the dispatcher through the advanced recommendation dialog; however, the dialog must be open to see. Updates continue on the recommendation if there is a change.	per 08/03 discussion, response changed to "Y".
12.12	Ability to utilize a rotation for unit recommendation for multiple units at the same station using the following: (configurable)		Y		Tiebreaker parameter setting in OnCall Administrator ensure unit usage balance. Six configurable options are 0-Max time in status(default): 1-Min total event time 2-Max available time in station 3-Min unavailable time 4-Min total events 5-Min transports In case of tie units available and same distance from incident during recommendation or Units all AQ status at Station. The County can set which unit from station is dispatched based on tiebreaker setting.	
12.12.1	Recommend next unit by time of day - (E.g., Engine is "first up" from 0700-1900 and Rescue is "first up" from 1900 - 0700)		Y		Functionality available	
12.12.2	Two or more units in the rotation, regardless of capability		Y		Functionality available	
12.12.3	Two or more units in the rotation, based on capability		Y		Functionality available	

MDC236

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
12.13	Ability to recommend different assignments based upon time of day and day of week		Y		Functionality available	
12.14	Ability to recommend different number of units based upon time of day and day of week		Y		Functionality available	
12.15	Ability to exclude a unit from a recommendation for an incident when that unit has cleared from the same incident within "X" time (configurable)		N		Function not available	
12.16	Ability to support a single recommendation of up to 250 units based on response plans. If the system has a limit, document the quantity		Y		Functionality available	
12.17	Ability, when upgrading alarm levels, to recognize the default capabilities of units assigned to the incident and augment the recommendation to include unit assigned, regardless of how units were dispatched to the incident. (E.g., if 1 engine is already on-scene and the upgraded alarm requires 1 engine and 1 rescue, it does not recommend another engine, only the additional rescue)		Y		Via Balance of alarms functionality	
12.18	Ability to recommend a minimum of six alarm levels		Y		Functionality available	
12.19	Ability to identify apparatus with multiple capabilities (E.g., Ladder also serves as Engine)		Y		Functionality available	
12.20	Ability to dispatch an apparatus based on the priority of the capability		Y		Functionality available	
12.21	Ability to notify dispatcher of resource deficiencies upon recommendation		Y		Functionality available	
12.21.1	Within Recommendation view		Y		Functionality available	
12.21.2	Documented in incident log		Y		Functionality available	
12.22	Ability to document any resource deficiencies upon recommendation due to manual removal of unit(s) in the incident log		Y		Functionality available	
12.23	Ability to dynamically recommend units on an active incident based upon a predetermined criteria (trigger). This functionality would operate as an algorithm (E.g., 3 rescues are assigned to an incident and so an EMS supervisor needs to be dispatched)		M		This will be met via Customer Rules Engine (CRE).	
12.24	Ability to notify the dispatcher of a unit recommendation based upon a predetermined criteria (trigger). This functionality would operate as an algorithm (E.g., A dispatcher would be alerted that an EMS supervisor needs to be dispatched if 3 rescues are assigned to an incident)		M		This will be met via Customer Rules Engine (CRE).	
12.25	Ability to recommend a radio channel based on geography (radio channel coverage area)		M		This will be met via Customer Rules Engine (CRE).	
12.26	Ability to select/override radio channel into the form prior to dispatching the incident		M		This will be met via Customer Rules Engine (CRE).	
12.27	Ability to recommend a radio channel based on geography and the number of units requested to the incident (E.g., 5 units or more)		M		This will be met via Customer Rules Engine (CRE).	
12.28	Ability to recommend a radio channel based on geography and the number of units assigned to the incident (E.g., 5 units or more)		M		This will be met via Customer Rules Engine (CRE).	
12.29	Ability to dynamically recommend radio channel on an active incident based upon a predetermined criteria		M		This will be met via Customer Rules Engine (CRE).	

MDC237

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
12.30	Ability to penalize units based on their status (E.g., if a unit is available in quarters, they would receive a 60 second response time penalty - status penalties are configurable in seconds for each status)		N		This functionality is only supported in minutes, handled by "Recommend" as well as "tie breaker" rules. However not in seconds.	
12.31	Ability to penalize units based on their capability		Y		Response plans can be built to prioritize unit based on their capabilities adding a preference to one class of criteria over another (functional indirect deprioritization)	
12.32	Ability to penalize units based on their vehicle type		Y		Response plans can be built to prioritize unit based on their capabilities adding a preference to one class of criteria over another (functional indirect deprioritization)	
12.33	Ability to incorporate differential dispatch algorithms in determining recommendation based on incident location, incident type/signal and location of responding resources using the following criteria (**Refer to Exhibit 7 for reference**):					
12.33.1	Incident type/signal		Y		Functionality available	
12.33.2	Incident Priority		Y		Functionality available	
12.33.3	Prescribed maximum response time		Y		Functionality available	
13.1	**FIRE DISPATCH – CREW CROSS STAFFING**					
13.2	Ability to recognize having two units in service based upon staffing for one crew (tendering)		Y		Via current shared crew functionality.	
13.3	When one of the two units are assigned to an incident or unavailable, the other unit automatically becomes non-recommendable.		Y		Via current shared crew functionality.	
13.4	When the tendered unit that was assigned to the incident or was unavailable, returns to quarters, both units will be recommendable (available for dispatch)		Y		Via current shared crew functionality.	
13.5	Ability to automatically prioritize which apparatus is staffed first based on incident type		Y		Hexagon can support this requirement based on configuration of the response plan and requirements defined, giving priority to certain unit types over others.	
13.6	Ability to automatically remove an apparatus from service if personnel are not available to staff the apparatus		N	Y	Function not available	08/03 discussion
13.7	Ability to automatically place an apparatus back in service when personnel are available to staff the apparatus		N	Y	Function not available	per 08/03 per discussion

MDC238

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
14.1	**RESPONSE PLANS**					
14.2	Ability to configure response plans based on pre-defined conditions		**Y**		Functionality available	
14.3	Ability to configure response plans based on:					
14.3.1	Area		**Y**		Functionality available	
14.3.2	Address		**Y**		Functionality available	
14.3.3	Time of day		**Y**		Functionality available	
14.3.4	Day of week		**Y**		Functionality available	
14.3.5	Alarm level		**Y**		Functionality available	
14.3.6	Incident type/signal		**Y**		Functionality available	
14.3.7	Pre-fire plan		**Y**		Functionality available	
14.3.8	Resource availability		**Y**		Functionality available	
14.3.9	Station coverage requirements		**Y**		Functionality available	
14.3.10	Responding Agency		**Y**		Functionality available	
14.3.11	Primary capability		**Y**		Functionality available	
14.3.12	Optional capability		**Y**		Functionality available	
14.3.13	First station		**Y**		Functionality available	
14.3.14	Response Class/Modifier		**Y**		Functionality available	
14.3.15	Grid		**Y**		Hexagon assumes grid equates to ESZ.	
14.3.16	Geo-fence		**Y**		Functionality available	
14.4	Ability to load a new response plan without stopping or pausing application operations		**Y**		Functionality available	
14.5	Ability to assign a single response plan with multiple incident types/signals		**Y**		Functionality available	
14.6	Ability to include multiple agencies in response plans		**Y**		Functionality available	
14.7	Ability to configure, by role, the permission to update the response plans (E.g., without assistance from technical support or vendor)		**Y**		Functionality available via OnCall Administrator	
14.8	Ability to import run cards using third party file formats:					
14.8.1	Provided interface		**Y**		Functionality available	
14.8.2	Excel		**Y**		Functionality available	
14.8.3	CSV		**Y**		Functionality available	
14.9	Ability to enter run cards with predefined responses based on grids		**Y**		Hexagon assumes grid equates to ESZ.	
14.10	Ability to override the run card recommendation		**Y**		Functionality available	
14.11	Ability to define response areas using polygon/drawing tool		**Y**		Functionality available	
14.12	Ability to have, at minimum, six alarm levels for each incident		**Y**		Functionality available	
14.13	Ability to include moved-up units as part of a recommendation		**Y**		Functionality available	
14.14	Ability to perform the following actions regarding run cards:					
14.14.1	Print		**N**		Function not available	
14.14.2	Modify		**Y**		Hexagon clarifies that the user will be able to see the list of backup beats (i.e. run card order) within the administrator product to modify them.	

MDC239

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
14.14.3	Add/create		Y		Hexagon clarifies that the user will be able to see the list of backup beats (i.e. run card order) within the administrator product to modify them.	
14.14.4	Delete		Y		Hexagon clarifies that the user will be able to see the list of backup beats (i.e. run card order) within the administrator product to modify them.	
14.15	Ability to view run order without generating an incident		Y		Hexagon clarifies that the user will be able to see the list of backup beats (i.e. run card order) within the administrator product	
14.16	Ability to view run order based upon location and signal without generating an incident		Y		Hexagon clarifies that the user will be able to see the list of backup beats (i.e. run card order) within the administrator product	
15.1	**FIELD INITIATED INCIDENTS**					
15.2	Ability for the dispatcher to use the command line to create a field-initiated incident and place the initiating unit on-scene simultaneously		Y		Functionality available	
15.3	Ability for the dispatcher to use the command line to simultaneously create a field-initiated incident and place the initiating unit on-scene with a specific status		Y		Functionality available	
15.4	Ability for the dispatcher to verify address of field-initiated incidents		Y		Functionality available	
15.5	Ability for the dispatcher to bypass address of field-initiated incidents		Y		Functionality available	
15.6	Ability for the dispatcher to associate a field-initiated incident to another incident		Y		Functionality available	
15.7	Ability to configure the command string order for a field initiated incident		Y		Functionality available	
15.8	Ability to add additional units to a field-initiated incident		Y		Functionality available	
15.9	Ability to augment a field initiated incident		Y		Functionality available	
16.1	**STATUS MONITOR**					
16.2	Ability for incident status monitor to display pending and held/scheduled incidents simultaneously		Y		Functionality available	
16.3	Ability to configure the incident status monitor by incident status to include:					
16.3.1	Active		Y		Functionality available	
16.3.2	Held/scheduled		Y		Functionality available	
16.3.3	Pending		Y		Functionality available	
16.4	Ability to monitor all units		Y		Functionality available	
16.5	Ability to display only Dispatcher sign-on group units		Y		Functionality available	

MDC240

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
16.6	Ability to display the role next to each unit in alphanumeric on the incident status monitor (E.g., IC, RIT, EMS, etc.)		Y		Functionality available	
16.7	Ability to display the role next to each unit in alphanumeric on the unit status monitor (E.g., IC, RIT, EMS, etc.)		Y		Functionality available	
16.8	Ability for each role to be displayed in a unique color as defined (configurable)		N		Function not available	
16.9	Ability to have the unit and alphanumeric role displayed simultaneously with a configurable color		N		Function not available	
16.10	Ability to display the unit status next to each unit in alphanumeric on the incident status monitor (E.g., DS, EN, AR, etc.)		Y		Functionality available	
16.11	Ability to display the unit status next to each unit in alphanumeric on the unit status monitor (E.g., DS, EN, AR, etc.)		Y		Functionality available	
16.12	Ability for each unit status to be displayed in a unique color (configurable)		Y		Functionality available	
16.13	Ability to have the unit and alphanumeric status displayed simultaneously with a configurable color		Y		On unit and event status board.	
16.14	Ability to horizontally wrap units with associated role within the window so that the dispatcher does not have to scroll (listing multiple units per line)		N		Hexagon clarifies not with associated Role.	
16.15	Ability to horizontally wrap units with associated status within the window so that the dispatcher does not have to scroll (listing multiple units per line)		Y		Functionality available in Event status card	
16.16	Ability to display units based on assigned area/group		Y		Functionality available	
16.17	Ability to display incidents based on assigned area/group		Y		Functionality available	
16.18	Ability for users to manually update incidents displayed to include other area/dispatch groups		Y		Functionality available	
16.19	Ability to sort unit display alphanumerically		Y		Functionality available	
16.20	Ability to display unit status next to each unit		Y		Functionality available	
16.21	Ability to define all field placement within a unit/incident status monitor		Y		Functionality available	
16.22	Ability to sort displayed data by any unit information (E.g., station, shift, incident, unit, location, status)		N		Function not available	Hexagon - enhancement pending, Fiscal impact? per 9/1 - After follow up, no changes to be made
16.23	Ability to use symbols or characters in the unit status display in conjunction with unit status color		Y		Functionality available	
16.24	Ability to list the ETA (min:sec) of a dispatched unit next to each unit identifier (configurable by Agency)		N		Function not available	Hexagon - enhancement pending, Fiscal impact? per 9/1 - After follow up, no changes to be made
16.25	Ability to dynamically update the above unit ETA (dynamic refresh is configurable, every 30, 60, 90 seconds etc.)		N		Function not available	Hexagon - enhancement pending, Fiscal impact? per 9/1 - After follow up, no changes to be made
16.26	Ability to display unit assigned to incident by closest to furthest from arrival to the incident		N		Function not available	Hexagon - enhancement pending, Fiscal impact? per 9/1 - After follow up, no changes to be made
16.27	Ability to manually add a unit location to a unit status		Y		Functionality available	

MDC241

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
16.28	Ability to automatically clear unit location upon unit status change		N		Hexagon would need more information requiring exact workflow.	
16.29	Ability to add a note to a unit status to be displayed within the unit status view		Y		Unit contact functionality	
16.30	Ability to add a note to a unit status to be displayed within the unit status monitor		Y		Functionality available	
16.31	Ability to, upon unit status change, automatically clear a note to a unit status		N		Function not available	
16.32	Ability to associate a default availability with each status (E.g., unit available when in particular status)		Y		Functionality available	
16.33	Ability to display all unit statuses		Y		Functionality available	
16.34	Ability to restrict a unit from being assigned a role prior to being placed into a defined status (configurable)		N		Function not available	
16.35	Ability to display incident information to include, but not limited to the following:					
16.35.1	Address		Y		Functionality available	
16.35.2	Alphanumeric unit status		Y		Functionality available	
16.35.3	Apartment number		Y		Functionality available	
16.35.4	Area		Y		Functionality available	
16.35.5	Building number		Y		Functionality available	
16.35.6	Case number		N		Function not available	
16.35.7	City		Y		Functionality available	
16.35.8	Current incident number		Y		Functionality available	
16.35.9	Flags		Y		Functionality available	
16.35.10	Incident initiation time		N	Y	Function not available	per 08/03 discussion
16.35.11	Incident type/signal		Y		Functionality available	
16.35.12	Location name		Y		Functionality available	
16.35.13	Modifying Circumstance		Y		Via situation found functionality.	
16.35.14	Priority Flags		Y		Functionality available	
16.35.15	Station		Y		Functionality available	
16.35.16	Timers		Y		Functionality available	
16.35.17	Unit ID		Y		Functionality available	
16.35.18	Unit role/task (E.g., incident command)		Y		Functionality available	
16.35.19	Unit status note		Y		Functionality available	
16.35.20	Unit Status timestamp		Y		Functionality available	
16.36	Ability to display unit information to include, but not limited to the following:					
16.36.1	Alphanumeric unit status		Y		Functionality available	
16.36.2	Capability icon		Y		Functionality available	
16.36.3	Station		Y		Functionality available	
16.36.4	Unit ID		Y		Functionality available	
16.36.5	Unit role/task (E.g., incident command)		Y		Functionality available	
16.36.6	Unit status note		Y		Functionality available	
16.36.7	Unit status timestamp		Y		Functionality available	
16.37	Ability to dynamically update (real-time) and refresh the display of incident statuses within the incident status monitor		Y		Functionality available	
16.38	Ability to dynamically update (real-time) and refresh the display of unit statuses within the incident status monitor		Y		Functionality available	

MDC242

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
16.39	Ability to dynamically update (real-time) and refresh the display of unit statuses within the unit status monitor		Y		Functionality available	
16.40	Ability to display real-time ETA, unit status, role in a "smart field" rather than separately on the screen (E.g., En route units show ETA, then ETA shifts to unit status to arrival, then to the assigned role)		N		Function not available	per 08/03 - Hexagon team need to review and get back to the County with response per 9/1 - After follow up, no changes to be made
16.41	Ability to sort displayed data by any incident information		N		Function not available	
17.1	**INCIDENT UPDATE / INCIDENT LOG**					
17.2	Ability to update an incident via the command line		Y		Functionality available	
17.3	Ability to update an incident via the form		Y		Functionality available	
17.4	Ability to update any field within the form via a command line		Y		Functionality available	
17.5	Ability to update any field within the form via the form		Y		Functionality available	
17.6	Ability to update the incident using the unit number via the command line		Y		Functionality available	
17.7	Ability to display the incident using the unit number via the command line		Y		Functionality available	
17.8	Ability to update an incident using command string values that can be entered in any order prefaced by the command identifier on the command line		Y		Hexagon clarifies Any order provided operater uses delimiters in command line example -l for location -c for comments, etc.	
17.9	Ability to add information to an incident based on permissions		Y		Functionality available	
17.10	Ability to dynamically (automatically refreshes without user intervention providing most currently available information in near real-time) display updated incident information within the incident log immediately after entry (configurable)		Y		Since OnCall is browser based there is not a scheduled refresh. Update are in real time based on network.	
17.11	Ability to receive visual alerts to indicate an incident has been updated		Y		Functionality available	
17.12	Ability to receive audible alerts to indicate an incident has been updated		Y		Functionality available	
17.13	Ability to search the incident log within:					
17.13.1	Active incident		Y		Functionality available	
17.13.2	Closed incident		Y		Functionality available	
17.13.3	Held incident		Y		Functionality available	
17.13.4	Pending incident		Y		Functionality available	
17.14	Ability to search incident log without needing to open additional dialog box, the intent is to minimize the steps involved in a search		N		Function not available	
17.15	Ability to search with free text without restriction of required search terminology, the intent is to minimize the steps involved in a search		Y		Functionality available	
17.16	Ability to highlight the searched word with a visual indicator of the results of the searched word entry		Y		Functionality available	
17.17	Ability to distinguish new comments in incident log using:					
17.17.1	Bold		N		Function not available	
17.17.2	Different color		Y		OnCall highlights new comments until reviewed (color configurable).	
17.17.3	Underline		N		Function not available	

MDC243

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
17.17.4	Once read it returns to default font		Y		Hexagon clarifies once reviewed returns to unhighlighted	
17.18	Ability to distinguish new updates in incident log using:					
17.18.1	Bold		N		Function not available	
17.18.2	Different color		Y		OnCall highlights new comments until reviewed (color configurable).	
17.18.3	Underline		N		Function not available	
17.18.4	Once read it returns to default font		Y		Hexagon clarifies once reviewed returns to unhighlighted	
17.19	Ability for the user to sort comments in ascending order		Y		Functionality available	
17.20	Ability for the user to sort comments in descending order		Y		Functionality available	
17.21	Ability to record all unit activity within the incident log, including, but not limited to the following:					
17.21.1	Unit location		Y		Functionality available	
17.21.2	Status changes		Y		Functionality available	
17.21.3	Status change timestamp		Y		Functionality available	
17.21.4	When a timer was initiated		Y		Functionality available	
17.21.5	When a timer expired		Y		Functionality available	
17.21.6	Unit status note		Y		Functionality available	
17.22	Ability to visually distinguish specific comments based on predefined keywords (E.g., keyword - highlight/bold/different color)		Y		Functionality available	
17.23	Ability to save an incident log to a PDF, in its entirety, without size limitations (If there is a limitation, provide in comments)		Y		Via OS print to PDF functionality	
17.24	Ability to print incident log, in its entirety, without size limitations (If there is a limitation, provide in comments)		Y		Via OS print to PDF functionality	
18.1	**PERIMETERS**					
18.2	Ability to create perimeter locations by drawing a perimeter on the map		Y		Hexagon clarifies using geofence functionality in OnCall Dispatch	
18.3	Ability to create a perimeter by identifying the location and requisite perimeter size (E.g., 300 yards around incident location) and have the perimeter automatically generated on the map		N		Hexagon clarifies geofence has to be drawn manually.	
18.4	Ability to automatically place and name a label once perimeter is established on the map		Y		Assuming staging area workflow within created perimeter	
18.5	Ability to display the drawn perimeter on the map and have it displayed for all responding units on their Mobile/Smart Devices		Y		Via Geofence graphics.	
18.6	Ability to dispatch units to perimeter points		Y		Via staging workflow.	
18.7	Ability for units to place themselves on designated perimeter points		Y		Via staging workflow.	
18.8	Ability for map to dynamically update when a unit has been assigned to a perimeter point		Y		Via staging workflow.	
18.9	Ability to temporarily place a pin on the map and create a notation to share		Y		Via Map draw functionality	
18.10	Ability for a user's annotated map to be shared with other users (E.g., dispatchers, mobiles)		Y		Functionality available	

MDC244

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
18.11	Ability to push established perimeter to maps to both dispatchers and field units (permissions based)		Y		Functionality available	
18.12	Ability to forward an established perimeter to selected unit's on their Mobile/Smart Devices		Y		Hexagon clarifies using geofence functionality in OnCall Dispatch	
19.1	**AUTOMATIC RESOURCE LOCATION (ARL) / AUTOMATIC VEHICLE LOCATION (AVL)**					
19.2	Ability for an AVL-equipped unit to be recommended to an incident without having a limitation on distance from the incident (If there is a limitation, provide in comments)		Y		Functionality available	
19.3	Ability to support the use of a continuous real-time AVL system		Y		Functionality available	
19.4	Ability to display resource positions on the workstation map		Y		Functionality available	
19.5	Ability to configure AVL polling (in seconds) based on the following:					
19.5.1	Unit status		Y		Functionality available	
19.5.2	Speed		N		Function not available	
19.5.3	Incident type		N		Function not available	
19.5.4	Incident priority		N		Function not available	
19.5.5	Device priority (E.g., radio versus vehicle versus Smart Device)		N		Function not available	
19.6	Ability to generate an alert when a user's AVL has not polled based on a defined time period (configurable)		N		Function not available	
19.7	Ability to notify via email when AVL resource has not polled within a defined time frame (configurable)		N		Function not available	
19.8	Ability for System Administrator to turn AVL on/off by:					
19.8.1	Agency		Y		Functionality available	
19.8.2	Unit		Y		Functionality available	
17.9	Ability to use AVL for vehicle routing		Y		Functionality available	
17.10	Ability to use AVL for dispatch recommendations with no geographical limited		Y		Functionality available	
17.11	Ability to revert to run card recommendation by unit, when AVL is unavailable (configurable)		Y		Functionality available	
17.12	Ability for dispatchers to "tag" a unit's AVL as not reporting correctly and move the unit on the map to a specific location (configurable)		N		Function not available	
17.13	Ability to display speed of vehicle		N		Function not available	
17.14	Ability to export AVL data in the following formats:					
17.14.1	kmz		N		Function not available	
17.14.2	kml		N		Function not available	
17.14.3	eta		N		Function not available	
17.14.4	ini		N		Function not available	
17.14.5	gpx		N		Function not available	
17.14.6	mps		N		Function not available	
17.14.7	jpg		N		Function not available	
17.14.8	png		N		Function not available	
17.14.9	jpeg		N		Function not available	
17.14.10	csv		N	Y	Function not available	per 08/03, available via OnCall analytics
17.14.11	xml		N		Function not available	
17.14.12	Excel		N	Y	Function not available	per 08/03, available via OnCall analytics
17.15	Ability to produce a geographical representation replay of a unit's AVL activity to be reviewed on: (AVL Reporting) (permissions based)					
17.15.1	Window Media Player		N		Function not available	

MDC245

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
17.15.2	VLC		N		Function not available	
17.16	Ability to define archive parameters (by Agency) for retention of AVL data		Y		Functionality available	
17.17	Ability to search (via permissions) AVL playback by the following:					
17.17.1	Date/Time range		Y		Functionality available	
17.17.2	Drawn polygon		N		Function not available	
17.17.3	Incident Number		Y		Functionality available	
17.17.4	Intersection section range		N		Function not available	
17.17.5	Latitude/Longitude Coordinates range		N		Function not available	
17.17.6	Radio number (Logic ID)		Y		Functionality available	
17.17.7	Speed		Y		Speed must be reported by the GPS device and captured in the OnCall Database.	
17.17.8	Unit ID		Y		Functionality available	
17.17.9	Vehicle number		Y		Functionality available	
17.18	Ability to derive reports from AVL reporting to include, but not limited to the following:				Via HxGN OnCall Analytics | Dispatch Advantage	
17.18.1	Address		Y		Via HxGN OnCall Analytics | Dispatch Advantage. AVL model has event location, unit location and transport location available	
17.18.2	Date/Time		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
17.18.3	Heading		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
17.18.4	Incident number		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
17.18.5	Latitude/longitude coordinates		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
17.18.6	Route		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
17.18.7	Speed		Y		Via HxGN OnCall Analytics | Dispatch Advantage. Based on customer data; speed must be reported by the GPS device and captured in the OnCall Database.	

MDC246

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
17.18.8	Unit ID		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
17.18.9	Unit Status		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
17.18.10	Units with failed AVL polling		N		Hexagon clarifies AVL data will not be available for units with failed AVL polling to report against.	
17.18.11	Using wildcards		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
17.18.12	Vehicle number		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
18.1	**CONTRACTOR & SUPPORT EQUIPMENT**					
18.2	Ability to provide a method for creating and maintaining a list used for rotating external services (E.g., Wreckers, Utilities)		Y		Via Rotational Services functionality	
18.3	Ability to create and maintain a list for external services that does not rotate		Y		Functionality available	
18.4	Ability for system to recommend a contractor based on contractor type		Y		Functionality available	
18.5	Ability to allow the user to select the contact number of the contractor from the list and call the contracted company via the CAD (Interface dependent)		Y		Functionality available	
18.6	Ability to record that a contractor was selected from the list in the incident log		Y		Functionality available	
18.7	Ability to search support equipment based on a unique contractor request		Y		Functionality available	
18.8	Ability to categorize support equipment		Y		Functionality available	
18.9	Ability to display multiple contractors for the same Beat/Grid		Y		Functionality available	
18.10	Ability to define contractors with specific types of equipment		Y		Functionality available	
19.1	**DISPOSITIONS**					
19.2	Ability to require a disposition to be entered upon closure of incident		Y		Functionality available	
19.3	Ability to define incident disposition codes by incident type		Y		Via OnCall Administrator	
19.4	Ability to support a minimum of 250 disposition codes per Agency (If there is a limit, indicate limit in comments field)		Y		Functionality available	
19.5	Ability for users, based on role, to enter the disposition code upon incident closure (configurable)		Y		Configurable in OnCall Administrator	
19.6	Ability to support multiple disposition codes when closing a single incident		Y		Functionality available	
19.7	Ability to add or change a disposition code after incident closure based on permissions/role		Y		Functionality available	
19.8	Ability to capture User ID, date/time of disposition codes in the incident log of the incident		Y		Functionality available	
19.9	Ability to require a comment by the user when using certain defined disposition codes (configurable)		Y		via OnCall Administrator can make comment field mandatory	
20.1	**INCIDENT CLOSURE / CLEARED UNITS**					
20.2	Ability to clear multiple units without closing the incident		Y		Functionality available	
20.3	Ability to clear all units from an incident and close the incident with a disposition		Y		Functionality available	

MDC247

Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
20.4	Ability to, using a specific command, close a pending incident with a disposition code		Y		Functionality available	
20.5	Ability to assign a disposition code when creating a closed incident		Y		Functionality available	
20.6	Ability to create, assign unit(s) and close an incident with a disposition code and case number		Y		Functionality available	
20.7	Ability to create, assign unit(s) and close an incident with a disposition code and report number		Y		Functionality available	
20.8	Ability to create an incident with a specific date and time, assign unit(s) and close an incident with a disposition code and specified source		Y		Functionality available	
20.9	Ability to create, assign unit(s) and close an incident with a disposition code		Y		Functionality available	
20.10	Ability to update a closed incident with the following: (permissions based)					
20.10.1	Address		N		Function not available	
20.10.2	Apartment number		N		Function not available	
20.10.3	Building number		N		Function not available	
20.10.4	Case number addition/removal		N		Function not available	
20.10.5	Comments		Y		Functionality available	
20.10.6	Disposition codes		N		Function not available	
20.10.7	Incident type/signal		N		Function not available	
20.10.8	Location name		N		Function not available	
20.10.9	Modifying Circumstance		N		Function not available	
20.10.10	Support equipment		N		Function not available	
20.10.11	Report number		N		Function not available	
20.10.12	Telephone number		N		Function not available	
20.11	Ability to retain original incident details and capture any modifications to the above		Y		Functionality available	
21.1	**INCIDENT RE-OPEN**					
21.2	Ability to open a closed incident (role/permission based)		Y		Functionality available	
21.3	Ability for reopened incidents to return to the pending queue		Y		Functionality available	
21.4	Ability for reopened incidents to return to the user defined pending queue		Y		Functionality available	
21.5	Ability to document all changes to the incident in the incident log		Y		Functionality available	
21.6	Ability to retain all time stamps associated with the incident both prior to and after the incident closure/reopen		Y		Functionality available	
21.7	Ability to assign units to reopened incidents		Y		Functionality available	
21.8	Ability to require a reason for reopening an incident that is documented in the incident log		Y		Functionality available	
22.1	**UNIT HISTORY / INCIDENT RECALL**					
22.2	Ability to view unit history to include but not limited to:					
22.2.1	Address (incident's latest updated address)		Y		Functionality available	
22.2.2	Assigned radio number		Y		Functionality available	

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Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
22.2.3	Assigned vehicle number		Y		Operational Reports capability within OnCall Dispatch provides pre-defined reports with unit fields. New ad-hoc reports can be defined with additional fields on Unit reports as needed using Operational Reports and Report Builder.	
22.2.4	Case number		Y		Functionality available	
22.2.5	Report number		N		Function not available	
22.2.6	Date and time		Y		Functionality available	
22.2.7	Incident number(s)		Y		Functionality available	
22.2.8	Unit ID		Y		Functionality available	
22.2.9	Unit location(s)		Y		Functionality available	
22.2.10	Unit status		Y		Functionality available	
22.2.11	Unit status note(s)		Y		Functionality available	
22.3	Ability to search unit history by any combination of the following:					
22.3.1	Assigned radio number		Y		Functionality available	
22.3.2	Case number		Y		Functionality available	
22.3.3	Report number		N		Function not available	
22.3.4	Date and time range (E.g., start and end date and time parameters)		Y		Functionality available	
22.3.5	Incident address, to include any address changes		Y		Functionality available	
22.3.6	Incident number		Y		Functionality available	
22.3.7	Location name		Y		Functionality available	
22.3.8	Time range within certain dates		Y		Functionality available	
22.3.9	Unit ID		Y		Functionality available	
22.3.10	Unit location		Y		Functionality available	
22.3.11	Unit status		Y		Functionality available	
22.3.12	Wildcard		Y		Functionality available	
22.4	Ability to select an incident number displayed within a unit's history and have the incident display as an overlay		N		Function not available	
22.5	Ability to search incident history by using any combination of the following:					
22.5.1	Address		Y		Functionality available	
22.5.2	Agency		Y		Functionality available	
22.5.3	Area		Y		Functionality available	
22.5.4	Attachments (whether or not incident includes attachments)		N		Function not available	
22.5.5	Beat/Grid		Y		Functionality available	
22.5.6	Caller's name		Y		Functionality available	
22.5.7	Caller's telephone number		Y		Functionality available	
22.5.8	Case number		Y		Functionality available	
22.5.9	City		Y		Functionality available	
22.5.10	Date/time range		Y		Functionality available	
22.5.11	Dispatch group		Y		Functionality available	
22.5.12	Disposition		Y		Functionality available	
22.5.13	Incident number		Y		Functionality available	

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Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
22.5.14	Incident telephone number		Y		Functionality available	
22.5.15	Incident type/signal		Y		Functionality available	
22.5.16	Latitude/Longitude		Y		Functionality available	
22.5.17	Locationname		Y		Functionality available	
22.5.18	Modifying Circumstance		Y		Via situation found functionality.	
22.5.19	Partial address (E.g., SR 826/SR 836 could be displayed in any order or part of)		N		Function not available	
22.5.20	Priority		N		Hexagon clarifies a user can filter results by Event priority once search is complete.	
22.5.21	Proximity to address		N		Function not available	
22.5.22	Source (E.g., class of service, officer-initiated, 911, 10-digit)		Y		Functionality available	
22.5.23	Status of the incident (E.g., closed, open, active, pending, held, etc.)		Y		Functionality available	
22.5.24	Support equipment		N		Function not available	
22.5.25	Time range within certain dates (E.g., between 2pm-4pm on Mon,Wed,Fri)		N		Function not available	
22.5.26	Unit ID		N		Function not available	
22.5.27	User ID		Y		Functionality available	
22.5.28	Workstation		N		Function not available	
22.6	Ability to select an incident number displayed within an incident recall (history) and have the incident display as an overlay for the dispatcher to view		Y		Functionality available	
22.7	Ability to sort columns within incident recall window by clicking on title heading		Y		Functionality available	
22.8	Ability to limit history searches to the last predefined number of days (if there is a limit, provide details)		Y		Functionality available	
22.9	Ability to conduct federated queries		Y		Functionality available	
23.1	**MESSAGING**					
23.2	Ability to support a messaging system that can transmit messages to and from any combination of the following:					
23.2.1	Mobile		Y		Functionality available	
23.2.2	Smart Device		Y		Functionality available	
23.2.3	Workstation		Y		Functionality available	
23.2.4	Users		Y		Functionality available	
23.3	Ability to display the following identifiers within a message:		Y		Functionality available	
23.3.1	Comments/Body		Y		Functionality available	
23.3.2	Date received		Y		Functionality available	
23.3.3	Date sent		Y		Functionality available	
23.3.4	Recipient(s)		Y		Functionality available	
23.3.5	Sender		Y		Functionality available	
23.3.6	Subject		Y		Functionality available	
23.3.7	Time received		Y		Functionality available	
23.3.8	Time sent		Y		Functionality available	
23.4	Ability to send messages to a user who is not logged in and cache that message for retrieval when the user logs in		Y		Functionality available	
23.5	Ability to notify a sender when a message is undeliverable		N		Function not available	
23.6	Ability to notify a sender when a message is undeliverable to any recipient within a group		N		Function not available	
23.7	Ability to assign a priority to a message (E.g., routine, urgent, emergency)		Y		Functionality available	
23.8	Ability to store messages for later viewing		Y		Functionality available	
23.9	Ability to have a read receipt for messages		Y		Functionality available	

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Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
23.10	Ability for messages to be sorted by most recent or first received		Y		Functionality available	
23.11	Ability to sort messages by priority		Y		Functionality available	
23.12	Ability to limit message query history (E.g., restricted to 60 days back)		N		Function not available	
23.13	Ability to send messages to a distribution list for users not on the CAD/Mobile/Smart Device client (E.g., in the "to" field, selecting a user that has an associated email as opposed to a Mobile terminal/ID)		M		Via HxGN OnCall Dispatch | Notifications Interface. External users would need to be defined with email address in messages group to support this requirement.	
23.14	Ability to create message groups (by role/permissions):		Y		By authorized user in OnCall Administrator	
23.15	Ability to save created message groups (by role/permissions):		Y		By authorized user in OnCall Administrator	
23.16	Ability to modify created message groups (by role/permissions)		Y		By authorized user in OnCall Administrator	
23.17	Ability to send messages to a any group(s)		Y		Functionality available	
23.18	Ability for users to select unlimited number of recipients within a single message (if there is a limitation, specify in comments)		Y		Hexagon clarifies message recipients can include multiple individuals as well as multiple predefined groups not limited.	
23.19	Ability to automatically populate the "To" field on the message when selecting recipients		Y		Functionality available	
23.20	Ability to spell check messages (toggle on/off)		N		This functionality may already exist in the browser the user is using; however, it is not in the OnCall Dispatch application.	
23.21	Ability to send messages across agencies		Y		Functionality available	
23.22	Ability to select a recipient by a single command to create a message		Y		Functionality available	
23.23	Ability to attach files to messages		Y		Functionality available	
23.24	Ability to attach photos in messages		Y		Functionality available	
23.25	Ability to set defined file size limit		Y		Functionality available	
23.26	Ability to alert sender when message exceeds a predefined size		Y		Functionality available	
23.27	Ability to send a message to all units handling a specific incident		Y		Via Event remarks	
23.28	Ability to reply to the sender of a displayed message without having to reenter the originator's address.		Y		Functionality available	
23.29	Ability to transmit a "reply all" message		Y		Functionality available	
23.30	Ability to forward a message		Y		Functionality available	
23.31	Ability to create scheduled messages that are retained and sent at pre-specified times		Y		Functionality available	
23.32	Ability to create, store and insert "stock" messages		Y		Functionality available	
23.33	Ability to attach a message to an incident		N		Function not available	
23.34	Ability for a message attached to incident to display in incident log		N		Function not available	

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Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
23.35	Ability to receive an alert for incoming message (configurable)		Y		Functionality available	
23.35.1	Audible		Y		Functionality available	
23.35.2	Visible		Y		Functionality available	
23.36	Ability to prevent incoming messages from interfering with current work (E.g., no pop-up box)		Y		Functionality available	
23.37	Ability to display total number of unread messages		Y		Hexagon clarifies the total number of unread messages appears in the message queue.	
23.38	Ability for messages to be queued in an "inbox"		Y		Functionality available	
23.39	Ability to search message logs, based on permissions		Y		Functionality available	
23.40	Ability to view other user's message(s), based on permissions		Y		Functionality available	
23.41	Ability to export message log		Y		The County can export data from table in database.	
23.42	Ability to note, in message, time opened/read by receiver		N		Function not available	
23.43	Ability to clear a message from the "inbox"		Y		Functionality available	
23.44	Ability to simultaneously clear all messages from the "inbox"		N		Function to delete all not available	
23.45	Ability to retain a message in the queue		Y		Functionality available	
23.46	Ability to search other user's messages using a wildcard (permissions based)		N		Function not available	
23.47	Ability to archive messages		N		Not in application but by an administrator.	
23.48	Ability to retrieve an archived message (permissions based)		Y		Via SQL or OnCall Analytics	
23.49	Ability to generate reports of message transactions by:					
23.49.1	Date and Time Range		Y		OnCall will provide a message log as part of operational reports which will have all the details about user messages. Administrators will be able to find all messages that other users have sent.	
23.49.2	Incident Number		N		Function not available	
23.49.3	Message keyword		Y		Via SQL or OnCall Analytics	
23.49.4	Unit ID		Y		Functionality available	
23.49.5	User ID		N		Messages are sent to employee ID which may not correspond to logon user ID	
23.49.6	Workstation		N		Function not available	
23.50	Ability to purge message logs for a pre-determined period of time		N		Function not available	
23.51	Ability to schedule message purging		N		Function not available	
23.52	Ability to send messages via a form		Y		Functionality available	

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Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
23.53	Ability to send message via the command line		N		A message cannot be sent via the command line, but the Messages page can be brought up using the "Send Message" command.	
23.54	Ability to print a message		Y		Functionality available	
23.55	Ability to display available message recipients in a 'recipients list'		Y		Functionality available	
24.1	**BROWSER BASED CAD**					
24.2	Ability to operate in browser-based environment via the following:					
24.2.1	Chrome		Y		OnCall Dispatch support browser	
24.2.2	Microsoft Edge		Y		OnCall Dispatch support browser	
24.2.3	Safari		N		Viable but unsupported	
24.3	Ability for browser-based log-in attempts to be recorded via the following:					
24.3.1	IP Address		Y		Via Microsoft IIS Logs	
24.3.2	Successful/unsuccessful		Y		Via Microsoft IIS Logs	
24.3.3	Time and date		Y		Via Microsoft IIS Logs	
24.3.4	User ID		Y		Via Microsoft IIS Logs	
24.4	Ability to support multi-factor authentication (provide details)		Y		Via OIDC	
24.5	Ability to create separate securities for the same attributes (as below) for a workstation versus browser based functionality:				OnCall checks login at the user level. If the County needs a more nuanced control, it would need to be governed outside the application.	
24.5.1	Agency		N		Function not available	
24.5.2	Role		N		Function not available	
24.5.3	User		N		Function not available	
24.6	Ability to provide a CAD Dashboard for Agency specific incidents to include the following, but not limited to:					
24.6.1	Active incidents		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
24.6.2	Dispatch Times		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
24.6.3	Held Incidents		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
24.6.4	Incident Processing Times		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
24.6.5	Pending Incidents		Y		Via HxGN OnCall Analytics | Dispatch Advantage	

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Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
24.6.6	Response Times		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
24.6.7	Ability to display the above variables via:					
24.6.8	Bar Graphs		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
24.6.9	Gauge/Speedometer Chart		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
24.6.10	Mapping		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
24.6.11	Summary Totals		Y		Via HxGN OnCall Analytics | Dispatch Advantage	
28.1	**OFF-LINE MODE**					
28.2	Ability to create incidents in off-line CAD mode		M		Hexagon has proposed a modification to its existing software to meet this requirement.	
28.3	Ability to view incidents in off-line CAD mode		M		Hexagon has proposed a modification to its existing software to meet this requirement.	
28.4	Ability to modify incidents in off-line CAD mode		M		Hexagon has proposed a modification to its existing software to meet this requirement.	
28.5	Ability to retrieve/search for off-line CAD incidents on each workstation		M		Hexagon has proposed a modification to its existing software to meet this requirement.	
28.6	Ability to notify users that system has lost connectivity		M		Hexagon has proposed a modification to its existing software to meet this requirement.	
28.7	Ability to provide an off-line prompt for the users to acknowledge whether to work in an off-line mode		M		Hexagon has proposed a modification to its existing software to meet this requirement.	

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Item #	COMPUTER AIDED DISPATCH (CAD) FUNCTIONAL MATRIX	Response - Client Based (Y/N/M)	Response - Browser Based (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
28.8	Ability to store off-line work on the individual workstation		M		Hexagon has proposed a modification to its existing software to meet this requirement.	
28.9	Ability to upload incidents created in off-line mode once connectivity has been restored to the CAD server		M		Hexagon has proposed a modification to its existing software to meet this requirement.	
28.10	Ability to print incidents while in off-line mode to a defined printer		M		Hexagon has proposed a modification to its existing software to meet this requirement.	
28.11	Ability to utilize the CAD map in an off-line mode		M		Hexagon has proposed a modification to its existing software to meet this requirement.	

MDC255

Attachment A
Functional Specifications Matrix (Group A)

Item #	MOBILE COMPUTER UNIT FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.1	**GENERAL MOBILE FEATURES**				per 9/1 - After follow up, no changes to be made
1.2	Ability to receive dispatches on MCU	Y		Functionality available via OnCall Dispatch | Mobile Unit (Mobile Unit)	Functionality to be made available as a part of the base product.
1.3	Ability to select from multiple preconfigured groups	Y		Functionality available via Mobile Unit	
1.4	Ability to receive new information without manually refreshing the screen	Y		Functionality available via Mobile Unit	
1.5	Ability for Multi-Unit Display on map (by permissions/role/user):				
1.5.1	Battalion	Y		Functionality available via Mobile Unit	
1.5.2	County wide	Y		Functionality available via Mobile Unit	
1.5.3	Dispatch goup	Y		Functionality available via Mobile Unit	
1.5.4	Units assigned to incident	Y		Functionality available via Mobile Unit	
1.6	Ability to display selected AVL equipped unit(s) (based on permissions) until unselected	Y		Functionality available via Mobile Unit	
1.7	Ability for units to see other responding units on the map: (configurable)	Y		Functionality available via Mobile Unit	
1.7.1	Priority/Emergency	Y		Functionality available via Mobile Unit	
1.7.2	Pre-defined geographic area	Y		Functionality available via Mobile Unit	
1.7.3	All units assigned to same incident	Y		Functionality available via Mobile Unit	
1.8	Ability to comply with the following IT security requirements:				
1.9	Ability to attach the following to an incident using an MCU:				
1.9.1	Video	Y		Functionality available via Mobile Unit	
1.9.2	Images	Y		Functionality available via Mobile Unit	
1.9.3	Links	Y		Functionality available via Mobile Unit	
1.9.4	Attachments	Y		Functionality available via Mobile Unit	
1.10	Ability to attach the following to a message using an MCU:				
1.10.1	Video	Y		Functionality available via Mobile Unit	
1.10.2	Images	Y		Functionality available via Mobile Unit	
1.10.3	Links	Y		Functionality available via Mobile Unit	
1.10.4	Attachments	Y		Functionality available via Mobile Unit	
1.11	Ability to receive the following via a MCU:				
1.11.1	Video	Y		Functionality available via Mobile Unit	
1.11.2	Images	Y		Functionality available via Mobile Unit	
1.11.3	Links	Y		Functionality available via Mobile Unit	
1.11.4	Attachments	Y		Functionality available via Mobile Unit	
1.12	Ability to send the following from a MCU:				
1.12.1	Video	Y		Functionality available via Mobile Unit	
1.12.2	Images	Y		Functionality available via Mobile Unit	
1.12.3	Links	Y		Functionality available via Mobile Unit	
1.12.4	Attachments	Y		Functionality available via Mobile Unit	
1.13	Ability to change unit status - configurable by permissions	Y		Configurable in HxGN OnCall Administrator	
1.14	Ability to utilize and present predictive unit status choices (E.g., arrival would be the next displayed option for a unit in enroute status)	Y		Via smart button functionality in OnCall Mobile Unit	
1.15	Ability to keep the initial incident dialog box on top until the unit acknowledges	Y		Functionality available via Mobile Unit	
1.16	Ability to have incident updates (new information) highlighted until the update screen/tab/section is viewed	Y		Functionality available via Mobile Unit	
1.17	Ability to manually refresh information	Y		Functionality available via Mobile Unit	
1.18	Ability to alert MCU users any time new information is added to an incident via:				
1.18.1	Audible alert	Y		Functionality available via Mobile Unit	
1.18.2	Visual alert	Y		Functionality available via Mobile Unit	
1.19	Ability to receive from CAD, on the MCU screen, only information that has changed, without requiring an entire incident refresh	Y		Functionality available via Mobile Unit	

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Attachment A
Functional Specifications Matrix (Group A)

Item #	MOBILE COMPUTER UNIT FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.20	Ability to display a list based upon distance and capabilities for the following on the MCU:				
1.20.1	Hospitals	Y		Functionality available via Mobile Unit	
1.20.2	Points of Interest (E.g., landing zone)	Y		Points of interest will be modeled as a type of facility in OnCall Dispatch.	
1.21	Ability to log all MCU activities (E.g., chats, queries, uploads/downloads of field reports) with the following information:				
1.21.1	Agency	Y		Functionality available via Mobile Unit	
1.21.2	Date and time of transmission	Y		Functionality available via Mobile Unit	
1.21.3	IP address	Y		Functionality available via Mobile Unit	
1.21.4	MAC address	N		Functionality not available	
1.21.5	User ID	Y		Functionality available via Mobile Unit	
1.21.6	Vehicle ID	Y		Functionality available via Mobile Unit	
1.22	Ability to provide a visual alert if mobile has lost connectivity from CAD (E.g., icon with red circle and line through it)	Y		Note this is a visual indicator and not an alert.	
1.23	Ability to provide a visual alert if mobile has lost connectivity from GPS (E.g., icon with red circle and line through it)	Y		This is dependent on what the Windows OS on Mobile Unit.	
1.24	Ability to notify the dispatcher when an incident sent to a mobile is not received by the device	N		Functionality not available	
1.25	Ability to notify the dispatcher when a message sent to a mobile is not received by the device	N		Functionality not available	
1.26	Ability for the mobile application to automatically reconnect to CAD once connectivity has been reestablished	Y		Functionality available via Mobile Unit	
1.27	Ability to push updates to the mobile computer	Y		Functionality available via Mobile Unit	
1.28	Ability to push updates to the mobile computer when the unit is in a predefined status (E.g., not on an incident)	Y		Functionality available via Mobile Unit	
1.29	Ability to push updates to the mobile computer based upon the time of day (E.g., 3AM)	Y		Functionality available via Mobile Unit	
1.30	Ability to push updates to the mobile computer based upon connectivity type (E.g., WiFi vs LTE)	Y		Functionality available via Mobile Unit	
1.31	Ability to operate all mobile applications without requiring local administrative rights on the hardware	Y		Functionality available via Mobile Unit	
1.32	Ability to integrate with VPN software to utilize a static IP address	Y		Functionality available via Mobile Unit	
1.33	Ability to integrate with NetMotion to utilize a static IP address	Y		Functionality available via Mobile Unit	
2.1	**MOBILE DEVICE USER INTERFACE**				
2.2	Ability to create a unique mobile configuration based on the following:				
2.2.1	Specific User	Y		Functionality available via Mobile Unit	
2.2.2	Role (HazMat, Engine, Chief, Rescue, etc.)	Y		Functionality available via Mobile Unit	
2.3	Ability to configure custom fields for sign-in, to include but not limited to the following:				
2.3.1	Equipment	Y		This is supported via the UI Editor tool and can be updated on the Unit Properties dialog but is not available on the login/sign-on form.	
2.3.2	User ID	Y		This is supported via the UI Editor tool in HxGN OnCall Administrator	
2.3.3	Password	Y		This is supported via the UI Editor tool in HxGN OnCall Administrator	
2.3.4	Radio ID(s)	Y		This is supported via the UI Editor tool in HxGN OnCall Administrator and can be updated on the Unit Properties dialog but is not available on the login/sign-on form.	

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Attachment A
Functional Specifications Matrix (Group A)

Item #	MOBILE COMPUTER UNIT FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
2.3.5	Unit ID	Y		This is supported via the UI Editor tool in HxGN OnCall Administrator	
2.3.6	Vehicle number	Y		This is supported via the UI Editor tool in HxGN OnCall Administrator and can be updated on the Unit Properties dialog but is not available on the login/sign-on form.	
2.3.7	Area	Y		This requirement can be met with Dispatch Groups	
2.3.9	Mileage	Y		This is supported via the UI Editor tool in HxGN OnCall Administrator.	
2.3.10	Special skills	Y		This is supported via the UI Editor tool in HxGN OnCall Administrator and can be updated on the Unit Properties dialog but is not available on the login/sign-on form.	
2.4	Ability to temporarily modify unit's available equipment (E.g., jaws of life are inoperable) - configurable	Y		Functionality available via Mobile Unit	
2.5	Ability to set a time out value for any temporary equipment modifications received via any MCU user - configurable	N		Functionality not available	
2.6	Ability to save data entered into user sign-on fields, that remain the same from session to session (E.g., all information other than password is saved on the sign-on screen)	Y		Functionality available via Mobile Unit	
2.7	Ability to configure mobile screens "in-house" using a standard language	Y		Functionality available via Mobile Unit	
2.8	Ability for each Agency to determine which fields from CAD are displayed	Y		Functionality available via Mobile Unit	
2.9	Ability to create/configure "shortcut" buttons on the Mobile display	Y		Functionality available via Mobile Unit	
2.10	Ability for above "shortcut" buttons to point to:				
2.10.1	Internal URL	Y		Functionality available via Mobile Unit	
2.10.2	External URL	Y		Functionality available via Mobile Unit	
2.11	Ability to have a minimum of 10 configurable "shortcut" buttons (non-status changing). Provide limit in comments	Y		Functionality available via Mobile Unit	
2.12	Ability to modify mobile display layout without vendor intervention	Y		Functionality available via Mobile Unit	
2.13	Ability to display a split screen with map and incident information concurrently	Y		Functionality available via Mobile Unit	
2.14	Ability to toggle between only a map display or incident information display	Y		Functionality available via Mobile Unit	
2.15	Ability to search unit's history by date and time range	Y		Functionality available via Mobile Unit	
2.16	Ability to require both user identification and password to sign-on	Y		Functionality available via Mobile Unit	
2.17	Ability to allow for multi-factor authentication to sign-on	Y		Functionality available via Mobile Unit	
2.18	Ability to set the time a mobile can remain inactive before automatically signing-out the user	Y		Functionality available via Mobile Unit	
2.19	Ability to support generic sign-ins	Y		Functionality available via Mobile Unit	
2.20	Ability to have configurable unit status code table	Y		Functionality available via Mobile Unit	
2.21	Ability for each unit status to be displayed in a unique color within the incident window (configurable)	Y		Functionality available via Mobile Unit	
2.22	Ability for incident information to be read to the user (text to speech) configurable	N		Functionality not available	
2.23	Ability for message information to be read to the user (text to speech) configurable	N		Functionality not available	
3.1	**CAD / MOBILE INTEGRATION**				
3.2	Ability to support a real-time data transmission between the CAD system and MCU	Y		Functionality available via Mobile Unit	
3.3	Ability to define the default unit status upon sign-on (configurable)	Y		Functionality available via Mobile Unit	
3.4	Ability to view incident information available in CAD on the MCU by:				
3.4.1	Battalion	Y		Functionality available via Mobile Unit	
3.4.2	Status (pending, assigned)	Y		Functionality available via Mobile Unit	
3.5	Ability to restrict the view of incident information by role	Y		Functionality available via Mobile Unit	
3.6	Ability to display incident timers generated from CAD	Y		Functionality available via Mobile Unit	
3.7	Ability to display unit status timers generated from CAD	Y		Functionality available via Mobile Unit	

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Attachment A
Functional Specifications Matrix (Group A)

Item #	MOBILE COMPUTER UNIT FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
3.8	Ability for flags/alerts created in CAD to be displayed on the MCU	Y		Functionality available via Mobile Unit	
3.9	Ability to access multiple applications (E.g., field reporting) with dispatch operations having precedence	Y		Functionality available via Mobile Unit	
3.10	Ability to query CAD information from the MCU	Y		Functionality available via Mobile Unit	
3.11	Ability for MCU's to have shared code tables with CAD, permissions based, to include but not limited to the following:				
3.11.1	Disposition	Y		Functionality available via Mobile Unit	
3.11.2	Hospitals	Y		Functionality available via Mobile Unit	
3.11.3	Unit status	Y		Functionality available via Mobile Unit	
4.1	**MOBILE USER INTERFACE**				
4.2	Ability for user to toggle among applications on the MCU	Y		Functionality available via Mobile Unit	
4.3	Ability to support touch-screen functionality	Y		Functionality available via Mobile Unit	
4.4	Ability to accept input from but not limited to:				
4.4.1	Function keys (one touch keys)	Y		Functionality available via Mobile Unit	
4.4.2	Shortcut buttons (E.g., click to show en route, arrival and to display queries form for tags/DLs)	Y		Functionality available via Mobile Unit	
4.5	Ability for users to modify their own mobile displays (profile specific, not workstation specific), including but not limited to the following features: (configurable)				
4.5.1	Font color	N		Functionality not available	
4.5.2	Font size	Y		Via standard Windows browser zooming.	
4.5.3	Day/Night mode	Y		Functionality available via Mobile Unit	
4.5.4	Audible alerts	N		Can be defined by an administrator at role level, not by specific user.	
4.5.5	Ability to turn audible alerts on/off	Y		Functionality available via Mobile Unit	
4.6	Ability to store/retain a user's display profile preferences upon application sign-on (roaming profile)	Y		Functionality available via Mobile Unit	
4.7	Ability to store/retain a user's display profile preferences upon application sign-on (maintaining settings on local device)	Y		Sign-on information is only data saved to local device. Tab orders and day/night mode is tied to user login.	
5.1	**UNIT STATUS AND INCIDENT INFORMATION**				
5.2	Ability to display the following information on the screen:				
5.2.1	Active calls	Y		Functionality available via Mobile Unit	
5.2.2	CAD date and time	Y		Functionality available via Mobile Unit	
5.2.3	Case number	Y		Functionality available via Mobile Unit	
5.2.4	Comments/Remarks	Y		Functionality available via Mobile Unit	
5.2.5	Current unit status	Y		Functionality available via Mobile Unit	
5.2.6	Full Incident number	Y		Functionality available via Mobile Unit	
5.2.7	GPS connectivity	Y		Functionality available via Mobile Unit	
5.2.8	Grid number (should display when viewing the incident)	Y		Assuming ESZ	
5.2.9	Incident status	Y		Functionality available via Mobile Unit	
5.2.10	Message information	Y		Functionality available via Mobile Unit	
5.2.11	Pending Calls	Y		Functionality available via Mobile Unit	
5.2.12	Unit ID	Y		Functionality available via Mobile Unit	
5.2.13	Wireless connectivity availability	Y		Hexagon clarifies the OnCall browser will not show this, but the hardware and OS software OnCall is supported on will.	
5.3	Ability to display all units assigned to an incident in a configurable sort order by:				
5.3.1	ETA	Y		Hexagon clarifies only displayed in unit routing functionality to event.	
5.3.2	Runcard order	N		Functionality not available	
5.3.3	Unit Status	Y		Functionality available via Mobile Unit	

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Attachment A
Functional Specifications Matrix (Group A)

Item #	MOBILE COMPUTER UNIT FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
5.4	Ability to view incidents (active, pending, closed) to display dispatch data, units and audit trail/incident log	Y		Functionality available via Mobile Unit	
5.5	Ability to view multiple incidents simultaneously	Y		Functionality available via Mobile Unit	
5.6	Ability to add comments to a specific incident while multiple incidents are displayed	Y		Functionality available via Mobile Unit	
5.7	Ability for MCU users to update open or closed incidents with the following: (configurable by role)				
5.7.1	Disposition	Y		Functionality available via Mobile Unit	
5.7.2	Comments	Y		Functionality available via Mobile Unit	
5.8	Ability for a user (permissions based) to self-assign to an incident	Y		Functionality available via Mobile Unit	
5.9	Ability to restrict a unit from assigning themselves to an incident	N		Functionality not available	per 07/28 - Hexagon to look into this per 9/1 - no changes made
5.10	Ability to display incident status based on incident priority	Y		Supported as long as incident status can be displayed.	
5.11	Ability to identify other units assigned to the same incident	Y		Functionality available via Mobile Unit	
5.12	Ability for supervisor role to see units in a configurable group	Y		Functionality available via Mobile Unit	
5.13	Ability for supervisors to add timers (E.g., units, incidents, etc.)	N		This functionality is not available in Mobile Unit; however, alternatively it is available if the supervisor is running OnCall Dispatch | Advantage in a separate browser window.	
6.1	**MOBILE MAPPING AND NAVIGATION**				
6.2	Ability to provide users with the following map navigation functionality:				
6.2.1	Pan from given area to adjacent area	Y		Functionality available via Mobile Unit	
6.2.2	Return back to previous view	Y		Functionality available via Mobile Unit	
6.2.3	Zoom in on area for enhanced detail	Y		Functionality available via Mobile Unit	
6.2.4	Zoom out of an area	Y		Functionality available via Mobile Unit	
6.2.5	Move up and down	Y		Functionality available via Mobile Unit	
6.2.6	Move left and right	Y		Functionality available via Mobile Unit	
6.2.7	Current location	Y		Functionality available via Mobile Unit	
6.3	Ability for user to update/modify map displays (based on permissions). (E.g., preset default zoom levels and views)	Y		Functionality available via Mobile Unit	
6.4	Ability to support Internet mapping services from within the application (E.g., Google Maps)	Y		OnCall Map View displays Bing, Open Streets, and other internet maps. Google maps only as a separate internet window.	
6.5	Ability to provide an overlay of Internet mapping services	Y		Functionality available via Mobile Unit	
6.6	Ability to utilize color, text, and/or symbols to distinguish status of unit	Y		Functionality available via Mobile Unit	
6.7	Ability to center map display on:				
6.7.1	CAD incident location	Y		Functionality available via Mobile Unit	
6.7.2	MCU activating emergency button	Y		Functionality available via Mobile Unit	
6.7.3	Radio activating emergency button	Y		Assuming the radio is associated with a tracked device	
6.7.4	Smart Device activating emergency button	Y		Assuming the smart device is associated with a tracked device	
6.7.5	Specified geographic area	Y		Functionality available via Mobile Unit	
6.7.6	Specified vehicle/unit	Y		Functionality available via Mobile Unit	
6.8	Ability to zoom to relevant map location by searching on available predefined list (E.g., Hospitals, landing zones, etc.)	Y		Functionality available via Mobile Unit	
6.9	Ability for map to automatically zoom into area as vehicle approaches destination	N	Y	Functionality not available	07/28- Hexagon to look into this item per 9/1 - this functionality will be available as part of the product

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Item #	MOBILE COMPUTER UNIT FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
6.10	Ability to view units only assigned to the same incident via the map	Y		Unit views can be done automatically once the units are assigned to the incident and then released once the incident is closed.	
6.11	Ability to cache map layers to minimize the amount of data transmitted wirelessly	Y		Functionality available via Mobile Unit	
6.12	Ability for map to function while disconnected from CAD	Y		Cached map elements like map tiles and positions of tracked CAD assets will persist on map while disconnected. However, route guidance will not update until back online.	
6.13	Ability for user to select map layers for display	Y		Functionality available via Mobile Unit	
6.14	Ability for a user to manually select a point (drop a pin) on the map that propagates to other MCUs (E.g., staging areas, points of interest identified by the dispatcher)	Y		Hexagon clarifies online connectivity to share required.	
6.15	Ability to select from the map, a location, to display information associated with that location (E.g., pre-plan, grid)	Y		Functionality available via Mobile Unit	
6.16	Ability to select an incident from the incident queue and have it displayed on the map	Y		Functionality available via Mobile Unit	
6.17	Ability to select a unit and have it displayed on the map	Y		Functionality available via Mobile Unit	
6.18	Ability to throttle bandwidth for mobile map updates	N		Not required since web based. Map updates are not local on mobile device.	
6.19	Ability to search for previous incidents via the map	N		Functionality not available in OnCall Mobile Unit. Can be done with OnCall Analytics|Dispatch Advantage reporting tool.	
6.20	Ability to support context awareness (E.g., as the unit moves through an assigned area, interactive mapping displays premise hazards, geofence notifications)	Y		Geofences can send a message to a unit that traverses its boundary.	
6.21	Ability to access available cameras via the map with the capability of viewing live streaming video	Y		Via configuring map pins functionality camera.	
6.22	Ability to control video cameras, from viewing window with pan, tilt, zoom controls	N		While a user can navigate to a hyperlinked camera or VMS system through the OnCall mobile application, Mobile Unit does not control or serve as a front end for it.	
6.23	Ability to stream multiple live videos simultaneously in separate windows	N		While a user can navigate to a hyperlinked camera or VMS system through the OnCall mobile application, Mobile Unit does not control or serve as a front end for it.	
6.24	Ability to view oblique imagery (E.g., Pictometry)	N		Mobile Unit currently does not support viewing of oblique imagery. This is supported in OnCall Dispatch.	
7.1	**AUTOMATIC VEHICLE LOCATION (AVL) INTEGRATION**				
7.2	Ability to support AVL/GPS functionality	Y		Functionality available via Mobile Unit	
7.3	Ability for other users, based on permissions, to display vehicle location on a map and view progress toward incident	Y		Functionality available via Mobile Unit	
7.4	Ability to assign an "Arrival" status based on AVL/GPS devices with predetermined criteria such as unit movement and proximity to the incident	Y		Via Halo functionality configured by the County based on status and GPS location of units.	
7.5	Ability to assign an "In-Quarters" status based on AVL/GPS devices with predetermined criteria such as unit movement and proximity to the fire station (geofence)	Y		Via Halo functionality configured by the County based on status and GPS location of units.	
7.6	Ability to prevent individual units from turning off AVL	N		Hexagon clarifies while applications use of AVL cannot be turned off, the hardware or ability to access the hardware's GPS provider can be modified outside of the control of the application.	
8.1	**MCU ROUTING**				
8.2	Ability to automatically display turn-by-turn directions from user's current location to dispatched location	Y		Functionality available via Mobile Unit	

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Attachment A
Functional Specifications Matrix (Group A)

Item #	MOBILE COMPUTER UNIT FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
8.3	Ability to provide graphics based turn-by-turn directions (E.g., left/right turn arrows)	Y		Functionality available via Mobile Unit	
8.4	Ability for user to use voice to enter an address for routing	N		Function not available	
8.5	Ability to provide audible turn-by-turn directions	Y		Functionality available via Mobile Unit	
8.6	Ability to provide routing directions when requested:				
8.6.1	Address	Y		Functionality available via Mobile Unit	
8.6.2	Common Place	Y		Functionality available via Mobile Unit	
8.6.3	Streets	Y		Functionality available via Mobile Unit	
8.6.4	Two selected points on the map	Y		Functionality available via Mobile Unit	
8.6.5	Unassigned incident	Y		Functionality available via Mobile Unit	
8.7	Ability to toggle on or off routing/turn-by-turn directions	Y		Functionality available via Mobile Unit	
8.8	Ability to dock outing/turn-by-turn directions to the map view	Y		Functionality available via Mobile Unit	
8.9	Ability to support quickest-time routing for all dispatches	Y		Functionality available via Mobile Unit	
8.10	Ability to display updated directions to incident/specified location on the fly	Y		Dependent on the County defined Routing Provider	
8.11	Ability to provide audible routing information	Y		Functionality available via Mobile Unit	
8.12	Ability to toggle on/off audible routing information	Y		Functionality available via Mobile Unit	
8.13	Ability to provide text-based routing information	Y		Functionality available via Mobile Unit	
8.14	Ability to provide closest cross streets to incident	Y		Based on the County configured map data source and configured Address Service(s).	
8.15	Ability to highlight on the map the recommended route from current location to a dispatched incident	Y		Functionality available via Mobile Unit	
8.16	Ability to provide estimated travel time	Y		Dependent on the County defined Routing Provider	
8.17	Ability to automatically orient map so vehicle is always moving with the direction of travel	M		Hexagon has proposed a modification to its existing software to meet this requirement. The modification will be completed prior to the testing period.	
8.18	Ability to have the map fixed North	Y		Functionality available via Mobile Unit	
8.18	Ability to toggle between map views (E.g., street view versus Air photo/satellite view)	Y		Functionality available based on County defined map source and map layers.	
8.19	Ability to display routing information without covering the map	Y		Functionality available via Mobile Unit	
9.1	**MCU EMERGENCY KEY FUNCTIONALITY**				
9.2	Ability to initiate an emergency message transmission from a touch screen button or "hot key"	Y		Functionality available via Mobile Unit	
9.3	Ability to automatically transmit the following information in an emergency situation:				
9.3.1	Last known location (via AVL)	Y		Functionality available via Mobile Unit	
9.3.2	Last known location based on latest incident assignment	Y		Functionality available via Mobile Unit	
9.3.3	Unit ID	Y		Functionality available via Mobile Unit	
9.4	Ability for the following to be notified upon emergency key activation: (configurable)				
9.4.1	Units within pre-defined proximity	N		Functionality not available	
9.4.2	Agency associated units	Y		Functionality available via Mobile Unit	
9.4.3	All units	Y		Functionality available via Mobile Unit	
9.4.4	Units within a specific dispatch group or area	Y		Hexagon clarifies dgroup is supported; however, area is not.	
9.4.5	Dispatch/Communications	Y		Functionality available via Mobile Unit	
9.5	Ability for dispatcher to reset/clear the emergency	Y		Functionality available via Mobile Unit	
10.1	**MCU DISPATCH RECEIPT**				
10.2	Ability for incidents to open automatically upon dispatch on MCU	Y		Functionality available via Mobile Unit	
10.3	Ability to alert MCU users that a new incident has been assigned to that unit:				
10.3.1	Audible alert	Y		Functionality available via Mobile Unit	
10.3.2	Visual alert	Y		Functionality available via Mobile Unit	

MDC262

Attachment A
Functional Specifications Matrix (Group A)

Item #	MOBILE COMPUTER UNIT FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
10.4	Ability for units, on the same incident, to receive notification when other units (assigned to the same incident), update their status or location	Y		Functionality available via Mobile Unit	
10.5	Ability to disable notifications for all units dispatched to an incident as units assigned to the incident update their status or location	N		Functional not available	
10.6	Ability to access and read all associated incident comments	Y		Functionality available via Mobile Unit	
10.7	Ability to display the following information in separate fields upon receipt of dispatch: (configurable)				
10.7.1	Assigned unit(s)	Y		Functionality available via Mobile Unit	
10.7.2	Comments/narrative	Y		Functionality available via Mobile Unit	
10.7.3	Date and time incident created	Y		Functionality available via Mobile Unit	
10.7.4	Incident location	Y		Functionality available via Mobile Unit	
10.7.5	Incident number	Y		Functionality available via Mobile Unit	
10.7.6	Incident priority	Y		Functionality available via Mobile Unit	
10.7.7	Incident type/signal	Y		Functionality available via Mobile Unit	
10.7.8	Case number	Y		Functionality available via Mobile Unit	
10.7.9	Caution notes/ Hazard information	Y		Functionality available via Mobile Unit	
10.7.10	Pre-plan information	Y		Functionality available via Mobile Unit	
10.7.11	Reporting party information	Y		Functionality available via Mobile Unit	
10.7.12	Patient information	Y		Functionality available via Mobile Unit	
10.7.13	Premise information	Y		Functionality available via Mobile Unit	
10.7.14	Grid	Y		Functionality available via Mobile Unit	
10.7.15	Area	Y		Functionality available via Mobile Unit	
10.8	Ability to directly access previous incident information related to the address of the incident (E.g., via hyperlink)	Y		Functionality available via Mobile Unit	
11.1	**INCIDENT UPDATES**				
11.2	Ability to display most current incident data and comments at the top of the screen	Y		Functionality available via Mobile Unit	
11.3	Ability to receive additional incident information (E.g., location, subject, pictures, vehicle information) without interrupting or overlaying current screen	Y		Functionality available via Mobile Unit	
11.4	Ability to receive notification when additional incident information is received:				
11.4.1	Audible	Y		Functionality available via Mobile Unit	
11.4.2	Visual	Y		Functionality available via Mobile Unit	
11.5	Ability for additional information to be visually distinct from information previously received on MCU (E.g., separate font color, bold, highlighted)	Y		Highlighted in color until viewed then return to unhighlighted. Color of highlight defined in HxGN OnCall Administrator	
12.1	**PREMISE / HAZARD INFORMATION**				
12.2	Ability to alert user of availability of information associated with a location (E.g., gate codes, hazards, premise history, pre-plans)	Y		Functionality available via Mobile Unit	
12.3	Ability to indicate type of information that is attached to a incident (E.g., gate code, hazard)	Y		Functionality available via Mobile Unit	
12.4	Ability for MCU users to have the option of displaying premise/hazard information	Y		Functionality available via Mobile Unit	
12.5	Ability to select a hyperlink in premise history to view information regarding incidents, locations, etc.	Y		Functionality available via Mobile Unit	
12.6	Ability to include simple address and premise search functionality that does not require exact address matching (allowing the use of wildcards is preferable)	Y		Met with map search; however, wildcards are not supported.	
12.7	Ability to include previous incident search (history search) capability based on the following:				
12.7.1	Incident number	N		Hexagon clarifies not in special situation search.	
12.7.2	Address	N		Hexagon clarifies not in special situation search.	
12.7.3	Case number	N		Hexagon clarifies not in special situation search.	
12.7.4	Administrative activity (E.g. training, field inspections)	N		Hexagon clarifies not in special situation search.	
12.7.5	Defined call types	N		Hexagon clarifies not in special situation search.	

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Item #	MOBILE COMPUTER UNIT FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
12.7.6	Ability to allow premise/hazard sort order that determines how premise information is displayed	Y		Hexagon clarifies special situation can be sorted by priority.	
12.8	Ability to support an audible/visual notification for priority premise/hazard alerts	N		Yes visual but not audible notifications	
12.9	Ability to time stamp the audit trail/incident log when premise information is viewed	Y		Functionality available via Mobile Unit	
13.1	**PERIMETERS AND STAGING AREAS**				
13.2	Ability to receive suggested perimeter positions from dispatch	Y		Assuming staging areas are accepted as positions on a geofenced perimeter	
13.3	Ability for suggested perimeter positions to appear on MCU map upon receipt	Y		Functionality available via Mobile Unit	
13.4	Ability for user to drop pins/graphics on the map	Y		Functionality available via Mobile Unit	
13.5	Ability for field generated perimeters/staging areas to be pushed to:				
13.5.1	Dispatcher(s)	Y		Functionality available via Mobile Unit	
13.5.2	Other users in the area (pre-defined radius)	Y		Data will be pushed to all users with permissions; however, not based on defined radius.	
13.5.3	Users assigned to the same incident	Y		Functionality available via Mobile Unit	
13.6	Ability to annotate the map	Y		Functionality available via Mobile Unit	
13.7	Ability for an MCU user's annotated map to be shared with:				
13.7.1	Dispatcher(s)	Y		Functionality available via Mobile Unit	
13.7.2	Other users in the area (pre-defined radius)	Y		Data will be pushed to all users with permissions; however, not based on defined radius.	
13.7.3	Specific User	N		Function not available	
13.8	Ability to push established perimeters/staging areas to maps of both dispatchers and field units simultaneously (permissions based).	Y		Functionality available via Mobile Unit	
13.8.1	The ability for the recipient to accept the push, or not, to avoid interference with their use of the map.	N		Function not available	
13.9	Ability for an MCU user's annotations to be cleared from the map:				
13.9.1	Upon closure of the incident	Y		Functionality available via Mobile Unit	
13.9.2	Manually by the unit/dispatcher	Y		Functionality available via Mobile Unit	
14.1	**DISPOSITION CODES**				
14.2	Ability to clear incidents with a disposition from the MCU	Y		Functionality available via Mobile Unit	
14.3	Ability to require a disposition prior to clearing an incident from the MCU	Y		Functionality available via Mobile Unit	
14.4	Ability to provide a drop down menu for disposition codes	Y		Functionality available via Mobile Unit	
14.5	Ability to only display disposition codes relevant to the incident within the drop down menu	Y		Functionality available via Mobile Unit	
15.1	**MESSAGING**				
15.2	Ability to support a messaging system that can transmit messages to and from MCU and desktop workstations	Y		Functionality available via Mobile Unit	
15.3	Ability to display the following identifiers within a message:				
15.3.1	Sender	Y		Functionality available via Mobile Unit	
15.3.2	Date sent	Y		Functionality available via Mobile Unit	
15.3.3	Time sent	Y		Functionality available via Mobile Unit	
15.3.4	Recipient(s)	Y		Functionality available via Mobile Unit	
15.3.5	Date received	Y		Recipient can see when they received the email.	
15.3.6	Time received	Y		Recipient can see when they received the email.	
15.3.7	Subject/Narrative	Y		Functionality available via Mobile Unit	
15.4	Ability to send messages to a user who is not signed-in and cache that message for retrieval when the user signs-on	Y		Functionality available via Mobile Unit	
15.5	Ability to notify a sender when a message is undeliverable	N		Function not available	
15.6	Ability for user to retrieve cached messages upon sign-on	Y		Functionality available via Mobile Unit	
15.7	Ability to assign a priority to a message (E.g., routine, urgent, emergency)	Y		Functionality available via Mobile Unit	
15.8	Ability to retain messages for later viewing	Y		Functionality available via Mobile Unit	

MDC264

Attachment A
Functional Specifications Matrix (Group A)

Item #	MOBILE COMPUTER UNIT FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
15.9	Ability for messages to be sorted by most recent or first received	Y		Functionality available via Mobile Unit	
16.1	**SENDING MESSAGES**				
16.2	Ability to create and save message groups	Y		Message groups are created within the OnCall Dispatch Administrator tool, not by end user.	
16.3	Ability to select any number of recipients as part of a message group (if there is a limitation on the number of recipients, indicate the maximum in the comments)	Y		Message recipients can include multiple individuals as well as multiple predefined groups not limited.	
16.4	Ability to enter narrative with wrap-around text (if characters are limited, indicate the maximum character count in the comments)	Y		Hexagon clarifies 4,096 is the maximum character amount per single comment. Narrative comments for event are unlimited.	
16.5	Ability to select a recipient by a single action to create a message (E.g., double click on a signed-on user and a message form displays)	Y		Via Chat functionality	
16.6	Ability to display available message recipients (to include the dispatcher(s)) in a "recipients list"	Y		Functionality available via Mobile Unit	
16.7	Ability to restrict users, by role, from sending messages	Y		Functionality available via Mobile Unit	
16.8	Ability to restrict users, by role, from receiving messages	N		Function not available	
16.9	Ability to allow users to send/receive external emails	N		Email system will be external to OnCall.	
16.10	Ability to restrict users, by role, from sending/receiving external emails	N		Email system will be external to OnCall.	
16.11	Ability for the MCU to send messages to a console/workstation	N		Function not available	
16.12	Ability to send a message to all units assigned to a specific incident simultaneously	Y		Via Chat functionality	
16.13	Ability to transmit a reply message to the originator of a currently displayed message without having to reenter the originator's address	Y		Functionality available via Mobile Unit	
16.14	Ability to transmit a "reply all" message to multiple recipients that were part of the originator's message group	Y		Functionality available via Mobile Unit	
16.15	Ability to forward a message	Y		Functionality available via Mobile Unit	
16.16	Ability to create messages that are retained in the system and sent at pre-specified times	Y		Functionality available via Mobile Unit	
16.17	Ability to provide a notification for delivery of messages to the device	N		Function not available	
16.18	Ability to notify a user sending a message to a console/workstation if the console/workstation is logged-out	N		Alternatively chat functionality shows whether a user is available or unavailable.	
17.1	**RECEIVING MESSAGES**				
17.2	Ability to notify receiver via an audible and /or visual flag that a new message has arrived in mailbox	Y		Functionality available via Mobile Unit	
17.3	Ability to prevent incoming messages from blocking the current view	Y		Functionality available via Mobile Unit	
17.4	Ability to notify receiver of total number of unread messages	Y		Functionality available via Mobile Unit	
17.5	Ability for messages to be queued in an "inbox" for later viewing	Y		Functionality available via Mobile Unit	
17.6	Ability to query message logs by role (E.g., date/time range, sender, recipient, device)	Y		Not in Mobile Unit application but via HxGN OnCall Analytics Dispatch Advantage	
17.7	Ability to note time opened/read by receiver	Y		Not in Mobile Unit application but via HxGN OnCall Analytics Dispatch Advantage	
17.8	Ability to clear a message from the queue	Y		Functionality available via Mobile Unit	
17.9	Ability to retain a message in the queue	Y		Functionality available via Mobile Unit	
17.10	Ability to restrict a unit from reviewing/monitoring messages	Y		Functionality available via Mobile Unit	
17.11	Ability to archive messages	Y		Not from within the Mobile Unit application but in by authorized system administrator.	
17.12	Ability to auto-archive messages after pre-determined period of time	N		Function not available	
18.1	**SEARCHES**				
18.2	Ability to search and retrieve premise information for an address not associated with an incident	Y		Via ad-hoc Location of Interest (LOI) search	
18.3	Ability to search a location to access pre-plans:				
18.3.1	From a search field	Y		Via ad-hoc LOI search	

MDC295

Item #	MOBILE COMPUTER UNIT FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
18.3.2	From the map	Y		Hexagon clarifies if a pre-plan is associated with a Special Situation or Special Address it can show up on the map.	
18.4	Ability to search based upon a Soundex (based on functionality provided by the source)	N		Function not available	
18.5	Ability for MCU user to search unit statuses by the following:				
18.5.1	Battalion	Y		Via unit status monitors	
18.5.2	Area	Y		Via unit status monitors	
18.5.3	Beat	Y		Via unit status monitors	

MDC266

Attachment A

Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
1.1	**GENERAL SMART DEVICE FEATURES**		
1.2	Ability to receive dispatches on Smart Device using purpose built application:		
1.2.1	Smart phones (iOS **and** Android) - Smart Device	**Y**	Via OnCall Dispatch | Mobile Responder Android and IOS app (Mobile Responder)
1.2.2	Tablets (iOS **and** Android) - Smart Device	**Y**	Functionality available via Mobile Responder
1.3	Ability to select from multiple districts within an Agency	**Y**	Functionality available via Mobile Responder
1.4	Ability to receive new information without manually refreshing the screen	**Y**	Functionality available via Mobile Responder
1.5	Ability for Multi-Unit Display on map (by permissions/role/user):		
1.5.1	Dispatch Group	**Y**	Functionality available via Mobile Responder
1.5.2	Battalion	**Y**	Functionality available via Mobile Responder
1.5.3	County wide	**Y**	Functionality available via Mobile Responder
1.6	Ability to display selected AVL equipped unit(s) (based on permissions) until unselected	**Y**	Functionality available via Mobile Responder
1.7	Ability for units to see other responding units on the map:(configurable)	**Y**	Functionality available via Mobile Responder
1.7.1	Priority/Emergency	**Y**	Functionality available via Mobile Responder
1.7.2	Pre-defined geographic area	**Y**	Functionality available via Mobile Responder
1.7.3	All units assigned to same incident	**Y**	Functionality available via Mobile Responder
1.8	Ability to comply with the following IT security requirements:		
1.8.1	NIST	**N**	This security requirement is not specific to Mobile Responder.
1.8.2	CJIS/FBI	**Y**	OnCall is CJIS/FBI compliant
1.8.3	FDLE	**N**	Hexagon did not propose an interface to FDLE.
1.9	Ability to attach the following to an incident using a Smart Device:		
1.9.1	Video	**Y**	Hexagon will support this capability if the device has an app that opens the desired media type.
1.9.2	Images	**Y**	Hexagon will support this capability if the device has an app that opens the desired media type.
1.9.3	Links	**Y**	Hexagon will support this capability if the device has an app that opens the desired media type.
1.9.4	Attachments	**Y**	Hexagon will support this capability if the device has an app that opens the desired media type.

MDC267

Attachment A

Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
1.10	Ability to attach the following to a message using a Smart Device:		
1.10.1	Video	Y	Functionality available via Mobile Responder
1.10.2	Images	Y	Functionality available via Mobile Responder
1.10.3	Links	Y	Functionality available via Mobile Responder
1.10.4	Attachments	Y	Functionality available via Mobile Responder
1.11	Ability to receive the following via a Smart Device:		
1.11.1	Video	Y	Functionality available via Mobile Responder
1.11.2	Images	Y	Functionality available via Mobile Responder
1.11.3	Links	Y	Functionality available via Mobile Responder
1.11.4	Attachments	Y	Functionality available via Mobile Responder
1.12	Ability to send the following from a Smart Device:		
1.12.1	Video	Y	Functionality available via Mobile Responder
1.12.2	Images	Y	Functionality available via Mobile Responder
1.12.3	Links	Y	Functionality available via Mobile Responder
1.12.4	Attachments	Y	Functionality available via Mobile Responder
1.13	Ability to change unit status per role - configurable	Y	Functionality available configurable in HxGN OnCall Administrator
1.14	Ability to utilize and present predictive unit status choices (E.g., arrival would be the next displayed option for a unit in enroute status)	Y	Function available via smart button functionality in Mobile Responder
1.15	Ability to keep the initial incident dialog box on top until the unit acknowledges (If only supported on Tablet or phone, explain in comments)	Y	Functionality available via Mobile Responder
1.16	Ability to have incident updates (new information) highlighted until the update screen/tab/section is viewed	Y	Users are visually notified of new items until viewed on the device.
1.17	Ability to force manual refresh of information	Y	Functionality available via Mobile Responder
1.18	Ability to alert Smart Device users any time new information is added to an incident via:		
1.18.1	Audible alert	Y	This is default functionality based on user smart device settings for sound, vibrate, or no sound.
1.18.2	Visual alert	Y	This is default functionality based on user smart device settings for sound, vibrate, or no sound.
1.18.3	Vibration alert	Y	This is default functionality based on user smart device settings for sound, vibrate, or no sound.

MDC268

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
1.19	Ability to receive only information that has changed, without requiring an entire incident refresh	N	Hexagon clarifies the County can configure automatic refresh intervals. Changes should appear automatically, without the user having to manually refresh the whole incident page.
1.20	Ability to display a configurqable list based upon distance and capabilities for the following:		
1.20.1	Hospitals	N	Currently, this information could be shown as a layer on the map. However, a list would require an enhancement not currently proposed.
1.20.2	Points of Interest (E.g., landing zone)	N	Currently, this information could be shown as a layer on the map. However, a list would require an enhancement not currently proposed.
1.21	Ability to log all Smart Device activities (E.g., chats, searches uploads/downloads of field reports) with the following information:		
1.21.1	Agency	Y	Functionality available via Mobile Responder
1.21.2	Date and time of transmission	Y	Functionality available via Mobile Responder
1.21.3	IP address	N	This feature is not currently supported in Mobile Responder.
1.21.4	MAC address	N	This feature is not currently supported in Mobile Responder.
1.21.5	User ID	Y	Functionality available via Mobile Responder
1.21.6	Vehicle ID	Y	Functionality available via Mobile Responder
1.22	Ability to provide a visual alert if Smart Device has lost connectivity from CAD (E.g., icon with red circle and line through it)	Y	Visual alert via notification however not a red circle and line through it.
1.23	Ability to provide a visual alert if Smart Device has lost connectivity from GPS (E.g., icon with red circle and line through it)	N	Services happens at the device level, not the application level.
1.24	Ability to notify the dispatcher when a message or incident sent to a Smart Device is not received by the device	N	Function not available
1.25	Ability for the Smart Device application to automatically reconnect to CAD once connectivity has been reestablished	Y	Functionality available
1.26	Ability to push application updates to the Smart Device	Y	Functionality available via Mobile Responder
1.27	Ability to prevent auto updating of application to the Smart Device	Y	Hexagon clarifies this is managed via the County's app deployment process using Mobile Device Management (MDM).
1.28	Ability for the Smart Device application to work with AirWatch (VMware)	Y	Hexagon will support AppConfig, a generic standard for managing MDM configuration, of which AirWatch is a community contributor.

MDC269

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
1.29	Ability to alert Smart Device units that a traffic incident has been initiated within a given proximity (AVL) to their present location (configurable)	N	Function not available
1.30	Ability to integrate with VPN software (such as NetMotion) to obtain a static IP address	Y	The County is responsible for managing the network. As long as there is a valid route to the OnCall Mobile Administrator service, the connection is HTTPS / TLS by default.
1.31	Ability to integrate with NetMotion to obtain a static IP address	Y	The County is responsible for managing the device network setup.
2.1	**SMART DEVICE USER INTERFACE**		
2.2	Ability for the Android app to load as a service	N	Hexagon would need further clarification on this requirement. Mobile Responder is a native Android app.
2.3	Ability for Smart Device users with a dedicated App to:		
2.3.1	Display logged-in unit on the map	Y	Functionality available via Mobile Responder
2.3.2	Display assigned incident on the map	Y	Functionality available via Mobile Responder
2.3.3	Maintain the unit centered on the map (as the unit moves)	N	Mobile Responder does not use the native iOS/Android maps but instead provides mapping via an SDK.
2.3.4	To move the map so the user is able to view the area around the unit	Y	Functionality available via Mobile Responder
2.3.5	To pinch and zoom the map	Y	Functionality available via Mobile Responder
2.3.6	Provides the radio channel assigned to the incident	Y	Hexagon clarifies assigned the radio channel can be configured and displayed with the Event Dispatch report as an added field.
2.3.7	Display incidents by proximity on the map (permission based)	N	User can zoom map in and out and visually determine proximity but not automated.
2.3.8	Display units by proximity on the map (permission based)	N	User can zoom map in and out and visually determine proximity but not automated.
2.3.9	Display units on map by:		
2.3.9.1	Agency	Y	Functionality available via Mobile Responder
2.3.9.2	Area	Y	Hexagon clarifies area as defined by dispatch group.
2.3.9.3	Group	Y	Functionality available via Mobile Responder
2.3.9.4	District	Y	Hexagon clarifies districts as defined by dispatch group.
2.3.10	Filter events on map by incident status	Y	Functionality available via Mobile Responder
2.3.11	Filter events on map by unit status	Y	Hexagon clarifies requirement is met with the Unit Filter functionality on the OnCall Map.
2.3.12	Ability for split screen so map can always be displayed	N	Hexagon clarifies due to small format Mobile Responder is not designed for split screen.
2.3.13	Update status to enroute	Y	Functionality available via Mobile Responder

MDC270

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
2.3.14	Update status to arrival	Y	Functionality available via Mobile Responder
2.3.15	Update status to arrival at hospital	Y	Functionality available via Mobile Responder
2.3.16	Update status to acknowledge incident	Y	Functionality available via Mobile Responder
2.3.17	Update status to in quarters	Y	Functionality available via Mobile Responder
2.3.18	Update status to patient transfer	Y	Functionality available via Mobile Responder
2.3.19	Update status to available on portable radio (not in vehicle)	Y	Functionality available via Mobile Responder
2.3.20	Compose messages	Y	Functionality available via Mobile Responder
2.3.21	Send messages to:		
2.3.22	Users	Y	Functionality available via Mobile Responder
2.3.23	Groups	Y	Functionality available via Mobile Responder
2.3.24	Dispatch position	N	OnCall has the ability to send messages to groups, agencies, and individuals based on roles such as dispatch. Since OnCall is browser based messages are not sent to a specific position or workstation.
2.3.25	Flag critical messages	Y	Functionality available via Mobile Responder
2.3.26	Incident information to be read to the user (text to speech) configurable	N	Function not available
2.3.27	Message information to be read to the user (text to speech) configurable	N	Function not available
2.4	Ability for users to enable/disable day/night mode	Y	Functionality available via Mobile Responder
2.5	Ability to initiate an emergency status and notify the dispatcher	Y	Functionality available via Mobile Responder
2.6	Ability for the initiated emergency to send location to the dispatcher	Y	Functionality available via Mobile Responder
2.7	Ability to display unit history	Y	Mobile Responder has a unit history display capability.
3.1	**SMART DEVICE INTEGRATION**		
3.2	Ability to support a real-time data transmission between the CAD system and Smart Device	Y	Functionality available via Mobile Responder
3.3	Ability to define the default unit status upon sign-on (configurable)	Y	This is set in unit properties.
3.4	Ability to view incident information available in CAD on the Smart Device by:		
3.4.1	Agency	Y	Functionality available via Mobile Responder
3.4.2	Battalion	Y	OnCall supports by dispatch group an administrator can change the label to Battalion.
3.4.3	Area	Y	OnCall supports by dispatch group

MDC271

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
3.4.4	Status	Y	Functionality available via Mobile Responder
3.5	Ability to restrict the view of incident information by role	Y	Not by role, but alternatively by the user accessing situation view functionality to restrict view to only units assigned event and other units assigned to that event.
3.6	Ability to restrict the view of incident information	Y	Hexagon clarifies requirement is met if event is set to "Secure Event" type and the user is not part of the dispatch group.
3.7	Ability to display incident timers generated from CAD	N	Function not available
3.8	Ability to display unit status timers generated from CAD	Y	If the timers have generated remarks within the call.
3.9	Ability for flags/alerts created in CAD to be displayed on the Smart Device	Y	Functionality available via event tags feature
3.10	Ability to access multiple applications (E.g., field reporting) with dispatch operations having precedence	Y	Functionality available via Mobile Responder
3.11	Ability for Smart Device's to have shared code tables with CAD, permissions based, to include but not limited to the following:		
3.11.1	Unit Status	Y	Functionality available via Mobile Responder
3.11.2	Hospitals	Y	Functionality available via Mobile Responder
3.11.3	Disposition	Y	Functionality available via Mobile Responder
4.1	**SMART DEVICE APPLICATION USER INTERFACE**		
4.2	Ability for user to toggle among applications on the Smart Device	Y	Functionality available via Mobile Responder
4.3	Ability to support touch-screen functionality	Y	Functionality available via Mobile Responder
4.4	Ability to accept input from but not limited to:		
4.4.1	Barcode reader	Y	Functionality available via Mobile Responder
4.4.2	Card Swipe device	N	Hexagon can use a barcode reader within the device, but not card swipe. The federal open ID standard will be supported.
4.4.3	RFID reader	N	Function not available
4.5	Ability to store/retain a user's display profile preferences upon application sign-on	N	There is not a user profile in Mobile Responder. A few preferences are saved by user login to a specific device, such as day/night mode, and could be set and retained between logins on the same device.
5.1	**UNIT STATUS AND INCIDENT INFORMATION**		
5.2	Ability to display the following information on the screen during normal operations:		Due to limited screen size of handheld devices, these items are not on the screen at all times, but can be accessed.
5.2.1	Current unit	Y	Functionality available via Mobile Responder
5.2.2	Current unit status	Y	Functionality available via Mobile Responder

MDC2272

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
5.2.3	Case number	Y	Case number displays as part of the event dispatch view.
5.2.4	CAD Date and Time	N	Function not available
5.2.5	Full Incident number	Y	Functionality available via Mobile Responder
5.2.6	Incident status	Y	Functionality available via Mobile Responder
5.2.7	Message information	Y	Functionality available via Mobile Responder
5.2.8	Unit ID	Y	Functionality available via Mobile Responder
5.2.9	Wireless connectivity availability	Y	Functionality available via Mobile Responder
5.2.10	GPS connectivity	Y	Location Services happens at the device level, not the application level.
5.2.11	Grid number (should display when viewing the incident)	Y	Hexagon clarifies grid number is our ESZ this data displays on the dispatch report. Authorized users configure and manage this data in HxGN OnCall Administrator.
5.2.12	Pending Calls	Y	Functionality available via Mobile Responder
5.2.13	Active Calls	Y	Functionality available via Mobile Responder
5.2.14	Area	N	Function not available
5.2.15	Comments/Remarks	Y	Functionality available via Mobile Responder
5.3	Ability to display all units assigned to an incident by sort order by status (E.g., unit arrivals display first then all units en route)	N	Function not available
5.4	Ability to display all units assigned to an incident by sort order by ETA	N	Function not available
5.5	Ability to view incidents (active, pending, closed), to display dispatch data, units and audit trail/incident log	Y	Yes for active and pending but not for closed incidents. The user has to perform an event search specifically for closed events.
5.6	Ability to view multiple calls simultaneously (In comments section state if tablet or phone specific)	N	Function not available
5.7	Ability to add comments to a specific incident while multiple incidents are displayed (In comments section state if tablet or phone specific)	N	A user must be assigned to an event to add comments.
5.8	Ability for Smart Device user to update open or closed incidents with the following: (Configurable, based on permissions)		
5.8.1	Disposition	Y	Hexagon clarifies a user must be assigned to an open event to update.
5.8.2	Comments	Y	Hexagon clarifies a user must be assigned to an open event to update.
5.9	Ability for user (permissions based) to self-assign to an incident	Y	Functionality available via Mobile Responder
5.10	Ability to restrict an user from assigning themselves to an incident	Y	An administrator can restrict by priority for all users, or configure it so no one can self attach to any event.

MDC273

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
5.11	Ability to display incident status based on incident priority	Y	Functionality available via Mobile Responder
5.12	Ability to identify other units assigned to same incident	Y	Functionality available via Mobile Responder
5.13	Ability for supervisors to see units on their predefined group (based on sign-on area)	Y	Hexagon clarifies requirement is met when 1 supervisor oversees 1 dispatch group.
5.14	Ability for supervisors to add timers (E.g., units, incidents, etc.)	N	Function not available
6.1	**SMART DEVICE MAPPING AND NAVIGATION**		
6.2	Ability to provide users with a "Go To Current Location" functionality/button	Y	Hexagon clarifies via Map view by selecting event or unit.
6.3	Ability to support Internet mapping services from within the application (E.g., Google Maps)	Y	Using OnCall Dispatch configured map or Google Maps
6.4	Ability to provide an overlay of Internet mapping services	Y	Functionality available via Mobile Responder
6.5	Ability to utilize color, text, and/or symbols to distinguish status of unit	Y	Each status has a unique colored icon to help distinguish it.
6.6	Ability to center map display on:		
6.6.1	CAD Incident location	Y	Functionality available via Mobile Responder
6.6.2	Specified geographic area	Y	Functionality available via Mobile Responder
6.6.3	Specified vehicle/unit	Y	Functionality available via Mobile Responder
6.6.4	MCU activating emergency button	Y	Functionality available via Mobile Responder
6.6.5	Smart Device activating emergency button	Y	Functionality available via Mobile Responder
6.6.6	Radio activating emergency button	N	Function not available
6.7	Ability to zoom to relevant map location by searching on available predefined list (E.g., Hospitals, landing zones, etc.)	N	Function not available
6.8	Ability for map to automatically zoom into area as vehicle approaches destination	N	Function not available
6.9	Ability to view units only assigned to the same incident via the map	Y	Functionality available via Mobile Responder
6.10	Ability to cache map layers to minimize the amount of data transmitted wirelessly	Y	Functionality available via Mobile Responder
6.11	Ability for map to function without wireless connectivity	Y	Functionality available via Mobile Responder
6.12	Ability for user to select map layers for display	Y	Functionality available via Mobile Responder

MDC274

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
6.13	Ability for the map to automatically receive updates with:		
6.13.1	Incident locations	Y	Functionality available via Mobile Responder
6.13.2	Staging area	Y	Functionality available via Mobile Responder
6.13.3	Points of interest identified	Y	This can be defined by the County.
6.14	Ability to select on a location to display information associated with that location (E.g., pre-plan, grid)	Y	This can be defined by the County during creation of additional map layers/geofence or special situation.
6.15	Ability to select an incident and have it displayed on the map	Y	Functionality available via Mobile Responder
6.16	Ability to select on a unit and have it displayed on the map	Y	Functionality available via Mobile Responder
6.17	Ability to support search for previous incidents via the map	N	Function not available
6.18	Ability to support context awareness (E.g., as the unit moves through an assigned area, interactive mapping displays premise hazards, geofence notifications)	N	Function not available
6.19	Ability to access available cameras via the map with the capability of viewing live streaming video	N	Function not available
6.20	Ability to control video cameras with pan, tilt, zoom controls	N	Function not available
6.21	Ability to stream multiple live videos simultaneously in separate windows	N	Function not available
6.22	Ability to view oblique imagery (E.g., Pictometry)	N	Mobile Responder currently does not support viewing of oblique imagery.
7.1	**GPS INTEGRATION**		
7.2	Ability to support GPS functionality	Y	Hexagon will support this via OnCall Dispatch | Tracker (included with Mobile Responder).
7.3	Ability for other users, based on permissions, to display Smart Device location on a map and view progress toward incident	Y	Hexagon will support this via OnCall Dispatch | Tracker (not based on permissions).
7.4	Ability to assign an "Arrival" status based on GPS devices with predetermined criteria such as unit movement and proximity to the incident	Y	This is base functionality set in the OnCall Dispatch | Tracker interface based on CAD Administration rules. This is not configured at the Mobile Responder app level.
7.5	Ability to assign an "In-Quarters" status based on GPS devices with predetermined criteria such as unit movement and proximity to the fire station	Y	This is base functionality set in the OnCall Dispatch | Tracker interface based on CAD Administration rules. This is not configured at the Mobile Responder app level.
8.1	**SMART DEVICE ROUTING**		

MDC275

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
8.2	Ability to automatically display turn-by-turn directions from user's current location to dispatched location	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.3	Ability to provide graphics based turn-by-turn directions (E.g., left/right turn arrows)	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.4	Ability for user to use voice to enter an address for routing	Y	Voice to text is device native on Android and IOS smart devices.
8.5	Ability to provide audible turn-by-turn directions	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.6	Ability to provide routing directions when requested:	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.6.1	Two selected points on the map	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.6.2	Common Place	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.6.3	Address	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.6.4	Streets	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.6.5	Unassigned incident	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.7	Ability to toggle on/off routing/turn-by-turn directions	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.8	Ability to support quickest-time routing for all dispatches	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.9	Ability to display updated directions to incident/specified location on the fly	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.10	Ability to provide audible routing information	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.11	Ability to toggle on/off audible routing information	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.12	Ability to provide text-based routing information	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.13	Ability to provide closest cross streets to incident	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.14	Ability to highlight on the map the recommended route from current location to a dispatched incident	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.

MDC276

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
8.15	Ability to provide estimated travel time	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.16	Ability to automatically orient map so vehicle is always moving with the direction of travel	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.17	Ability to have the map fixed North	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.18	Ability to toggle between map views (E.g., street view versus Aerial photo/satellite view)	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
8.19	Ability to display routing information without covering the map	Y	The County can define a routing service separate from the map provider if desired. Google Maps on a smartphone would meet this requirement.
9.1	**SMART DEVICE EMERGENCY FUNCTIONALITY**		
9.2	Ability to initiate an emergency message transmission from a touch screen button or hot key	Y	Functionality available via Mobile Responder
9.3	Ability to automatically transmit the following information in an emergency situation:		
9.3.1	Last known location (via GPS)	Y	Functionality available via Mobile Responder
9.3.2	Last known location based on latest incident assignment	N	Hexagon clarifies the device sends latitude/longitude.
9.3.3	Unit ID	Y	Functionality available via Mobile Responder
9.3.4	User Name	Y	Functionality available via Mobile Responder
9.4	Ability for the following to be notified upon emergency key activation: (configurable)		
9.4.1	Units within predefined proximity	N	Function not available
9.4.2	All units	Y	Based on defined dispatch groups
9.4.3	Units within a specific dispatch group or area	Y	Functionality available via Mobile Responder
9.4.4	Dispatch/Communications	Y	Functionality available via Mobile Responder
9.5	Ability for dispatcher to reset or clear the emergency	Y	Functionality available via Mobile Responder
10.1	**SMART DEVICE DISPATCH RECEIPT**		
10.2	Ability for dispatches to open automatically on Smart Device	Y	Functionality available via Mobile Responder
10.3	Ability to alert Smart Device users that a new incident has been assigned to that unit:		
10.3.1	Audible alert	Y	Functionality available via Mobile Responder
10.3.2	Visual alert	Y	Functionality available via Mobile Responder

MDC277

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
10.4	Ability for units on the same incident to receive notification when other units assigned to the same incident update their status or location	Y	Updates on Dispatch Report and unit status monitor.
10.5	Ability to disable notifications for all units dispatched to an incident as units assigned to the incident update their unit status or location	Y	Hexagon clarifies not all as a unit changing status sees the status update on device display. At a unit level, Mobile Responder will support disabling status notifications. For example, assuming 1 device for 1 unit: • 10 units with Mobile Responder assigned to an event. • 1 MR unit changes their status. • The other 9 MR units will NOT receive the status update notification. From a device level, notifications are supported differently. For example, assuming multiple devices on a single unit: • 5 devices on a single (1) UNIT. • 1 device changes the unit status. • All 5 devices will receive a notification.
10.6	Ability to access and read all associated incident comments	Y	Functionality available via Mobile Responder
10.7	Ability to display the following information upon receipt of dispatch: (configurable)		
10.7.1	Assigned unit(s)	Y	Functionality available via Mobile Responder
10.7.2	Comments/narrative	Y	Functionality available via Mobile Responder
10.7.3	Date and time incident entered	Y	Functionality available via Mobile Responder
10.7.4	Incident location	Y	Functionality available via Mobile Responder
10.7.5	Incident number	Y	Functionality available via Mobile Responder
10.7.6	Incident priority	Y	Functionality available via Mobile Responder
10.7.7	Incident type	Y	Functionality available via Mobile Responder
10.7.8	Case number	Y	Functionality available via Mobile Responder
10.7.9	Caution Notes/Hazard Information	Y	Functionality available via Mobile Responder
10.7.10	Pre-plan information	Y	Functionality available via Mobile Responder
10.7.11	Reporting party information	Y	Functionality available via Mobile Responder
10.7.12	Premise information	Y	Functionality available via Mobile Responder
10.7.13	Grid	Y	Hexagon clarifies grid is ESZ.
10.7.14	District	Y	Hexagon clarifies as defined by dispatch group.
10.7.15	Area	Y	Hexagon clarifies as defined by dispatch group.

MDC278

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
10.8	Ability to directly access previous incident information related to the address of the incident (E.g., via hyperlink)	Y	Functionality available via Mobile Responder
11.1	**INCIDENT UPDATES**		
11.2	Ability to display most current incident data and comments	Y	Functionality available via Mobile Responder
11.3	Ability to receive additional incident information (E.g., location, pictures, vehicle information) without interrupting or overlaying current screen	Y	Functionality available via Mobile Responder
11.4	Ability to receive notification when additional incident information is received:		
11.4.1	Audible	Y	This is based on smart device notification configuration.
11.4.2	Visual	Y	This is the default configuration.
11.5	Ability for additional information to be visually distinct from information previously received by Smart Device (E.g., separate font color, bold, highlighted)	Y	New remarks are highlighted in a different color. They remain highlighted until the user reviews the page.
12.1	**PREMISE / HAZARD INFORMATION**		
12.2	Ability to alert user of availability of information associated with a location (E.g., gate codes, hazards, premise history, pre-plans)	Y	Functionality available as part of event dispatch report.
12.3	Ability to indicate type of information that is attached to a incident (E.g., gate code, hazard)	Y	Functionality available via Mobile Responder
12.4	Ability for Smart Device users to have the option of displaying premise/hazard information	Y	Functionality available via Mobile Responder
12.5	Ability to select a hyperlink in premise history to view information regarding incidents, persons, vehicles, etc.	Y	Functionality available via Mobile Responder
12.6	Ability to include simple address and premise search functionality that does not require exact address matching (allowing the use of wildcards is preferable)	Y	Hexagon clarifies free text search is available.
12.7	Ability to include previous incident search (history search) capability based on the following:		
12.7.1	Incident number	Y	Functionality available via Mobile Responder
12.7.2	Address	Y	Functionality available via Mobile Responder
12.7.3	Case number	N	Function not available
12.7.4	Administrative activity (E.g. training, field inspections)	Y	Assuming administrative activity is considered event type.
12.7.5	Predefined call types	Y	Functionality available via Mobile Responder

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Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
12.7.6	Ability to allow premise/hazard sort order that determines how premise information is displayed	Y	Functionality available via Mobile Responder
12.8	Ability to support an audible/visual notification for priority premise/hazard alerts	Y	Functionality available via Mobile Responder
12.9	Ability to time stamp the audit trail/incident log when premise information is viewed	N	Function not available
13.1	**PERIMETERS AND STAGING AREAS**		
13.2	Ability to receive suggested perimeter positions from dispatch	Y	Hexagon clarifies If perimeter positions are staging areas.
13.3	Ability for suggested perimeter positions to appear on Smart Device map upon receipt	Y	Hexagon clarifies If perimeter positions are staging areas.
13.4	Ability for user to drop pins/graphics on the map	N	Function not available
13.5	Ability for field generated perimeters/staging areas to be pushed to:		
13.5.1	Other users in the area (pre-defined radius)	N	Not a handheld workflow supported in Mobile Responder; see Mobile Unit tab (Mobile Group A).
13.5.2	Dispatcher(s)	N	Not a handheld workflow supported in Mobile Responder; see Mobile Unit tab (Mobile Group A).
13.5.3	Users assigned to the same incident	N	Not a handheld workflow supported in Mobile Responder; see Mobile Unit tab (Mobile Group A).
13.6	Ability to annotate the map	N	Not a handheld workflow supported in Mobile Responder; see Mobile Unit tab (Mobile Group A).
13.7	Ability for a Smart Device user's annotated map to be shared with:		
13.7.1	Other users in the area (pre-defined radius)	N	Not a handheld workflow supported in Mobile Responder; see Mobile Unit tab (Mobile Group A).
13.7.2	Dispatcher(s)	N	Not a handheld workflow supported in Mobile Responder; see Mobile Unit tab (Mobile Group A).
13.7.3	Specific User	N	Not a handheld workflow supported in Mobile Responder; see Mobile Unit tab (Mobile Group A).
13.8	Ability to push established perimeters/staging areas to maps of both dispatchers and field units simultaneously (permissions based)	N	Not a handheld workflow supported in Mobile Responder; see Mobile Unit tab (Mobile Group A).
13.8.1	The ability for the recipient to accept the push, or not, to avoid interference with their use of the map.	N	Function not available

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Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
13.9	Ability for a Smart Device user's annotations to be cleared from the map:		
13.9.1	Upon closure of the incident	N	Function not available
13.9.2	Manually by the unit/dispatcher	N	Function not available
14.1	**DISPOSITION CODES**		
14.2	Ability to clear incidents from the Smart Device (configurable)	Y	Functionality available via Mobile Responder
14.3	Ability to require a disposition prior to clearing an incident from the Smart Device	Y	Functionality available via Mobile Responder
14.4	Ability to provide a menu for disposition codes	Y	Functionality available via Mobile Responder
14.5	Ability to only display disposition codes relevant to the incident type/signal within a menu (configurable)	Y	Functionality available via Mobile Responder
14.6	Ability to change the original incident type/signal from the Smart Device (configurable)	Y	Functionality available via Mobile Responder
14.7	Ability to maintain history of original incident type/signal for all incidents where the incident type/signal was changed	Y	This is maintained in the OnCall Dispatch database for searching, reporting, etc. This is not maintained on the smart device.
15.1	**MESSAGING**		
15.2	Ability to support a messaging system that can transmit messages from a Smart Device	Y	Functionality available via Mobile Responder
15.3	Ability to display the following identifiers within a message:		
15.3.1	Sender	Y	Functionality available via Mobile Responder
15.3.2	Date sent	Y	Functionality available via Mobile Responder
15.3.3	Time sent	Y	Functionality available via Mobile Responder
15.3.4	Recipient(s)	Y	Functionality available via Mobile Responder
15.3.5	Date received	Y	Functionality available via Mobile Responder
15.3.6	Time received	Y	Functionality available via Mobile Responder
15.3.7	Subject	Y	Functionality available via Mobile Responder
15.4	Ability to send messages to a user who is not signed-in to CAD and cache that message for retrieval when the user signs-on	Y	Functionality available via Mobile Responder
15.5	Ability to notify a sender when a message is undeliverable	N	Function not available
15.6	Ability for user to retrieve cached messages upon sign-on	Y	Functionality available via Mobile Responder

MDC281

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
15.7	Ability to assign a priority to a message (E.g., routine, urgent, emergency)	Y	Functionality available via Mobile Responder
15.8	Ability to retain messages for later viewing	Y	Functionality available via Mobile Responder
15.9	Ability for messages to be sorted by most recent or first received	N	It is set one way with chronological newest on bottom, like a normal chat thread.
16.1	**SENDING MESSAGES**		
16.2	Ability to create and save message groups	N	Alternatively, message groups are defined using HxGN OnCall Administrator and used by all the products. Messages can be sent to one or more users or groups.
16.3	Ability to select any number of recipients as part of a message group (if there is a limitation on the number of recipients, indicate the maximum in the comments)	Y	Message recipients can include multiple individuals as well as multiple predefined groups not limited.
16.4	Ability to enter narrative with wrap-around text (if characters are limited, indicate the maximum character count in the comments)	Y	Hexagon clarifies 4,096 is the maximum character amount per single comment. Narrative comments for event are unlimited.
16.5	Ability to select a recipient by a single action to create a message (E.g., double click on a signed-on user and a message form displays)	N	Function not available
16.6	Ability to display available message recipients (to include the dispatcher(s)) in a "recipients list"	Y	Functionality available via Mobile Responder
16.7	Ability to restrict users, by role, from sending messages	N	Function not available
16.8	Ability to restrict users, by role, from receiving messages	N	Function not available
16.9	Ability to allow users to send/receive external emails	N	This would be a device operating system requirement, not a requirement of the smart device.
16.10	Ability to restrict users, by role, from sending/receiving external emails	N	This would be a device operating system requirement, not a requirement of the smart device.
16.11	Ability for the Smart Device to send messages to a console/workstation	N	Function not available
16.12	Ability to send a message to units assigned to a specific incident	Y	Functionality available via Mobile Responder
16.13	Ability to transmit a reply message to the originator of a currently displayed message without having to reenter the originator's address	Y	Functionality available via Mobile Responder

MDC282

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
16.14	Ability to transmit a "reply all" message to multiple recipients that were part of the originator's message group	Y	Functionality available via Mobile Responder
16.15	Ability to forward a message	Y	Functionality available via Mobile Responder
16.16	Ability to create messages that are retained in the system and sent at pre-specified times	Y	Via Scheduled Broadcasts.
16.17	Ability to provide a notification for delivery of messages to the device	Y	Message sent successfully provide notification.
16.18	Ability to notify a user sending a message to a console/workstation if the console/workstation is logged-out	N	Function not available
17.1	**RECEIVING MESSAGES**		
17.2	Ability to notify receiver via an audible and /or visual flag that a new message has arrived in inbox	Y	Functionality available via Mobile Responder
17.3	Ability to prevent incoming messages from blocking the current view	Y	New messages appear as a banner notification and should not block the view.
17.4	Ability to notify receiver of total number of unread messages	Y	Functionality available via Mobile Responder
17.5	Ability for messages to be queued in an "inbox" for later viewing	Y	Functionality available via Mobile Responder
17.6	Ability to query message logs (E.g., date/time range, sender, recipient, device)	N	Function not available

MDC283

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
17.7	Ability to note time opened/read by receiver	N	Function not available
17.8	Ability to clear a message from the queue	Y	Functionality available via Mobile Responder
17.9	Ability to retain a message in the queue	Y	Functionality available via Mobile Responder
17.10	Ability to restrict an individual from reviewing/monitoring messages	Y	The mobile device only allows the user to view messages sent to or sent by the user.
17.11	Ability to archive messages	N	Not within the Mobile Responder app; OnCall Dispatch does provide the archive capability for the unit messages.
17.12	Ability to auto-archive messages after pre-determined period of time	N	Not within the Mobile Responder app; Alternatively the OnCall Dispatch systems does provide the archive capability for the unit messages.
18.1	**SEARCHES**		
18.2	Ability to search incident and unit history data by the following:		
18.2.1	Date and time range	Y	Functionality available via Mobile Responder
18.2.2	Unit number	Y	On Unit History search not on Incident search.
18.2.3	Incident number	Y	Functionality available via Mobile Responder
18.3	Ability to search and retrieve premise information for an address not associated with an incident	N	Function not available
18.4	Ability to search a location to access pre-plans:		
18.4.1	From a field	Y	Via Special Situation LOI search.
18.4.2	From the map	N	Function not available
18.5	Ability to search based upon a Soundex (based on functionality provided by the source)	N	Function not available
18.6	Ability for the Smart Device user to search an incident by the case number	N	Function not available
18.7	Ability for Smart Device user to search unit statuses by the following:		
18.7.1	Battalion	Y	Based upon user permissions; may view by Agency and Dgroup.
18.7.2	Area	Y	Based upon user permissions; may view by Agency and Dgroup.
18.7.3	Beat	Y	Based upon user permissions; may view by Agency and Dgroup.
19.1	**APX NEXT RADIO**		
19.2	Ability to send incident information to APX NEXT radio	N	Hexagon clarifies we have the ability to provide this interface but requires system specifications. Upon County request this can be included in our proposal for an additional cost.
19.3	Ability to receive messages from APX NEXT radio	N	Hexagon clarifies we have the ability to provide this interface but requires system specifications. Upon County request this can be included in our proposal for an additional cost.

MDC284

Attachment A
Functional Specifications Matrix (Group A)

Item #	SMART DEVICE FUNCTIONAL MATRIX	Response (Y/N/M)	Detailed Explanation
19.4	Ability to receive silent emergencies from APX NEXT radio	**N**	Hexagon clarifies we have the ability to provide this interface but requires system specifications. Upon County request this can be included in our proposal for an additional cost.
19.5	Ability to receive unit status changes from APX NEXT radio	**N**	Hexagon clarifies we have the ability to provide this interface but requires system specifications. Upon County request this can be included in our proposal for an additional cost.
19.6	Ability to send pictures to the APX NEXT radio	**N**	Hexagon clarifies we have the ability to provide this interface but requires system specifications. Upon County request this can be included in our proposal for an additional cost.
19.7	Ability to receive location information from the APX NEXT radio	**N**	Hexagon clarifies we have the ability to provide this interface but requires system specifications. Upon County request this can be included in our proposal for an additional cost.
19.8	Ability to display APX NEXT radio location on map	**N**	Hexagon clarifies we have the ability to provide this interface but requires system specifications. Upon County request this can be included in our proposal for an additional cost.

MDC285

Attachment A
Functional Specifications Matrix(Group A)

Item #	TECHNICAL SPECIFICATIONS MATRIX	Response (Y/N/M)	Detailed Explanation
1.1	**GENERAL TECHNICAL FEATURES**		
1.2	Ability to provide a real-time, duplicate/mirrored copy of the primary database to support external application interoperability and reporting requirements.	**Y**	Functionality available.
1.3	Ability to provide the capability to retransmit data files upon a system or interface failure, both manually and automated.	**N**	Interfaces include an automatic re-transmit feature; however, not all interfaces support a manual re-transmission of data.
1.4	Ability to update information via a batch mode from external sources using data files.	**Y**	Functionality available.
1.5	Ability to facilitate data sharing with interfaces through use of automated push and pull technology as deemed appropriate. Solution shall be designed to allow for simple two-way sharing of data with other external applications compatible with service-oriented architecture (SOA) web services.	**Y**	Functionality available.
1.6	Ability to exchange information with systems (internal and external) utilizing standard protocols (i.e., APIs, FTP, SFTP, HTTP, HTTPS, ML, SOAP) and standard formats, i.e., CSV, XML, text.	**Y**	Functionality available.
1.7	Ability to facilitate interfacing by providing custom API's, if necessary, to provide external applications with query and update access to all relevant system data. API's shall also incorporate the consumption and return of requests for data/information by external applications.	**Y**	Functionality available.
1.8	Ability to provide graphical user interfaces that employ entry tools such as tool tips, default values, check boxes, radio buttons, pick lists and context sensitive right-click menus.	**Y**	Functionality available.
1.9	Ability to conduct data sharing with MS Office Suite, including the functionality to extract data to MS Office applications and Adobe Acrobat.	**Y**	Functionality available.
1.10	Ability to provide an open data model allowing the County to build a data warehouse to support Business Intelligence (BI) reporting and data analytics.	**Y**	Functionality available. HxGN has included our HxGN OnCall Analytics|Dispatch Advantage reporting and data analytics, with our build data warehouse.
2.1	**SECURITY**		
2.2	Ability for the Solution to be capable of having routine maintenance and upgrades performed on servers and other infrastructure while the production system is fully operational.	**Y**	Functionality available.
3.1	**SECURITY**		
3.2	Ability to have a comprehensive, configurable system-wide security model, incorporating role-based security to control access to the system and restricting entry/update/deletion/browse of information to authorized users.	**Y**	Functionality available.

MDC286

Attachment A
Functional Specifications Matrix(Group A)

Item #	TECHNICAL SPECIFICATIONS MATRIX	Response (Y/N/M)	Detailed Explanation
3.3	Ability to maintain audit trail for at least 60 months, provide details to any limitations	Y	Functionality available.
3.4	Ability to provide for the administration of system users accounts. Account management functionality shall include the identification of account types (i.e., individual, group, and system), establishment of conditions for group membership, and assignment of associated authorizations.	Y	Functionality available
3.5	The Solution shall have the ability for provide for the management of roles with associated access rights/privileges that may be granted to a user account to explicitly control access control policies and enforce need to know based on their duties. Profiles should support read-only and selective read/update privileges.	Y	Functionality available
3.5	Ability for the Solution to support role-based security groups that restrict access to system functions at the following levels:		
3.5.1	Application/Subsystem	Y	Functionality available
3.5.2	Screen Transaction	Y	Functionality available
3.5.3	Individual Records	Y	Functionality available
3.5.4	Individual Fields	N	Hexagon clarifies field level security is not available.
3.6	Ability to support security profiles that provide the capability of being assigned to individual devices such as workstations, MCUs, etc.	N	Security profiles are based on user log-in info and not the individual devices.
3.7	Ability to integrate seamlessly with standard user management tools such as Active Directory or LDAP providing for single sign on capability.	Y	Hexagon clarifies no current sync for LDAP users.
3.8	Ability to integrate with Azure ADFS	Y	Hexagon clarifies via OIDC.
3.9	Ability to provide minimum TLS 1.3 security encryption	N	Function not available
3.10	Ability to ensure the Solution complies with generally accepted security protocols, including use of HTTPS and secure socket layer (SSL)	Y	System complies.
3.11	Ability to integrate biometric security devices for authentication and authorization purposes	Y	Via OIDC not native OnCall Dispatch
3.12	Abiility to integrate two factor authentication, provide details	Y	Via OIDC not native OnCall Dispatch
3.13	Ability for the Solution to suppress passwords (not echoed back) as they are entered by the user	Y	Functionality available
3.14	Ability to encrypt passwords in storage	Y	Functionality available
3.15	Ability for the Solution to enforce the periodic changing of user passwords (passwords shall have a maximum lifetime as defined by the administrator)	Y	Functionality available
3.16	Ability for administrators to reset passwords	Y	Functionality available

MDC287

Attachment A
Functional Specifications Matrix(Group A)

Item #	TECHNICAL SPECIFICATIONS MATRIX	Response (Y/N/M)	Detailed Explanation
3.17	Ability to prompt the user to change their password when an administrator resets or initially sets a password	Y	Functionality available
3.18	Ability for the Solution to provide a mechanism for self-service password resets	N	Function not available
3.19	Ability for the Solution to provide a mechanism for limiting the number of unsuccessful login attempts	Y	Functionality available
3.20	Ability for the solution to limit the simultaneous usage of the same User ID (i.e. can the solution restrict concurrent sessions)	Y	Functionality available
3.21	Ability for administrators to temporarily disable and re-activate user IDs	Y	User IDs can be disabled or activated manually by administrators.
3.22	Ability for the Solution to prevent users from bypassing its access control mechanisms (e.g. for client/server solutions, password logic employed only at the client level can allow SQL sessions to bypass solution access control mechanisms)	Y	Functionality available
3.23	Ability to provide available tools to report the access rights of the current user population (locations, permissions/privileges, group memberships, user profiles)	Y	Functionality available
3.24	Ability for batch processing failures to be automatically detected and correctly managed	N	OnCall Dispatch manages the system recovery operations within the software itself which negates the need for direct manipulation of the database or batch processing of data.
3.25	Ability to prohibit users, developers, DBA's or solution administrators from making changes to posted, completed or closed transaction records	N	For users, developers, and system administrators: OnCall Dispatch's built-in Administrator tool does not allow event data updates of a completed or closed event. Regarding DBAs, the database and its data are owned by the County and outside of the OnCall application. If a change is made to the database, OnCall has database level checks in place to prevent accidental updates within the application. The security measures of the database are owned by the County.
3.26	Ability for the Solution to incorporate rollback processes into the database	N	OnCall Dispatch manages system recovery operations within the software itself which negates the need for direct manipulation of the database or batch processing of data.
3.27	Ability to encrypt data that falls under the scope of CJIS, PII, SOX, HIPPA and PCI requirements during transmission over the network (internal and external)	Y	Via database vendor supported encryption.
3.28	Ability to encrypt data that falls under the scope of CJIS, PII, SOX, HIPPA and PCI requirements while at rest	Y	Via database vendor supported encryption.
3.29	Ability to end to end encrypt data that falls under the scope of CJIS, PII, SOX, HIPPA and PCI requirements	Y	Via database vendor supported encryption.

MDC288

Attachment A
Functional Specifications Matrix(Group A)

Item #	TECHNICAL SPECIFICATIONS MATRIX	Response (Y/N/M)	Detailed Explanation
3.30	Ability for the Solution to prohibit administrators from deleting the audit mechanism	Y	Functionality available
3.31	Ability for the Solution to prohibit administrators from disabling the audit mechanism	Y	Functionality available
4.1	**MDC ENVIRONMENT**		
4.2	Ability for the Solution to support load balancing using NetScalers.	Y	System has ability to support.
4.3	Ability for the Solution to utilize the reverse proxy technique for communicating over the Internet	Y	Functionality available
4.4	Ability for the Solution to store files such as images, video, audio stored on a SAN and not be stored as objects in the database itself	N	Function not available
4.5	Ability to integrate, for message queuing, with third-party message queuing products (MQ Series) or provide its own proprietary message queue	Y	Via RabbitMQ
4.6	Ability for the Solution to cluster servers for the purpose of load-balancing and fault tolerance	Y	Functionality available
4.7	Ability for the Solution to provide set parameters for automated load-balancing	Y	Functionality available
4.8	Ability for the Solution to support for either hardware or software load-balancers	Y	Functionality available
4.9	Ability for the Solution to have fault tolerance at the Web-server level	Y	Functionality available
4.10	Ability for the Solution to have fault tolerance at the application-server level	Y	Functionality available
4.11	Ability for the Solution to have redundancy/fault tolerance (automatic failover) features	Y	Functionality available
4.12	Ability for the Solution to have fault tolerance at the session level	Y	Functionality available
4.13	Ability for the Solution to cluster servers for the purpose of load-balancing and fault tolerance using NetScalers	Y	Functionality available
4.14	Ability for the Solution to reduce the overhead associated with connecting or instantiating new connections to system resources (pooling)	Y	Functionality available
4.15	Ability for the Solution to take maximum advantage of a system's hardware through the effective use of multiple processors and running processing tasks in parallel (threading and processing)	Y	Functionality available
4.16	Ability for the Solution to have redundancy of application servers, if the system requires an application server	Y	Functionality available
4.17	Ability for the Solution to incur minimal impact on licensing when adding servers and / or cores/CPUs	Y	Functionality available

MDC289

Attachment A
Functional Specifications Matrix(Group A)

Item #	TECHNICAL SPECIFICATIONS MATRIX	Response (Y/N/M)	Detailed Explanation
4.18	Ability for the Solution to support a shared-server environment (e.g., no restrictions on several applications or databases on the same server)	Y	Functionality available
4.19	Ability for the Solution to provide reporting to verify that the system is meeting performance specifications (e.g., overall service up-time, component-level failure, percentage of time fault tolerance is activated)	N	Function not available
4.20	Ability for the Solution to scale hardware platform and communication links responding to increased demand without fundamental architectural changes	Y	Functionality available
4.21	Ability for the Solution to install the application and associated components within an N-Tier application architecture	Y	Functionality available
4.22	Ability for the Solution to install and operate within both VMware virtualized infrastructure as well as on-virtualized physical infrastructure	Y	Functionality available
4.23	Ability for the Solution to implement the system so that replication and synchronization of data can be executed in real-time between a primary and secondary system infrastructure	Y	Functionality available
5.1	**OPERATING SYSTEM AND VIRTUALIZATION**		
5.2	Ability for the Solution to support Virtual I/O which allows for the sharing of Network and SAN resources	Y	Hexagon supports Virtual I/O to the extent it is supported by the hardware vendor and VMware.
5.3	Ability for the Solution to support the use of PowerHA SystemMirror (High Availability) level 7.1 or higher	N	Hexagon supports to the extent it is supported by the hardware vendor and VMware. Hexagon does not support IBM AIX.
5.4	Ability for the Solution to support the use of Workload Partitioning	N	Hexagon supports to the extent it is supported by the hardware vendor and VMware. Hexagon does not support IBM AIX.
5.5	Ability for the Solution to allow for the use of Processor Pooling of software licenses	N	Hexagon supports to the extent it is supported by the hardware vendor and VMware. Hexagon does not support IBM AIX.
5.6	Ability for the Solution to allow for the use of Memory Pooling to allow for the sharing of memory between workloads	N	Hexagon supports to the extent it is supported by the hardware vendor and VMware. Hexagon does not support IBM AIX.
5.7	Ability for the Solution to support operating system level AIX 6.1 or higher with the use of Workload Partitioning and Virtual IO Server (VIO) which allows for the sharing of Network and SAN resources	N	Hexagon does not support IBM AIX.
5.8	Ability for the Solution to support operating system level Windows Server 2012 Enterprise edition or higher	Y	Hexagon supports Microsoft operating systems.
5.9	Ability for the Solution to support operating system level z/VM/Release 6.1 or higher and Z/Linux SLES 11or higher	N	Hexagon supports Microsoft operating systems.
5.10	Ability for the Solution to support operating system level z/OS 1.13 or higher	N	Hexagon supports Microsoft operating systems.

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Attachment G- Functional Specifications Matrix Group A

Functional Specifications Matrix(Group A)

Item #	TECHNICAL SPECIFICATIONS MATRIX	Response (Y/N/M)	Detailed Explanation
5.11	Ability for the Solution to support operating system level Ret Hat Linux AS 6.1 or higher	N	Hexagon supports Microsoft operating systems.
5.12	Ability for the Solution to support the use of VmWare software	Y	Hexagon supports VMware 7.x and higher.
5.13	Ability for the Solution to be Windows 10 compatible	Y	Hexagon supports Microsoft operating systems.
6.1	**MIDDLEWARE**		
6.2	Ability for the Solution to be supported on Websphere Application Server 8.x or higher	N	Hexagon does not support IBM WebSphere.
6.3	Ability for the Solution to be supported on IIS 8.x or higher	Y	Hexagon supports Microsoft operating systems.
6.4	Ability for the Solution to be presented as a Websphere Portal Server version 6.x or higher portlet	N	Hexagon does not support IBM WebSphere.
6.5	Ability for the Solution to be HTML 5 compatible	Y	OnCall is compatible with HTML 5.
6.6	Ability for the Solution to run in a shared enterprise server environment If no, explain why in the comments column	Y	Hexagon supports VMware 7.x and higher.
7.1	**DATABASE**		
7.2	Ability for the Solution to support the use of Oracle Enterprise Edition Release 11.2 and higher Grid Certified solutions (Enterprise Solution)	Y	Functionality available
7.3	Ability for the Solution to support the use of Oracle Enterprise Edition (Non-RAC) 11.2 and higher release levels on IBM AIX platforms	Y	Functionality available
7.4	Ability for the Solution to support the use of the most recent use of MSSQL	Y	Hexagon OnCall current version supports MSSQL versions 2016 and 2019
7.5	Ability for the Solution to support and maintain at or above Oracle release levels within 6 months of publications of new major releases, patch sets, and quarterly PSU patches as applicable (this includes both database client and database server installations)	N	Functionality not supported
7.6	Ability for the Solution to not impose restrictions that would preclude its inclusion within product specific product license pools established for the County	N	Functionality not supported
7.7	Ability for the Solution to not require nor recommend the installation or execution of application software on the database host system	Y	Hexagon only requires the database hosted on the database server.
7.8	Ability for the Solution to provide built-in usage for Oracle Special Features where appropriate, such as Oracle Partitioning for use in a data warehouse environment	N	Functionality not supported
7.9	Ability for the database component of the Solution to be supported under IBM's High Availability product	N	Functionality not supported

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Attachment H: Interface Specifications Matrix (Group A)

Exhibit A. SOW
Attachment H. Interface Specifications Matrix (Group A)

Interface Specifications Matrix Response

In order for the County to understand how the Contractor intend to deliver the identified interfaces detailed in Section 1 and Section 2, the Contractor's response shall provide the appropriate response code as defined below in the Response column. County requires all work to be completed prior to Go-Live so that adequate testing can be performed to validate the interface.

The acceptable responses are as follows to be used in Section 1 and Section 2 below:

"M" – "Minimal Development" – Requested interface functionality is presently available and can be established with minimal development, if any. If subject matter expertise and services on the proposed Solution are required to be performed by the Contractor in order to *configure* and provide the interface, please detail the nature of the configuration.

"S" - "Significant Development" - Requested interface functionality minimally exists but will require *considerable software modifications/customizations* in the proposed Solution to operate.

"C" - "Complete Development" - Requested interface functionality does *not* presently exist and will require full development in the proposed Solution to operate.

"N" – "No" – Requested interface functionality does not presently exist and *will not be developed*. If this response code is utilized, the Contractor shall indicate if they are willing to grant access to a third party to perform the custom interface development.

Section 1 – 3rd Party Interfaces

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
0.	**Motorola P1CAD**	M	Hexagon shall deliver the CAD to CAD OnCall Dispatch Interface to meet this requirement. The CAD to CAD Interface is based on a rules-driven, real-time transfer of unit and event information to and from Hexagon OnCall System and third-party CAD systems. Assumptions: • The third-party CAD vendor is expected to conform to the Hexagon XML message format specification. Constraints: • The Customer is responsible for any software/hardware/data required to implement communications with the external systems. • Customer is responsible for coordinating with the third-party CAD vendor and other PSAPs.
	CentralSquare Unify CAD Hub (contingent upon BCC approval of CentralSquare for RFP-02199.GroupB)	M	Hexagon shall deliver the CAD to CAD OnCall Dispatch Interface to meet this requirement. The CAD to CAD Interface is based on a rules-driven, real-time transfer of unit and event information to and from Hexagon OnCall System and third-party regional exchange hubs. The purpose is to share unit and event activity with other third-party CAD systems to support mutual aid and resource sharing initiatives. Transactions Supported with this interface include: -Send or Receive Event Message (New Events or Updates to Event)

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
			-Send or Receive Unit Status Messages -Request for Resource (Unit) Message -Refresh Unit/Event statuses -Heartbeat -AVL Message Central Square Enterprise Exchange Hub (Formerly FATPOT/Tellus CADFusion, FusionNG) is supported natively with this interface using Central Square Message Formats.
1.	**NetClock** – Solution shall provide one way interface with the Stratum 1 time server using Network Time Protocol (NTP) to standardize time stamps across the public safety data applications and equipment. This master source should stamp the time on all system transactions to the tenth of a second.	M	Hexagon software uses the operating system to ensure time synchronization with other systems.
2.	**Motorola MCC 7500 v7.17 or greater UHF Radio system:** Solution shall provide bidirectional interface: ▪ Allowing the radio/radio system to communicate with CAD and send information relating to radio identification number, alias, user information, emergency activation, and user location (GPS of radio unit). ▪ Allow the CAD system to directly contact responders as they are dispatched to an incident ▪ Ability to generate a two tone unique, to each fire station, connected to the pager port on the VPM. ▪ Ability to generate a two tone unique, to each fire station, connected to the pager port on the USDD interface box. ▪ Ability to display radio alias to the dispatcher ▪ Ability to send Verint incident information. ▪ Ability to send a message to Motorola system generating a pager tone specific to the dispatch group Note: Used exclusively by MDFR	M	Hexagon shall deliver COTS OnCall Dispatch / PTT (push to talk) interface, OnCall Dispatch / Notifications, and PLT OnCall Radio Interface to meet this requirement. Ability to send Verint incident information ill not be met as a part of this interface. This functionality will be covered by the Rest API consulting services provided by Hexagon for the Verint interface. Description: PTT interfaces to a radio system controller over a network connection (TCP/IP) or a serial (RS-232) connection to provide PTT information to a dispatcher workstation. Each Time a radio unit in the field transmits to the disptach environment, the identification of the transmitting unit is displayed with OnCall Dispatch. PTT also supports a Unit Emergency signal from a PTT radio. PTT includes Push to Talk Bannering and an Emergency Button. An Emergency alarm triggers the CAD Unit Emergency command, which notifies all dispatcher positions (all optionally all call taker positions) of the emergency. CAD operators are alerted by enabling Unit alarm Button (the text front color changes to RED), and an audible warning. PTT will also display a Unit Emergency notification box. The radio ID provided by the vendor is mapped to the Unit ID. When PTT is activated by a radio user, the radio ID is used to query the database and display configurable unit information in the Banner window. Assumptions: -OnCall Dispatch/PTT interface supports the following radio systems: Motorola MCC7500-MCC7500 Console

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
			Motorola Centracom (being replaced by the MCC7500)-Centracom Gold Elite(MCGE) Console. Motorola Sims II – SIMS II CADI -Hexagon assumes that the Customer has access to the necessary port on the radio system and that the Customer will supply the SDK necessary to provide the interface between PTT and the radio system. -f the site has more than one PSAP the other PSAP will be running the same radio system. -One license of PTT is required per site and can connect to multiple radio systems. -to support redundance, the radio system controller must support multiple connections. This is done through network connections (TCP/IP) or by multiple physical connection(RS-232) Constraints: -the Customer is responsible for any software licensing required by the radio vendor to provide console connectivity by PTT. -the Customer is responsible for providing any hardware/software and licenses on the radio system as required for implantation of this interface to the radio system. -the Customer is also responsible for providing complete and accurate documentation on the radio system interface, which is assumed to be over an RS-232 or TCP/IP connection. -the Customer is responsible for providing any specific SDK necessary to implement the interface. -at minimum, PTT packets received from the radio system must include the talk group/channel being used and the radio ID. Please ensure that the communications server has sufficient RS-232 serial ports. -Hexagon cannot be held accountable for incompatibilities in its interface that are due to changes in input / output formats or data requirements of the vendor's product. OnCall Dispatch / Notifications shall be delievred for the paging portion of the interface. The interface description is included below in response to#8. The Customer is responsible for any licensing or API documentation from Motorola needed to implement this interface. The PLT Radio OnCall Dispatch Interface is an Interface between hexagon OnCall Tracker and a P25 Radio System to support receiving GPS data from the radio systems and report them to OnCall Dispatch as Tracker

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
			messages. This functionality is specific to the Person Level Tracking (PLT) Features in OnCall Dispatch. The vendors supported are: -Motorola ASTRO P25 -Harris StatusAware P25 Assumptions: Interface will subscribe to the UNS/GPS service using the LRRP API. This is a TCP/IP connection. The Customer may be required to purchase appropriate licensing from Motorola to support. -the XML format required by the external systems must be provided to Hexagon. Constraints: -the Customer is responsible for providing complete and accurate description of the API needed to interface, and for any software/hardware/data required to implement communications with the external systems.
3.	**Verint:** Solution shall provide unidirectional Interface that shall access CAD CFS data to automate call logging information The audio recording interface requires three (3) components to work; CAD, radio and audio recording systems. The CAD will pass incident and unit information to the audio recorder. The radio system will pass unit identifiers (and audio) to the recording system. The user will then enter an incident number in the audio recorder GUI and be able to retrieve all transmissions related to the incident. Solution shall also incorporate screen capture from CAD workstations. **Reference:** http://www.verint.com/solutions/customer-engagement-optimization/enterprise-workforce-optimization/products/recording/ for additional information	M	Hexagon shall deploy the Rest API into the County production environment and provide the Rest API Specification Document. Subject to execution of a non-disclosure agreement between Hexagon and Verint, Hexagon will provide the Rest API Specification Document to Verint. Hexagon shall provide consulting to the third party and the County in those parties efforts to interface with Rest API.
4.	**FirstWatch:** Solution shall provide unidirectional interface with access to: ▪ CAD CFS information and unit assignments to support real time monitoring of operations and improve situational awareness **Reference:** https://www.firstwatch.net/ for additional information.	M	Hexagon shall deliver COTS OnCall Dispatch/Cad Link Interface to meet this requirement. Description: OnCall Dispatch/CAD Link Interface will facilitate the automatic periodic transfer of event and unit information from OnCall Dispatch to external system such as Police Records Management system using XML files ASCII delimited files. The third-party vendor(or the Customer) is then responsible for importing the information into the designated database.

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
			The CAD Link interface includes support for configurable event profiles; these are sets of event criteria for matching data filed values within the OnCall events to be exported and a configurable target directory for exported output files. The profiles act as event filters , determining which OnCall event are to be exported to which file system directories(inboxes). Assumptions -Hexagon assumes this is for the transfer of CAD event and unit data only to the specified systems. -Additional services are required from the third-party vendor to consume and distribute the incident information provided via CAD Link. -the Customer will be responsible for any data mapping. -the Customer will provide a technical resource as well as any necessary subject matter experts. -the Customer will provide a test system for installation and testing. -Hexagon will configure CAD Link to output to a single location where the Customer is responsible for consuming the data. -the Customer is responsible for ensuring that any third-party vendor technical resources are available to support the testing of this interface. -Hexagon assumes that the third-party vendor will be utilizing XML protocols for this interface. -this is a one-way interface. CAD Link exports OnCall Dispatch incident related data, but it does not import data. Any import is the responsibility of Customer or the third-party vendor. CAD Link interface will export event an unit data at a customer configurable frequency, with a maximum rate of every 1 minute. Constraints: -OnCall Dispatch events must be closed before they are candidates for export by CAD Link. -CAD Link does not provide features for obtaining “next available case numbers”, “location verification”, or any other OnCall Dispatch-related functionality or interface, it only provides export of specified event data for closed OnCall Dispatch events.
5.	**SafetyPAD:** Application used to provide electronic Patient Care Reporting (ePCR). Solution shall provide unidirectional interface that: ▪ Allows the (ePCR) system to communicate with CAD and access CFS data to facilitate	C	Hexagon shall deliver a custom bi-directional interface with SafetyPad where CAD CFS data is exported and specific unit information is imported. Unit status information will be imported into CAD from SafetyPad (personnel with patient, time with patient, time at hospital, and time turned over to hospital staff). These

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
	report writing and accurately generate pre-hospital patient care documentation. **Reference link:** http://www.safetypad.com/ for further information.		timestamps are not traditionally collected in CAD, so custom columns will need to be added. Hexagon assumes the interface with SafetyPad will be via HTTP, FTP or TCP, and the message format will be XML or JSON.
6.	**Telestaff/Webstaff:** Solution shall provide unidirectional interface providing CAD with real time MDFR personnel/ rostering information including the Ability to access current employee: ▪ Employee assignment (unit, District, section, etc.) ▪ Employee capabilities (diver, HazMat, Taser, K-9, Spanish, sign language, etc…) ▪ Shift hours ▪ Employee days off ▪ Employee ID ▪ Employee badge number ▪ Employee name ▪ Employee title / rank ▪ Employee phone number ▪ Interface shall support the ability to refresh data at configurable interval (1 min, 5 min, 10 min, etc.). ▪ Interface shall provide accurate, reliable, timely CAD/AVL recommendations by tracking personnel within a unit and their credentials. **Reference link:** http://www.kronos.com/industry/public-safety/fire-and-ems-workforce-management.aspx for additional information.	C	Hexagon shall deliver a custom interface to import from Kronos/Telestaff HRMS to support updating employee information with the following: -Name -Personnel Number -Badge Number -Vehicle -Radio -Department -Position -Title -Skills -Lineup Additionally- the ability to import staffing/line up from Telestaff to create/update lineups in OnCall Dispatch to include: Employee Assignment: -Unit ID -Personnel (Employee IDs) -Radio Assignment(Radio IDs) -Vehicle ID. The following information will not be updated: Employee assignment Shift hours Employee days off
7.	**USDD Fire Station Alerting System:** MDFR's primary station alerting system. Solution shall provide bidirectional interface with CAD: ▪ Sending alerts to US Digital Designs Fire Station Alerting system ▪ Receive exceptions and alert dispatchers when acknowledgement is not made by station units **Reference** Exhibit 3 for additional interface documentation.	M	Hexagon shall deliver standard Fire Station Alerting OnCall Dispatch interface to meet this requirement. Hexagon has proposed our standard Fire Station Alerting OnCall Dispatch Interface to meet this requirement. Description: The Fire Station Alerting OnCall Dispatch Interface provides support for third-party Fire Station Alerting Solutions. The Interface sends unit and event information to the Fire Station Alerting solution to trigger station alarms, unit dispatch, and other services provided by the vendor as defined by their API. Where appropriate, this interface can be configured to be bi-directional to record alert acknowledgements either by

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
			message to the dispatcher or logged to the event remarks. Vendors supported in this product include: US Digital Design's Phoenix G2 (Version 2.5) Assumptions: • The Fire Station Alerting software will support sending a notification of alert failure to the event remarks. • If there is a method for station crews to submit an acknowledgement of the alert manually, and the Phoenix G2 can send that acknowledgement to the interface, the interface will change the unit status from Dispatched to Acknowledged. Constraints: • The Customer is responsible for providing complete and accurate description of the API needed to interface, and for any software/hardware/data required to implement communications with the external systems.
8.	**HipLink:** Real-time universal messaging system that complements public safety efforts for both 911 and emergency operations systems providing wireless emergency alerts to any device serviced by a commercial carrier. The Department requires a bi-directional interface to the onsite HipLink software for automatic notifications and paging from CAD. The notifications sent should be visible in CAD to dispatch along with the status' of the messages and any replies. There should be a Command Line function dispatch can use for manual messaging as required. The format of the messages that HipLink delivers should be customizable and include not only initial paging of an incident but also incident updates or milestones. As example of updates for a structure fire, the CAD should be able to automatically send an additional message for a 'working incident' if in fact it is a structure fire. There could be subsequent milestones such as 'under control'. For another type of incident like water rescue it could be updates of 'divers in' and or 'divers out' updates. A representational state transfer architectural style (REST) API is preferred.	M	Hexagon shall deliver COTS OnCall Dispatch/Notifications interface to meet this requirement. Hexagon has proposed our COTS OnCall Dispatch | Notifications interface to meet this requirement. Description: OnCall Dispatch | Notifications provides connectivity between the dispatching environment and multiple internal and external communication endpoints. It allows for the definition of customer-specific rules for notifying interested parties based on activities in the CAD system. These include a third-party paging controller, email application, and SMS text. Dependent on the protocol supported by the system, OnCall Dispatch | Notifications uses either SNPP level 1 (Simple Network Paging Protocol), SMPP (Short Message Peer to Peer), SMTP (Simple Mail Transfer Protocol), or WCTP (Wireless Communication Transfer Protocol). This product serves as an extension to the OnCall Dispatch functionality. Alphanumeric messages and/or tone pages can be transmitted from the dispatch environment over the third-party paging terminal to the destination paging unit. OnCall Dispatch | Notifications must be customized to adapt to the third-party paging terminal available. Notifications may be sent through the OnCall messaging system, which supports group messaging and logs messages sent, or may be sent automatically when a unit is dispatched to an event. The OnCall Dispatch |

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
	Reference http://www.hiplink.com/industry-solutions/public-safety/cad-integration-1 and Exhibit 10 for additional interface information.		Notifications interface provides the ability to send information or general tone alerting from the OnCall Dispatch system to pagers and units equipped with pagers as well as email. The system can send general text and dispatch/event information to alphanumeric pagers and units equipped with alphanumeric pagers. Tone-only pagers can also be used for 'tone out' type pages. Because most paging systems only support one-way communications, OnCall Dispatch | Notifications cannot confirm receipt of a message but can confirm that the paging controller acknowledged the message. The SMTP software driver module (SDM) provides the ability to send email messages. The SMTP SDM will distribute paging messages as directed by the paging system interface (PSI) application. The PSI application is designed to listen for Send Message packets from Hexagon's CAD software application (OnCall Dispatch). Once the PSI application captures a Send Message packet, it forwards the message and its contents to the SDM of interest. The SMTP SDM is an integral part of the complete PSI application and its inclusion helps to complete the functionality for a working paging system interface to the OnCall Dispatch application. The OnCall Dispatch | Notifications interface consists of three parts: • The User Interface portion (client) • Communication server paging process (server) • Controller/hardware specific driver software (SDM) necessary to control communication to a particular paging system controller All run time input to the paging system will come from the OnCall Dispatch system. Automatic dispatch paging is only by unit within the OnCall Dispatch system. Pagers may be associated with: • Units • Personnel • Stations Functionality includes three (3) basic functions: 1 Automatic Dispatch Pages — Automatic sending of dispatch messages or tone alerts to appropriate pagers associated with units during a normal dispatch. Dispatch messages sent by OnCall Dispatch workstations will be analyzed and processed for paging units equipped with pagers. This is an automatic feature. Once a dispatch packet is received, the paging server will use the unit ID in the packet to look up the pager ID from the OnCall Dispatch Database. Therefore, only logged-on units can be sent dispatch pages automatically. This pager ID will

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
			be used to match records in other page-related tables to locate the actual device specific code to be sent to the proper paging controller. Additionally, dispatch related conditions can be placed against these pages for conditional paging. 1 Entering Messages through Send Message — Manually sending user-entered text or pre-formatted text messages to alphanumeric pagers. Through the Send Message dialog box in OnCall Dispatch, users may manually enter or use pre-entered, pre-formatted messages to be sent to alphanumeric pagers. A pick list of pre-formatted messages can be configured. As these messages are manually entered and not the result of a dispatch operation, these type pages do not have conditional capabilities. For example, all pager IDs entered or resolved from a unit ID will be paged. 2 Manually Sending Dispatch or Event Info — Manually sending dispatch or event information to alphanumeric pagers. The paging interface can also re-send dispatch type pages to alphanumeric pagers via the Send Message dialog box in OnCall Dispatch. By selecting or entering an event number, the software will build a dispatch page just as it does for the actual dispatch. This text message can then be modified or amended prior to sending the message. Because this is a manual page and not the result of a dispatch, no conditions capabilities can be evaluated for the individual page IDs. Assumptions: • Hexagon assumes that the paging system uses one of the supported protocols. Each license of OnCall Dispatch | Notifications allows any number of potential pagers. The connection of the Paging Controller is assumed to be RS-232 or Network based (TCP/IP). Connection may be made through a dedicated or dial up line. • Hexagon assumes use of a single paging controller type. If additional controller types are used, Hexagon's bid must be re-evaluated. • OnCall Dispatch | Notifications currently does not support voice paging; it only supports alphanumeric text. • This interface includes a middleware component between Notifications and Hiplink to manage the connection to Hiplink's RestAPI. The Middleware will export pages to Hiplink and track responses/delivery confirmations from Hiplink. The Middlware will use OnCall Dispatch | RestAPI to insert paging confirmations into event remarks or supplemental information.

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
			Hexagon assumes the Customer is responsible for providing any phone lines, modems, internet connections, etc. required to establish the connection with the paging terminal(s). Constraints: Each distinct paging controller type requires a separate license of OnCall Dispatch | Notifications. However, the Customer may implement multiple paging providers using the same protocol, and these would be considered a single paging controller for licensing purposes. SMTP provides the ability to send email messages and is the link between the Microsoft® Windows® Exchange server and the OnCall Dispatch | Notifications system. OnCall Dispatch | Notifications does not support bidirectional communications. The Customer is responsible for providing complete and accurate documentation for the paging system interface. Hexagon cannot be held accountable for incompatibilities that occur in this interface as the result of changes to input/output formats or data requirements associated with the third-party vendor's product.
9.	**Deccan BARB*:** Automated system for the building of static run-cards used by MDFR to build static run cards. Solution shall provide unidirectional interface to accept static run cards & associated information. **Reference link:** http://deccanintl.com/ for additional information.	M	Hexagon shall deliver services to script CSV output from Deccan BARB to OnCall Dispatch Bulk Loader tool. Hexagon assumes the Deccan BARD output will be in a standard/consistent CSV output. Hexagon will create a script file that can convert the Deccan format into a format that can be accepted by the OnCall Dispatch Bulk Loader. Hexagon shall include the price for Deccan portion of this interface to OnCall Dispatch.
10.	**Zetron 25*:** Tone generator connected to CAD & the Motorola UHF 450 Mhz radio system via analog interface used by MDFR as a back-up station alerting mechanism. Solution shall provide a unidirectional interface whereby Dispatch of an apparatus should trigger a two-tone sequence that is then broadcast via the radio system.	M	Hexagon shall deliver COTS OnCall Dispatch /Notifications to meet this requirement. See #8 above for description.
11.	**Fleet Focus M5:** Planned Enterprise wide system employed by MDC to maintain Fleet management information for MDPD/MDFR units. Solution shall provide bidirectional interface to:	N	

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
	▪ Receive and update Fleet Management information from Fleet Focus application, including updates to vehicle/apparatus ▪ Send to Fleet Focus M5 fleet updates performed in CAD **Reference link** http://www.assetworks.com/fleet/fleetfocus/ for additional information.		
12.	**MCM CommShop 360:** Asset management system to track radio assets and their respective assignments (MDFR). Solution shall provide unidirectional interface to supply CAD with radio assignment information. **Reference** Exhibit 4 for additional interface documentation.	C	Hexagon shall deliver a custom interface to meet this requirement. The interface will import from CommShop 360 radio assignments into the personnel record using RestAPI.
13.	**Pictometry:** Solution shall provide unidirectional interface with MDC Pictometry repository: ▪ Accessing Oblique Imagery & orthos images to CAD mapping function ▪ Accessing Oblique Imagery & ortho images to MCU & mobile mapping function	M	Please note Pictometry support is only available for OnCall Dispatch, not Mobile Unit or Mobile Responder. OnCall Dispatch provides the ability to display the Pictometry map within OnCall Dispatch by launching Pictometry as a Custom View. The One-way interface between the OnCall Dispatch Map and Pictometry depends on the API support provided by Pictometry vendor. OnCall can be configured to have Pictometry on a screen which appears on a different tab in OnCall. The Pictometry vendor should provide the ability to configure the users from within OnCall. CAD functions depend on the support provided by the Pictometry vendor platform. Display of Pictometry can also display Limited number of Event and Units based on the allowance from Pictometry software. Oblique imagery is assumed only to be Pictometry and no other source.
14.	**Rapid SOS:** Solution shall provide an interface to allow MDFR dispatchers to perform call backs to citizens when the responding units cannot locate the reporting party and or patient. **Reference:** https://rapidsos.com/	M	Hexagon shall deliver standard RapidSOS OnCall Call-Taker Interface to meet this requirement. Description: The RapidSOS OnCall Call-Taker Interface is an OnCall Call-Taker direct link based interface, for the purpose of receiving location accuracy information from the caller's device about the caller and offer updates on demand via the RapidSOS Web Portal. The interface will also support launching the RapidSOS portal using the phone number as a parameter to obtain additional information about the caller if desired. Assumptions: -This interface requires the "connector" between RapidSOS and the Call-Taker Interface API (HxGN

3rd Party Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
			OnCall Dispatch / Call-Taker Interface), included in this contract agreement. -Importing location accuracy and updating on demand is provided. The ability to launch RapidSOS portal with phone number as a parameter is included. -Importing supplemental data is not supported at this time.
15.	**ESRI:** Solution shall provide unidirectional interface to County GIS/geospatial Application/Information used by both CAD and mobile users providing • County Geofile • All County layers & boundaries • Street network • Common places • Postal Address Validation Data & maps currently loaded and transformed using MGU & ATM/ATMM utilities. **Reference:** https://www.esri.com/en-us/home Per 08/03 discussion: Add Hydrant Layer to the requirement No.15 (no Fiscal impact)	M	HXGN OnCall Dispatch requires integration with a third-party mapping provide like Esri for GIS information. Maps are displayed on demand, drawing data from the mapping source (Esri GIS server), which will allow the County to avoid a conversion/import routine. OnCall Dispatch can display all standard Esri map layers and can display a variety of web-based map layers, including Open Streets, Bing, and more. Third-party mapping services fall into three main areas: Map Tile Services, Geocoding Services, and Routing Services. The selection of its mapping services provider, configuration of its map, maintenance and support of its map is the responsibility of the County. For more information, see response to #93 in RFP Information section.

Section 2 – Internal County Interfaces

Internal County Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
1.	**MDFR Fire Hydrant Maintenance System:** Custom built multi-jurisdictional GIS application contains the location of every hydrant in the Fire Rescue district. The Fire Rescue Department Hydrant GIS Layer shall be utilized in the CAD system's mapping application. Solution shall provide unidirectional interface that: ▪ Provides Fire hydrant data to CAD for use with mapping. **Reference** Exhibit 5 for additional interface information. Per 08/03 Discussion: *The vendor and the County agreed to remove this requirement. (Fiscal Impact – corresponding line item to be removed from Appendix B. Price Schedule)*	N	
2.	**MDFR RMS:** Custom built MDFR records management system used for statistical analysis and business intelligence reporting. Solution shall provide a unidirectional interface to CAD Data which includes but may not be limited to: Agency('s) call taking, alarm and unit information including incident logs (audit trail/Man Power) which chronologically depict an incident from beginning to end.	M	Hexagon shall deliver COTS OnCall Dispatch / CAD Link Interface to meet this requirement. A description is provided above in response to #4.

Internal County Interfaces			
Item #	**Interface**	**Response (M/S/C/N)**	**Detailed Explanation**
	Presently, MDFR's RMS actively pulls the information from a CAD Data Gateway/Repository where information is extracted as close to real time as possible. In this scenario, the Contractor's data repository can be any commercial database where MDFR can access the data directly, through ODBC Connections or approved third party applications. MDFR preference is for Microsoft SQL Server or ORACLE database repositories. **Reference** Exhibit 8 for additional interface information. Per 08/03 Discussion: The Contractor also includes the ability for MDFR to access Microsoft SQL AAG replica (No Fiscal Impact).		

Attachment I: Glossary of Terms

Exhibit A.SOW
Attachment I - Glossary of Terms

Capitalized terms that are not defined below or within the body of the SOW, shall have the same meaning as set forth in the Agreement.
"Acceptance" means acceptance of a Task in accordance with Task Acceptance Process.
"Agreement" shall have the same meaning as set forth under in the General Terms and Conditions to which this SOW is attached as Exhibit A.
"Benchmark Criteria" or "**Specifications**" means the objective criteria which identifies an intended outcome as reflected in, as applicable, an ICD, a Design Document, or Software Requirements (whichever document having last addressed the functionality in question being dispositive)
"Blocker Defect" means a Test Case has failed to satisfy the Benchmark Criteria that would correspond to a Defect Level One or Defect Level Two under the Defect Levels, or a Defect Level One or Defect Level Two under the Defect Levels.
"Code Freeze" means a point in the Project where Customer may not make any change, configuration change, or other modification to the Software implemented as part of the Project.
"Core Team(s)" means all of the respective Subsystem Core Teams pertaining to the Project, which depending on the Project will collectively include: the Dispatch Core Team and the Mobile Core Team(s).
"COTS Interfaces" means those Interfaces specifically identified in COTS Interface Questionnaire Completion Task in the SOW.
"Customer" means the County.
"Customer Responsibilities" means (1) those specific tasks and obligations identified in the SOW as being the responsibility of the Customer and (2) those obligations, not stated in the SOW, but which would otherwise be reasonably considered as being Customer obligations and responsibilities.
"Custom Interfaces" means those Interfaces specifically identified in the applicable Task
"Customization" means a modification of the source code of Software.
"Cutover Plan" means a document reflecting the Activities and actions necessary to Cutover the System.
"Defect Level(s)" Defects are classified into four levels as follows:

LEVEL	IMPACT OF DEFECT
Level One	No workaround available and either: • Productive use *prohibited, or* • Aborts.
Level Two	No workaround available and either: • Primary purpose compromised, or • Productive use significantly impacted
Level Three	• Productive, but incomplete operation • Level Three Defects generally have a workaround or do not otherwise substantially impair productive use.
Level Four	• Defects not qualifying as Level One, Two, or Three, including defects of a cosmetic nature and defects not materially limiting complete productive use

Customer shall classify a Defect in accordance with the foregoing; provided that, Hexagon shall reclassify the Defect as appropriate following its review thereof.

"Deliverable(s)" means all Services Deliverables, software, hardware, and other items delivered or to be delivered by Hexagon to Customer and identified in this Agreement.

"Design Document" means a document articulating the design and intended output of a Customization.
"Documentation" means, whether in printed or electronic format, all documents (digital or hardcopy) delivered by Hexagon as part of the Project. Unless otherwise specified, it shall mean COTS Documentation.
"Equipment" means tangible, personal property to be provided by Hexagon identified in the Agreement, including, but not limited to computing hardware, computer-related equipment, computer devices, furniture, sensors, equipment, unmanned aerial vehicles, and instruments.
"Facility" means a Customer provided facility/building/room that: (i) Can accommodate up to twelve (12) Customer participants; (ii) Has a projector and screen for displaying the content being presented, (iii) has Project Workstations for each participant; and (iv) a Customer workstation available for Hexagon's use while in the Facility.
"Functional Testing" means that testing process described in the Site Acceptance Testing Task(s).
"GIS" means geographic information system
"Initial Schedule" means the initial iteration of the Project Schedule, which is contained in Attachment C of the SOW.
"Interface Control Document" or **"ICD"** means a document reflecting the design and requirements of a Custom Interface or certain I/Informer Interfaces, if any.
"Help Desk Portal" the electronic portal through which Customer may access the Help Desk to among other actions, log Services Requests, review the Knowledge Base,

"Hexagon Project Manager" means the person authorized by Hexagon to coordinate and manage the providing of Hexagon Services and Deliverables for the Project on behalf of Hexagon, in addition to being responsible for other duties specified in the Agreement and SOW.

"Network Infrastructure" means the provision of adequate network and internet connectivity to provide sufficient operational bandwidth for the operation of the System in a manner consistent with the Product System Specifications together with all industry-standard network security, monitoring, and protection.

"Permissive Defect" means a substantially failed Test Case that would correspond to a Defect Level Three or Defect Level Four under the Defect Levels, or a Defect Level Three or Defect Level Four under the Defect Levels.

"Product Change Request" means a request for additional functionality or modification to the purchased Software Products.

"Product(s)" means either or the combination of Project Software, Equipment, or other goods, and excluding Services or Maintenance Services.

"Project Assumptions" means assumptions regarding the Project, which are listed in the SOW. Changes in any of the assumptions will affect the scope, schedule, and/or cost of the Project.

"Project Software" means that list of Hexagon Software that isto be provided to Customer as expressly listed in Exhibit B to the Agreement.

"Project Team" means the applicable Core Team and other resources assigned to provide information or services in connection with the Project, or applicable part thereof.

"Project Workstation" means a computer workstation (expressly excludes tablets or other smart devices) that has: (i) Google Chrome installed and ready for use; (ii) Internet access; (iii) at least one (1) external monitor with a resolution no smaller than 1920x1080 (understanding two (2) external monitors are recommended); (iv) the ability to connect to the web conference audio; and (v) a headset.

"Required Facilities" means a facility provided by the Customer that: (i) can accommodate up to twelve (12) Customer participants with workstations and monitors meeting the specifications for the Software described herein for each participant and (ii) has a projector and screen for displaying the content being presented. If the Customer's policies preclude connecting Hexagon-owned equipment to their network, a computer workstation for use by Hexagon for presenting content shall be made available.

"Server Setup Worksheet" means a document reflecting, among other details, the identification of servers, IP addresses, and node names for the System.

"Services Deliverable" means any data, document, information, Customized Software, Third Party Software, or material provided to Customer as a product of Hexagon's performance of Services pursuant to the Agreement.

"Site Configuration Document" means a document reflecting the configurations made to the OnCall System.

"Software Requirements" means the functionality and capabilities affirmatively included in the OnCall Software as expressly specified in OnCall Functional Matrix (Attachment G, as appropriate to the Subsystem).

"SR" or **"Service Request"** a request logged into Hexagon's Help Desk Portal identifying a request for Hexagon to address a Defect, question, provide an Update, or provide an enhancement request, among other requests.

"Subject Matter Expert" or **"SME"** means a person(s) who has particular knowledge about a specific topic(s).

"System Administrator(s)" means a person or persons having the appropriate education, training, and/or experience in information technology to provide first tier support of the System.

"Task Acceptance" means the event when the Task Acceptance Criteria has been satisfied in accordance with the Task Acceptance Process.

"Task Acceptance Criteria" means the criteria by which a Task will be evaluated for completion as described in an SOW.

"Task Prerequisites" means those events, deliverables, or accomplishments that are required to occur prior to the commencement of the applicable Task, except as may otherwise be agreed to through Conditional Acceptance.

"Task Acceptance Process" means the process by the Customer and Hexagon verify completion of the Task Acceptance Criteria as further described below. Once Hexagon believes the Task Acceptance Criteria has been successfully completed, Hexagon shall submit for execution by Customer's project manager a sign-off form in substantial conformity with Attachment E, "Project Deliverable Sign-off Form." Within ten (10) Business Days of receipt of the applicable Project Deliverable Sign-off Form for the completed milestone or Task, Customer's project manager will either: (i) execute the Project Deliverable Sign-off Form provided by Hexagon, or (ii) provide a written description of all deficiencies to Hexagon. If Customer fails to perform either action identified in the preceding sentence within ten (10) Business Days, or if the Deliverable, including the Software, is placed into production or utilized in a live environment, then the Task or milestone shall be deemed accepted.

"Test Case" means a set of conditions and parameters agreed to by the Parties which the Parties shall use to test whether the intended functionality identified in the Benchmark Criteria is reflected in the System.

"Test Case Failure" means a situation in which an executed Test Case has substantially failed in meeting the passage criteria set forth in the applicable portion of the Benchmark Criteria.

"Updated Initial Project Schedule" means the Initial Project Schedule updated by the Parties' Project Managers during Project Kickoff Meeting Task and reflecting the actual Notice to Proceed date.

"VPN" means virtual private network.

"Warranty Period" means the Extended Warranty Period.

Attachment J:
GIS Requirements for the HxGN OnCall Dispatch System

Exhibit A.SOW

Attachment J - GIS Requirements for the HxGN OnCall Dispatch System

HxGN OnCall Dispatch requires integration with a third-party mapping provider for GIS information. These third-party mapping services fall into three (3) main areas: Map Tile Services, Geocoding Services, and Routing Services. The selection of its mapping services provider, configuration of its map, maintenance and support of its map, and adherence to the requirements set forth herein is the responsibility of Customer. Hexagon shall not be responsible for resolving or addressing issues or Defects arising from Customer's non-conformance with requirements contained herein.

Map Service

The map contains the area of responsibility for the dispatch system and is accessed by HxGN OnCall Dispatch through published map web services. Many maps may be accessible and configured as base maps and/or translucent overlays to the base maps. The GIS provider will be responsible for providing map services. Customer shall utilize one of the following mapping services: ArcGIS, Bing, Tile Map Services, WMS, and WMTS. These services must be configured by the Customer or its mapping services provider in a highly available manner. An interruption in availability of these map services will negatively impact the availability of the map, routing or geocoding within the System and its resulting performance.

Geocoding/Address Locator Service

A Web geocoding service resolves address strings and street names to longitude/latitude coordinates (geocoding) and returns an address string for a point selected from the map or precision coordinate key-in (reverse-geocoding). The Customer and/or its mapping services provider will be responsible for providing geocoding services. The Customer shall utilize one of the following mapping services: ArcGIS, Bing, and Pelias, supported for geocoding services. These services must be configured by the Customer or its mapping services provider in a highly available manner. An interruption in availability of these geocoding services will negatively impact the availability of the address verification within the System and its resulting performance. Additionally, the network latency, which is the responsibility of Customer, between the System and the mapping services shall be thirty (30) milliseconds or less on all requests to this service.

Routing Service

A routing service is used to determine the best route between two (2) or more points on the map based on time and distance. The routing service can also return driving directions for the calculated route. Some services have the capability to react to real-time traffic conditions, thereby increasing the accuracy of route results and providing more efficient workflows which strive to mimic real world conditions. The Customer and/or its mapping services provider will be responsible for providing routing services. Customer shall utilize one of the following mapping services: ArcGIS, Bing, or Valhalla. This service must be configured by the Customer or its mapping services provider in a highly available manner as an interruption in availability of this routing service will negatively impact the availability of the routing service including unit recommendations within the System and its resulting performance. Additionally, the network latency, which is the responsibility of Customer, between the System and the mapping services shall be thirty (30) milliseconds or less on all requests to this service.

Hexagon requires the Customer to provide a set of services that are dedicated for the purpose of supporting the OnCall environment. While the environment may be similar in some respects to existing environments in place by the Customer, OnCall requires a dedicated environment to mitigate potential performance and reliability issues that could arise due to other users accessing a shared environment.

Except as may otherwise provided in the SOW, Hexagon's Services expressly exclude ESRI related services, including, but not limited to, building or modifying of ESRI environments, providing consulting services related to ESRI environments, or other services related to ArcGIS software. The Customer is solely responsible for the use and creation of ArcGIS environments in conjunction with OnCall Dispatch. As you leverage ESRI as the mapping solution to integrate with OnCall, Customer may at its discretion seek additional guidance from ArcGIS professionals, materials published by ESRI, including the following link (https://enterprise.arcgis.com/en/server/latest/deploy/windows/single-machine-high-availability-active-active-deployment.htm) related to building a highly available GIS solution, or other appropriate resources.

Attachment K: Reserved

Attachment L: Regional Provisions

Exhibit A.SOW

Attachment L – Regional Provisions

The following terms, including any sub-attachments to this Attachment L, modify provisions set forth above to accommodate regional requirements. To the extent there is any conflict between the terms specified below and the terms set forth in the remainder of the SOW, the following shall control.

1. A Business Day includes up to eight (8) Business Hours, including breaks, during a twenty-four (24) hour period.

2. Upon Customer request, Hexagon personnel may undergo a criminal background check consisting of biographical information necessary to initiate an NCIC query and fingerprinting. To the extent the Customer requires Hexagon personnel to undergo such criminal background check, the Customer shall arrange for such criminal background check and fingerprinting and be responsible for all costs associated with the criminal background check and fingerprinting excluding travel or costs associated with the time spent by the Hexagon resource in doing the fingerprinting. Any remote personnel shall only be required to provide biographical information necessary to initiate a NCIC query and a fingerprint card completed by any law enforcement agency.

3. Per CJIS security policy, customers who wish to access U.S. national databases using mobile devices must use data encryption that is FIPS 140-2 certified and meets other CJIS requirements. The Customer is responsible for ensuring that their data communications infrastructure and devices comply with CJIS and applicable State requirements.

Attachment L-1: CJIS Security Addendum

Exhibit A.SOW

Attachment L-1 – CJIS Security Addendum

FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM

The goal of this document is to augment the CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A-130 as "security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information."

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI's information resources are not compromised. The security program shall include consideration of personnel security, site security, system security, and data security, and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) - the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor - a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes. The acknowledgement may be signed by hand or via digital signature (see glossary for definition of digital signature).

3.00 Responsibilities of the Contractor.

3.01 The Contractor will maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed and all subsequent versions), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

4.01 The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.02 Security violations can justify termination of the appended agreement.

4.03 Upon notification, the FBI reserves the right to:

a. Investigate or decline to investigate any report of unauthorized use;

b. Suspend or terminate access and services, including telecommunications links. The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer, grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor, CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

6.05 All notices and correspondence shall be forwarded by First Class mail to:

Information Security Officer
Criminal Justice Information Services Division, FBI
1000 Custer Hollow Road
Clarksburg, West Virginia 26306

Attachment M: Resident System Administrator Services

Exhibit A.SOW

Attachment M – Resident System Administrator Services

As part of the Contract and commencing no less than four (4) weeks prior to Cutover, Hexagon shall assign a full-time, on-site Resident System Administrator to provide the RSA services as described herein.

RSA Description
Regular System Administrator Duties

A list of current standard system maintenance processes, as documented during the Project, identifying what would normally be part of the RSA duties, will be supplied to the RSA before starting on site.

Tracking and Working System Issues – Post-Cutover

The RSA will provide services during the Post-Cutover Support Period. Following the Post-Cutover Support period, the RSA will be the initial technical points of contact for logging and resolving System issues (for clarification the Hexagon Project Manager will remain the point of contact for Project related issues). Notwithstanding the foregoing, the Customer may also elect at its discretion report Defects through the HelpDesk. The RSA will log all the items that they are notified of or work on into the Hexagon CRM system (except for general questions and change requests) to ensure these are tracked and have visibility. As a note, the RSA is not a GIS specialist or intended to provide GIS support.
During out-of-office hours and when the RSA is not on site, a designated Customer representative(s) will contact the Hexagon Customer Support Center (Help Desk) for Level One and Level Two errors. Ordinarily, the RSA is not available for on-call services outside of their normal working hours; however, in extreme circumstances of global System issues, and when the RSA is available in the area, they may be called out by the Hexagon Help Desk to assist on-site. Occasionally work may need to be conducted on weekends (e.g., system maintenance); if work over the weekend is needed, the time must be scheduled in advance. Any time worked over weekends would result in equal and corresponding fewer hours worked later that week.

VPN Access to Hexagon

The Customer shall provide internet access to the RSA such that the RSA may VPN into Hexagon's systems for access to the CRM tool and other internal Hexagon sites such as Travel and Technical Documentation. Arrangements will be made to enable the Hexagon RSA to have VPN access from their Hexagon laptop to Hexagon systems. This VPN will not be accessible from any of the Customer's servers or workstations.

Administrator Access to Hexagon Servers and Workstations

This access will be required as part of the RSA's System and database administration and trouble-shooting responsibilities. Access into the Customer's System is strictly controlled and adherence to security procedures will be required.

Report Writing

The RSA may be requested by the Customer to create, or to assist the Customer's staff in creating, custom reports for the System. Any report writing done will take place on the Customer site as part of the standard 40-hour week. It should be noted that any extensive report writing could take time and attention away from the RSA's defined duties of administering and maintaining the system.

Site-Specific OnCall Dispatch and Mobile Responsibilities and Scope

The RSA will work with the Customer's system administration staff to manage and work with the Hexagon System as directed by the Customer. The RSA provides the primary point of contact for all configuration and general support issues for all installed Hexagon Software. The RSA's primary focus shall be the OnCall applications and interfaces. As such the RSA will perform, at the direction of the Customer, the following duties up to forty (40) hours per week:

System Administration

1. Provide setup, configuration, database backups, database performance and general Hexagon System administration duties;
2. Perform Hexagon OnCall Dispatch and Mobile Unit server setup and configuration;
3. Perform routine, daily operational tasks applicable to Hexagon System operations, such as purging system log files, checking database size, and checking status of applicable OnCall interfaces and remote connections;
4. Manage the OnCall Dispatch and Mobile system security and access to the Hexagon System per Customer instructions and security plan;
5. Develop and maintain Hexagon System Support procedures as needed;
6. Perform initial diagnostics for failures and Defects, identifying hardware or software problems;

7. Perform the scheduling and administration of the OnCall Dispatch and Mobile Unit server backups and recovery of data and configuration files per the Customer's guidelines;
8. Change, customize and manage user configurable forms for the OnCall Dispatch and Mobile software (where possible);
9. Monitor Hexagon System loading and provide guidance on efficient use of equipment and software;
10. Monitor and adjust database system parameters and Hexagon system operations for peak performance;
11. Assist Customer training staff in development of workflows, operating procedures to improve dispatcher efficiency, deploy new functionality, and assist Customer training staff in limited and technically focused overviews;
12. Install and administer operating system software on OnCall servers as it relates to the use of the Hexagon OnCall system, or utilities and service packs as purchased from Hexagon to maintain the system;
13. Administer user accounts and passwords as directed by the Customer's system administrator;
14. Aid in installation of Hexagon application software upgrades (software supplied under separate Software Maintenance Agreements). Since interface software upgrades can be a major work effort on an active system, additional resources will be needed to handle the workload. Hexagon can provide quotes for these services as needed;
15. Train the Customer's technical staff for backup Hexagon System Administration duties via hands-on, daily work apprenticeships;
16. Document any system anomalies in Hexagon's CRM tool and for inclusion into periodic site reports as requested;
17. Conduct Operating System patch and Service Pack testing and deployment for System servers as well as provide support of Customer IT team efforts to certify patches and updates;
18. Support the Customer in OnCall application update testing;
19. Lead activities for the deployment of updated Hexagon software;
20. System reliability monitoring;
21. Complex issue troubleshooting and resolution;
22. Support for Disaster Recovery testing;
23. Travel within Miami-Dade County within their scope of duties;
24. Provide support for the entire suite of Hexagon-provided products;
25. Deployment of OnCall Dispatch | Analytics;
26. Deployment of OnCall Mobile Unit to mobile data terminals;
27. Deployment of OnCall Mobile Responder to smart devices; and
28. Deployment of OnCall Dispatch | Advantage to workstations.

Liaison with Hexagon Huntsville

- Manage Hexagon System problems with immediate communications to Hexagon headquarters and access to internal developers, systems engineers and hardware professionals;
- Provide the interface to the Hexagon product development process to promote future software features to enhance site operations; and
- Provide the interface with Hexagon second-level engineers and software Implementation Engineers to expedite on-site support and answer complex system questions or configuration issues.

RSA services are limited to support for specific products furnished by Hexagon and functioning on the appropriate Hexagon supported operating system and hardware.
The RSA may perform other duties related to the administration and maintenance of the Hexagon System as requested by the Customer, and agreed upon by Hexagon, within the limits of time and responsibilities for one employee.

Excluded Services

Hexagon RSAs are not responsible for:

- Management or maintenance of the Customer's network, including Active Directory, although the RSA may assist qualified staff with any software or hardware problem as time permits;
- Furnishing operating supplies or accessories; painting or refinishing the hardware or furnishing materials for this purpose, electrical work external to the Hexagon-furnished machines; or maintenance of other devices or software not furnished by Hexagon;
- Software development;
- General data entry, although assistance with bulk-loading of data using Hexagon tools may be supplied;
- Map data editing, or the map maintenance process; and
- On-call services (except as denoted above).

Working Hours

RSA services will be provided to the Customer during the normal day shift hours of operation, Monday through Friday, excluding Hexagon-Observed Holidays and mutually agreed upon vacation periods, for a total of forty (40) hours per week. Occasionally work may need to be conducted on weekends (e.g., system maintenance); if work over the weekend is needed, the time must be scheduled in advance. Any time worked over weekends would result in fewer hours worked later that week and under no circumstances unless agreed to by both Parties and

expressly subject to 29 U.S.C. §§ 203 *et seq*. and related regulations, as applicable, should the RSA's weekly schedule exceed eighty (80) hours in a two (2)-week period, including any callout hours.
In the event an RSA is out more than a total of two (2) continuous weeks (14 consecutive calendar days) and not more than three (3) weeks per calendar year, Hexagon will provide an on-site replacement for the period beyond the two (2) weeks. During the initial 2-week period, the RSA(s) that are not taking time off (if any) will continue to provide support consistent with the scope herein as appropriate, however, the Customer's administration staff may be required to fill in, using telephone software support from Hexagon's Customer Care Center to support the system. Unless otherwise agreed to by the Customer, only a single RSA may take pre-planned time off (except for time off corresponding to medical treatments, illnesses, or maternity/paternity time, etc.) at a single time.
In addition, the RSAs should be allowed up to an additional ten (10) Business Days off for training in Huntsville; the training period shall be taken during non-critical operational periods mutually agreed upon with the Customer Administrative staff. The training need not be taken consecutively.
Normal sick leave should be anticipated. Should sickness, accidents or other unforeseen situations arise on-site staff shall back fill for the initial two (2) week period. For any period for the reasons above that exceeds two (2) weeks, Hexagon will provide an on-site replacement for the period beyond the two (2) weeks. The Customer's training, administration and supervisory staff are generally expected to be the first level support for non-critical user questions and operational or workflow guidance. While the RSA is a systems person and not an up-front trainer for operational issues or workflows, they on occasion may be requested to assist Customer staff as needed with clarification for training materials.
In no event will the Customer be without on-site RSA support for twenty-five (25) Business Days in total during any calendar year provided that Hexagon will provide on-site, temporary RSA support when the RSA is out beyond twenty-five (25) Business Days.
The Customer shall contact the Customer Care Center when the RSA is not available. .

Customer Responsibilities

During the term of performance of the RSA under this Attachment, the Customer shall:

- Provide a clean, professional, business type atmosphere for the RSA to work with appropriate work accommodations and office equipment and furniture;
- Provide free access to telephone equipment and long distance (CONUS only) when used strictly for purposes of calling for additional support or information in resolution of a Customer problem or condition;
- Provide high speed internet access from a local fixed machine on the LAN to be used to access Hexagon's VPN and Customer Care Center for support coordination purposes;
- Provide an administration type desktop workstation on the system being supported for administrative type duties, licensed with the appropriate software provided the RSA adheres to Customer IT use and security policies regarding the use of the workstation; and
- For any remote support required and approved by the Customer, provide the necessary privileges for Hexagon to access and conduct work on the appropriate systems.

Exhibit B. Price Proposal Schedule (Group A)
Computer Aided Dispatch (CAD), Mobile, Interfaces and Services

A. PROPOSED PRICE

The Contractor shall state its price for providing all minimum services as stated in Section 2.0 - Scope of Services. Pricing must include **all cost elements** including but not limited to all options for software licenses, professional services, training, interfaces, escrow, maintenance and technical support services required to meet the specifications outlined in Section 2.0 of this solicitation document.

TOTAL PROPOSED PRICE FOR THE INITIAL FIVE (5) YEAR TERM: $ ___6,999,768.59_____

Note1: *A payment schedule will be negotiated with the selected Proposer based upon project milestones and deliverables (e.g., installation, County's final acceptance of deliverables, deliver of software licenses, etc.).*

Note2: *All future upgrades to the system shall be provided to The County at no additional cost, assuming that the County has valid maintenance agreement.*

B. BREAKDOWN OF TOTAL PROPOSED PRICE

The Contractor shall provide a breakdown of the "Total Proposed Price" stated in Section A, as provided for in the tables below. Items that are not applicable shall be identified as "N/A"; items that are at no charge to the County shall be identified as "N/C".

DESCRIPTION	TOTAL PROPOSED PRICE
Software License Fees (*Please provide detailed price breakdown in Table B1 below)*	$ 2,542,507.66
Professional Services *(Including design, installation, configuration, customization, testing, implementation, etc. Please provide detailed price breakdown in Table B2 below)*	$1,786,779.44
Training *(Please provide detailed price breakdown in Table B3 below)*	$ 370,180.75
Interfaces *(Including third party and internal County interfaces defined in Section 2.6.1 of the Scope of Services. Please provide detailed price breakdown in Table B4 below)*	$ 213,915.58
Software Escrow Fees *(Please provide detailed price breakdown in Table B5 below)*	$ 2,782.35
Maintenance and Technical Support Service Fees *(Please provide detailed price breakdown in Table B6 below)*	$ 1,779,844.05
Additional Costs *(Including travel or other costs not identified above. Please provide detailed cost breakdown in Table B7 below)*	$ 303,758.76
TOTAL PROPOSED PRICE FOR INITIAL FIVE-YEAR TERM:	**$ 6,999,768.59**

** Note: Total Proposed Price shall be equal to the Proposed Price stated in Section A above. In case of conflict, the unit prices shall prevail.*

TABLE B1: PRICE BREAKDOWN FOR PROPOSED SOFTWARE LICENSING

Software Product Name and proposed Version	License Type *Explain type of license provided.* (Site, Per User, Concurrent, etc.)	Unit Price	Quantity	Total (Unit Price x Quantity)
HxGN OnCall Dispatch - Advantage CC	CC	13,964.55	25	349,113.75
HxGN OnCall Dispatch - Advantage CC - Backup License	CC	NC	25	NC
HxGN OnCall Dispatch - Advantage CC - Training License	CC	8,332.24	9	74,990.16
HxGN OnCall Dispatch - Advantage CC - Test License	CC	NC	25	NC
HxGN OnCall Dispatch - Resource Management	CC	3,628.69	25	90,717.25
HxGN OnCall Dispatch - Resource Management - Backup License	CC	NC	25	NC
HxGN OnCall Dispatch - Resource Management - TRN License	CC	2,168.69	9	19,518.21
HxGN OnCall Dispatch - Resource Management - Test License	CC	NC	25	NC
HxGN OnCall Dispatch - Advanced Mapping	CC	2,594.88	25	64,872.00

HxGN OnCall Dispatch - Advanced Mapping - Backup License	CC	NC	25	NC
HxGN OnCall Dispatch - Advanced Mapping - Test License	CC	NC	25	NC
HxGN OnCall Dispatch - Scheduling & Facilities Management	CC	1,043.78	25	26,094.50
HxGN OnCall Dispatch - Scheduling & Facilities Mgmt - BCK	CC	NC	25	NC
HxGN OnCall Dispatch - Scheduling & Facilities Mgmt - TRN	CC	626.85	9	5,641.65
HxGN OnCall Dispatch - Scheduling & Facilities Mgmt - TST	CC	NC	25	NC
HxGN OnCall Dispatch - Viewer CC	CC	2,584.92	150	387,738.00
HxGN OnCall Dispatch - Viewer CC - Backup License	CC	NC	150	NC
HxGN OnCall Dispatch - Viewer CC - Test License	CC	NC	150	NC
HxGN OnCall Dispatch - Customer Rules Engine - Advantage	CC	1,514.45	25	37,861.25
HxGN OnCall Dispatch - Customer Rules Engine - Adv - BCK	CC	NC	25	NC
HxGN OnCall Dispatch - Customer Rules Engine - Adv - TRN	CC	907.39	9	8,166.51
HxGN OnCall Dispatch - Customer Rules Engine - Adv - TST	CC	NC	25	NC
HxGN OnCall Dispatch - Customer Rules Engine - Editor	NL	25,103.48	1	25,103.48
HxGN OnCall Dispatch - Customer Rules Engine - Editor - BCK	NL	NC	1	NC
HxGN OnCall Dispatch - Customer Rules Engine - Editor - TRN	NL	14,977.38	1	14,977.38
HxGN OnCall Dispatch - Customer Rules Engine - Editor - TST	NL	NC	1	NC
HxGN OnCall Dispatch - Customer Rules Engine - Server	NL	NC	2	NC
HxGN OnCall Dispatch - Customer Rules Engine - Server - BCK	NL	NC	1	NC
HxGN OnCall Dispatch - Customer Rules Engine - Server - TRN	NL	NC	1	NC
HxGN OnCall Dispatch - Customer Rules Engine - Server - TST	NL	NC	2	NC
HxGN OnCall Dispatch - Customer Rules Engine - Viewer	CC	275.06	150	41,259.00
HxGN OnCall Dispatch - Customer Rules Engine - Viewer - BCK	CC	NC	150	NC
HxGN OnCall Dispatch - Customer Rules Engine - Viewer - TST	CC	NC	150	NC
HxGN OnCall Dispatch - Backup NL	NL	18,072.76	1	18,072.76
HxGN OnCall Dispatch - Backup NL - Backup License	NL	NC	1	NC
HxGN OnCall Dispatch - Backup NL - Redundant License	NL	12,664.50	1	12,664.50
HxGN OnCall Dispatch - Tracker CC	CC	62.68	1150	72,082.00
HxGN OnCall Dispatch - Tracker CC - Backup License	CC	NC	1150	NC
HxGN OnCall Dispatch - Tracker CC - Redundant License	CC	53.12	1150	58,029.00
HxGN OnCall Dispatch - Tracker CC - Test License	CC	NC	1150	NC
HxGN OnCall Dispatch - RestAPI NL	NL	18,060.14	2	36,120.28
HxGN OnCall Dispatch - RestAPI NL - Backup	NL	NC	1	NC
HxGN OnCall Dispatch - RestAPI NL - Training	NL	10,772.55	1	10,772.55
HxGN OnCall Dispatch - RestAPI NL - Test	NL	NC	1	NC
HxGN OnCall Dispatch - Notifications	NL	7,529.81	1	7,529.81
HxGN OnCall Dispatch - Notifications - Backup	NL	NC	1	NC
HxGN OnCall Dispatch - Notifications - Redundant	NL	5,268.94	1	5,268.94
HxGN OnCall Dispatch - Notifications - Training	NL	4,493.39	1	4,493.39
HxGN OnCall Dispatch - Notifications - Test	NL	NC	1	NC
HxGN OnCall Dispatch - PTT	NL	3,735.13	1	3,735.13
HxGN OnCall Dispatch - PTT - Backup	NL	NC	1	NC

HxGN OnCall Dispatch - PTT - Redundant	NL	2,617.80	1	2,617.80
HxGN OnCall Dispatch - PTT - Training	NL	2,228.71	1	2,228.71
HxGN OnCall Dispatch - PTT - Test	NL	NC	1	NC
HxGN OnCall Dispatch - CAD Link Interface	NL	Removed	1	Removed
HxGN OnCall Dispatch - CAD Link Interface - Backup	NL	Removed	1	Removed
HxGN OnCall Dispatch - CAD Link Interface - Redundant	NL	Removed	1	Removed
HxGN OnCall Dispatch - CAD Link Interface - Training	NL	Removed	1	Removed
HxGN OnCall Dispatch - CAD Link Interface - Test	NL	Removed	1	Removed
HxGN OnCall Dispatch - Fire Station Printing	NL	3,735.13	1	3,735.13
HxGN OnCall Dispatch - Fire Station Printing - Backup	NL	NC	1	NC
HxGN OnCall Dispatch - Fire Station Printing - Redundant	NL	2,617.80	1	2,617.80
HxGN OnCall Dispatch - Fire Station Printing - Training	NL	2,228.71	1	2,228.71
HxGN OnCall Dispatch - Fire Station Printing - Test	NL	NC	1	NC
CAD to CAD OnCall Dispatch Interface - Motorola P1 CAD	NL	2,925.08	2	5,850.16
CAD to CAD OnCall Dispatch Interface - BCK	NL	NC	2	NC
CAD to CAD OnCall Dispatch Interface - RDT	NL	2,044.26	2	4,088.52
CAD to CAD OnCall Dispatch Interface - TRN	NL	1,745.90	2	3,491.80
CAD to CAD OnCall Dispatch Interface - TST	NL	NC	2	NC
HxGN OnCall Dispatch - Call-Taker Interface	NL	1,756.19	1	1,756.19
HxGN OnCall Dispatch - Call-Taker Interface - BCK	NL	NC	1	NC
HxGN OnCall Dispatch - Call-Taker Interface - RDT	NL	1,239.05	1	1,239.05
HxGN OnCall Dispatch - Call-Taker Interface - TRN	NL	1,048.78	1	1,048.78
HxGN OnCall Dispatch - Call-Taker Interface - TST	NL	NC	1	NC
Xalt - Integration Runtime Engine NL	NL	14,056.41	1	14,056.41
Xalt - Integration Runtime Engine NL - Backup License	NL	NC	1	NC
Xalt - Integration Runtime Engine NL - Redundant License	NL	9,839.46	1	9,839.46
Xalt - Integration Runtime Engine NL - Training License	NL	8,481.57	1	8,481.57
Xalt - Integration Runtime Engine NL - Test License	NL	NC	1	NC
Xalt - Integration Developer Engine NL	NL	10,540.63	1	10,540.63
HxGN OnCall Dispatch - Off-Line CAD (IPS1188)	CC	1,419.36	175	248,388.00
HxGN OnCall Dispatch - Off-Line CAD BCK (IPS1188BCK)	CC	NC	175	NC
HxGN OnCall Dispatch - Off-Line CAD TRN (IPS1188TRN)	CC	709.62	9	6,386.58
HxGN OnCall Dispatch - Off-Line CAD TST (IPS1188TST)	CC	NC	175	NC
HxGN OnCall Dispatch - ESRI Map Control	CC	132.24	380	50,251.20
HxGN OnCall Dispatch - ESRI Map Control - BCK	CC	NC	380	NC
HxGN OnCall Dispatch - ESRI Map Control - TRN	CC	86.42	34	2,938.28
HxGN OnCall Dispatch - ESRI Map Control - TST	CC	NC	380	NC
Deccan BARB Interface to OnCall Dispatch	CC	37,786.08	1	37,786.08
HxGN OnCall Analytics - Dispatch Advantage NL 4 Core	NL	30,094.74	1	30,094.74
HxGN OnCall Analytics - Dispatch Advantage NL Add 2 Core	NL	15,047.53	2	30,095.06
HxGN OnCall Dispatch - Mobile Unit	CC	1,302.80	205	267,074.00
HxGN OnCall Dispatch - Mobile Unit - Backup	CC	NC	205	NC
HxGN OnCall Dispatch - Mobile Unit - Training	CC	781.26	25	19,531.50
HxGN OnCall Dispatch - Mobile Unit - Test	CC	NC	205	NC
HxGN OnCall Dispatch - Mobile Responder Client CC	CC	1,003.30	400	401,320.00
HxGN OnCall Dispatch - Mobile Responder Client CC - Test	CC	NC	400	NC
HxGN OnCall Mobile Server	NL	NC	4	NC
HxGN OnCall Mobile Server - Backup	NL	NC	4	NC
HxGN OnCall Mobile Server - Test	NL	NC	4	NC
HxGN OnCall Mobile Server - Redundant	NL	NC	4	NC
			Total for Software Licensing:	**$ 2,542,507.66**

TABLE B2: PRICE BREAKDOWN FOR PROFESSIONAL SERVICES

Description/Task	Proposed Price
OnCall Dispatch Project Implementation Services	$ 1,786,779.44
Total for Professional Services:	**$** 1,786,779.44

TABLE B3: PRICE BREAKDOWN FOR TRAINING	
Description/Task	**Proposed Price**
OnCall Dispatch Training for System Administrator Trainers (TTT) for Dispatch & Mobile (4 Courses - 6 attendees max)	Included in total below
OnCall Dispatch Training for Dispatch Trainers (TTT) (4 Courses - 12 attendees max)	Included in total below
OnCall Dispatch Training for Dispatch Users (TTU) (6 Courses - 12 attendees max)	Included in total below
OnCall Dispatch Mobile Unit Training (TTT) - Field Users (Firefighters) (4 Courses - 12 attendees max)	Included in total below
OnCall Dispatch Mobile Responder Training - Firefighters (4 Courses - 12 attendees max)	Included in total below
OnCall Analytics Training (2 System Admin Course - 6 attendees max) (1 User Course - 12 attendees max)	Included in total below
Xalt Developer Training (1 Course - 6 attendees max)	Included in total below
Total for Training:	**$ 370,180.75**

TABLE B4: PRICE BREAKDOWN FOR PROPOSED INTERFACES	
Interface	**Proposed Price**
NetClock	See Attachment H
Motorola MCC UHF Radio System	$ 64,765.92
Verint	$ 1,763.62
First Watch	See Attachment H
SafetyPAD	$ 15,363.76
Telestaff/Webstaff	$ 24,684.09
USDD Fire Alerting System	$ 6,715.24
HipLink	$ 18,198.17
Deccan BARB	$ 881.80
Zetron 25	$ 17,377.81
Fleet Focus M5	Removed
MCM CommShop 360	$ 14,357.02
Pictometry	See Attachment H
Rapid SOS	$ 6,715.24
ESRI	See Attachment H
MDFR Fire Hydrant System	$ Removed
TIS	Not Bid
MDFR RMS	See Attachment H
CentralSquare Enterprise Exchange Hub	$ 43,092.91
Total for Interfaces:	**$ 213,915.58**

TABLE B5 - PRICE BREAKDOWN FOR SOFTWARE ESCROW SERVICES *Instructions: Breakdown should assume Escrow Fees begin at the date of Final Acceptance and should accommodate the number of years remaining in the initial term based on the implementation timeline being proposed.*	
Description (Ex: Software Escrow – Year 1)	**Proposed Price**
Annual Software Escrow Fee	$ 1,620.00
Software Escrow Administration Fee (begins upon the completion of the Extended Warranty period)	$ 567.00
Software Escrow Administration Fee - Annual Renewal	$ 595.35
Total for Software Escrow Services :	**$ 2,782.35**

TABLE B6 - PRICE BREAKDOWN FOR MAINTENANCE AND TECHNICAL SUPPORT SERVICES

Instructions: Breakdown should assume Maintenance and Technical Support Services Fees begin at the date of Go-Live, including Reliability Period, and should accommodate the number of years remaining in the initial term based on the implementation timeline being proposed. Any deviation from this start date should be clearly explained in the Description field.	
Description (Ex: Maintenance and Technical Support Services – Year 1)	**Proposed Price**
Year 4 Recurring Fees - Annual Software Maintenance Fee	$ 603,266.33
Year 4 Recurring Fees - Annual Resident System Administrator	$ 264,950.28
Year 5 Recurring Fees - Annual Software Maintenance Fee	$ 633,429.65
Year 5 Recurring Fees - Annual Resident System Administrator	$ 278,197.79
Total for Maintenance and Technical Support Services :	**$ 1,779,844.05**

TABLE B7: PRICE BREAKDOWN FOR ADDITIONAL COSTS	
Description/Task	**Proposed Cost**
Kemp Load Balancers (Qty 6)	$ 51,425.16
Resident System Administrator (Initial annual fee, beginning at Cutover)	$ 252,333.60
Total for Additional Costs:	**$ 303,758.76**

C. OPTIONAL YEARS TO RENEW (OTR) FEES

The Proposer shall state its price for providing the required software maintenance and support services for the Solution proposed in the tables below for the optional years to renew to be exercised in the sole discretion of the County. Unless otherwise negotiated by County and selected Proposer, these rates will remain in effect for the duration of any contract issued as a result of this RFP, including any renewals or extensions exercised at the sole discretion of the County.

C1. OPTIONAL YEARS TO RENEW (OTR) FEE SCHEDULE: MAINTENANCE AND SUPPORT SERVICE FEES

DESCRIPTION	ANNUAL FEE
OTR 1 - Year 6 - Maintenance and Technical Support Service Fees **includes annual RSA*	$ 957,208.81
OTR 1 -Year 7 - Maintenance and Technical Support Service Fees **includes annual RSA*	$ 1,005,069.25
OTR 1 -Year 8 - Maintenance and Technical Support Service Fees **includes annual RSA*	$ 1,055,322.71
OTR 1 -Year 9 - Maintenance and Technical Support Service Fees **includes annual RSA*	$ 1,108,088.85
OTR 1 -Year 10 - Maintenance and Technical Support Service Fees **includes annual RSA*	$ 1,163,493.29
OTR 2 -Year 11 - Maintenance and Technical Support Service Fees **includes annual RSA*	$ 1,221,667.96
OTR 2 -Year 12 - Maintenance and Technical Support Service Fees **includes annual RSA*	$ 1,282,751.35
OTR 2 -Year 13 - Maintenance and Technical Support Service Fees **includes annual RSA*	$ 1,346,888.92
OTR 2 -Year 14 - Maintenance and Technical Support Service Fees **includes annual RSA*	$ 1,414,233.37
OTR 2 -Year 15 - Maintenance and Technical Support Service Fees **includes annual RSA*	$ 1,484,945.04

C2. OPTIONAL YEARS TO RENEW (OTR) FEE SCHEDULE: SOFTWARE ESCROW SERVICE FEES

DESCRIPTION	ANNUAL FEE
OTR 1 - Year 6 –Software Escrow Fees	$ 625.12
OTR 1 -Year 7 - Software Escrow Fees	$ 656.37
OTR 1 -Year 8 - Software Escrow Fees	$ 689.19
OTR 1 -Year 9 - Software Escrow Fees	$ 723.65
OTR 1 -Year 10 - Software Escrow Fees	$ 759.83
OTR 2 -Year 11 - Software Escrow Fees	$ 797.83
OTR 2 -Year 12 - Software Escrow Fees	$ 837.72
OTR 2 -Year 13 - Software Escrow Fees	$ 879.60
OTR 2 -Year 14 - Software Escrow Fees	$ 923.58
OTR 2 -Year 15 - Software Escrow Fees	$ 969.76

C3. OPTIONAL PROFESSIONAL SERVICES -omitted

C4. OPTIONAL FUNCTIONALITY/ SERVICES

Description	**Price**
Deccan LiveMum Software and Services (includes year 1 maintenance and support)	$ 417,741.04

HxGN OnCall Dispatch - Deccan LiveMUM Interface	$ 22,295.00
Azure Cloud Development Environment	$.. .60,000.00

General Pricing Notes:

Pricing and Options reflected in Table C.4 are valid only until March 31, 2023.

Any item denoted with "Removed" or "Not Bid" shall mean such software and/or functionality is excluded from the scope of the Agreement.

Note 2 in the Preamble of this Exhibit refers only to the rights to receive versions of upgraded software.

Table B1. Proposed Software - Pricing Notes

Contractor's proposed software purchase price shown includes the initial year of Maintenance (Extended Warranty), which begins at Cutover.

Deccan BARB - Third party pricing for Deccan BARB Interface includes the scope of work in establishing an interface with CAD provider. The first-year maintenance and support included in the purchase of this interface is in addition to the maintenance fees for the software application currently owned by the County.

License types "CC" and "NL" shall have the meaning set forth in the End User License Agreement (Exhibit D).

Table B2. Professional Services - Pricing Notes

Implementation Services include project management and project related travel.

Table B6. Maintenance and Support - Pricing Notes

Software upgrades are included in annual maintenance costs. Contractor reserves the right to quote upgrade services upon County request. This price does not include costs associated with system upgrade services.

Table B7. Additional Costs - Pricing Notes

The third-party Kemp Load Balancer products procured by the Contractor are provided with a pre-paid 5-year pass-thru-warranty from the original manufacturer. The warranty commences on the date the product is shipped to the County. Third party hardware warranties begin earlier than the commencement of Contractor's first year of maintenance or Extended Warranty. At the end of the third-party warranty period, the County may purchase additional warranty coverage, if available, at then current prices or procure replacement hardware since the original hardware is at its "end of life."

Table C4. Optional Functionality - Pricing Notes

Optional Deccan LiveMUM

Third party pricing for Deccan LiveMUM 2.0 is based on up to 71 Fire Station Locations for Miami-Dade County Fire Rescue and is for 1 (one) application that will be configured based on a common set of Business Rules/Operational Policies, including up to the number fire station and/or post locations noted; if additional changes are needed, pricing may differ.

The price includes Configuration, Project Management, Interface, LiveMUM Server, WallMap, Installation, Onsite Training, and User Licenses.

Total of 18 User Licenses included as follows: 12 Full Licenses - User can view coverage and commit move-up and 6 Viewer Licenses - User can view coverage, but NOT commit move-ups.

LiveMUM 2.0 User Licenses are based on concurrent usage. User licenses may be used in either a production, training, testing or disaster recovery environment; the only limitation being that ONLY up to 12 Full

User Licenses and/or 6 Viewer Licenses may be used concurrently at any given point in time, unless additional licenses are purchased.

The Contractor assumes Deccan implementation will not begin more than 12 months prior to Cutover.

Two (2) years of software maintenance are included in the Deccan purchase price, and maintenance commences upon delivery of Deccan software.

Optional Azure Cloud Development Environment – this option has been included to create and "spin-up" a Customer Development Environment to host the COTS Software provided in this contract until such time as the County has received and installed its hardware or a six (6) month time period has passed (whichever occurs first). This instance consists only of Infrastructure as a Service("IaaS"), which will be used as a platform to install the Software licenses procured from the Contractor to facilitate work on the Project. The Contractor will relocate the virtual machines holding the Software and data to the County's hardware once it is received and staged. This option is valid through March 31, 2023.

Exhibit C. Payment and Milestone Schedule (Group A)
Computer Aided Dispatch (CAD), Mobile, Interfaces and Services

Upon completion of a milestone below in Table 1, the Contractor shall invoice the County for the amount equal to the corresponding value. Amounts owed for Years 4-5[1] for Maintenance Services and RSA Services for the System are identified in Table 2 and shall be invoiceable at the times set forth below.

TABLE 1: PAYMENT SCHEDULE

PAYMENT MILESTONE	MILESTONE ($)
Upon Completion of Task 1: Hardware Validation Meeting	$500,000.00
Upon Completion of Task 4: Project Kickoff Meeting	$500,000.00
Upon Completion of Task 10: Virtual Server and OnCall Software Staging	$700,000.00
Upon Completion of Task 14: OnCall Dispatch System Build 1	$500,000.00
Upon Completion of Task 19: OnCall Dispatch Configuration Consulting 1	$500,000.00
Upon Completion of Task 21: OnCall Dispatch Configuration Consulting 3	$500,000.00
Upon Completion of Task 23: Mobile Unit Configuration Consulting Session 2 (Suppression)	$450,000.00
Upon Completion of Task 41: Site Acceptance Test 2	$400,000.00
Upon Completion of Task 43: Hexagon Led Training	$200,000.00
Upon Completion of Task 47: Cutover to Production Use	$768,762.19
Upon Completion of Task 49: 90 Calendar Day Reliability Test	$200,000.00
TOTAL	**$5,218,762.19**

TABLE 2: SYSTEM MAINTENANCE PAYMENTS

DESCRIPTION	PAYMENT ($)
Year 4: System Maintenance is Invoiceable Ten (10) Months after Cutover	$868,783.61
Year 5: System Maintenance is Invoiceable Twenty-two (22) Months after Cutover	$912,222.79
TOTAL	**$1,781,006.40**

[1] For clarity, "Year 4" commences at the conclusion of the Extended Warranty Period notwithstanding anything to the contrary and such reference is for identification purposes only.

Exhibit D.
End User License Agreement

The additional terms and conditions set forth in this End User License Agreement ("EULA") and the General Terms and Conditions shall govern the Software Products provided by Hexagon to Customer as described in contracting documents. If Customer does not agree to the terms of this EULA, Customer is not authorized to, and Customer shall not, download, install, or use a Software Product. Customer agrees to timely pay all charges due and payable for Customer's use of any Software Product.

1 DEFINITIONS.

1.1 "Core" means a physical processor on a computer server that can respond to and execute the basic instructions that drive the computer. A Central Processing Unit ("CPU") may have one or more Cores, and a given server may have multiple CPU sockets that may each contain multiple Cores.

1.2 "Customer" means Miami-Dade County Fire Rescue.

1.3 "Desktop-based Software Product" means a self-contained application that runs from a local drive and does not require network connectivity to operate.

1.4 "Installation Guide" means a computer file in Microsoft® Word or Adobe® PDF format or a text file that contains information a User may need to install or operate a Software Product.

1.5 "Primary License" means the license(s) of the Software Product provided to Customer for general production use as authorized by this EULA.

1.6 "Supplementary License" means a license(s) of the Software Product which is made available by Hexagon for select Software Products to augment Primary Licenses for special purposes. Each Supplementary License requires a Primary License and the term of the Supplementary License shall not exceed the term of the applicable Primary License.

1.7 "Web-based Software Product" means a Web services-based Software Product that is accessed by Users solely over the World Wide Web, Internet, or intranet.

1.8 "XML Files" means the XML (Extensible Markup Language) files generated by the Software Product, where applicable.

1.9 "XSL Stylesheets" means the XSL (Extensible Stylesheet Language) presentation of a class of XML Files which, when included with the Software Product, describe how an instance of the class is transformed into an XML (Extensible Markup Language) document that uses the formatting vocabulary.

2 LICENSE GRANT.

2.1 Provided Customer is not in breach of any term or condition of this EULA or the Contract, Hexagon hereby grants Customer a limited, non-exclusive perpetual license to install and use the Software Product, in object code form only, strictly for Customer's internal use and strictly in accordance with this EULA and up to the quantities listed in Exhibit B of the Agreement subject to Section 2.1.1 below. The license is non-transferable, except as specifically set forth in this EULA. Customer assumes responsibility for the selection of the Software Product to achieve Customer's intended results understanding the Customer's selection was based in part upon Hexagon's Proposal. Except as provided in the Contract, Customer is responsible for the installation, use, and results obtained from the Software Product.

2.1.1 Notwithstanding anything to the contrary, if Emergency Circumstances should exist, the Miami Dade Fire Rescue Department, and only MDFR, may use the Software Products in excess of the quantities listed in Exhibit B of the Agreement. This subsection shall not apply to third party software. Such rights granted herein shall last no longer than: (i) the earlier of the end of the declared Emergency Circumstances or (ii) ninety (90) days from when the Emergency Circumstance was first declared.

2.2 Minimum Requirements. The Software Product may require Customer's System to comply with specific minimum software, hardware, and/or Internet connection requirements. Hexagon will append the applicable minimum requirements to the Contract .

2.3 License Type and Mode. Software Products are licensed as either Primary Licenses or Supplementary Licenses. There are two (2) types of Primary Licenses and seven (7) types of Supplementary Licenses as described below. Depending on Customer's license, a license may be used in either Concurrent-Use mode or Node-Locked mode. The license type and mode for the Software Product Customer subscribed to or obtained will be designated (per the abbreviations set forth below) in the product description set forth on the proposal, quote, SOW, or packaging provided with the Software Product, and, if an electronic license manager tool is incorporated in the Software Product, verified by the Hexagon license system. If not otherwise indicated, Customer's license type and mode will be a Node-Locked Primary License. Each license of the Software Product is subject to the terms of this EULA.

2.3.1 Primary Licenses are described below:

(a) Concurrent-use mode (CC) allows for the checking in and checking out of the total available licenses of the Software Product for Users. At any point, Customer may run as many copies of the Software Product as Customer have licenses. Customer has the sum total of the number of licenses specified in Exhibit B regardless of whether such is used in connected or disconnected mode. Customer consents to the use of a license mechanism, license files, hardware keys, and other security devices in connection with the Software Product and agree not to attempt to circumvent, reverse engineer, or duplicate such devices.

(b) Node-Locked mode (NL) allows a single copy of the Software Product to be stored on hard disk and loaded for execution on a single designated workstation, or, for software designed for use on a handheld device, for execution on a single designated handheld device.

2.3.2 Supplementary Licenses are described below:

(a) Backup License (BCK) is licensed solely for "cold standby" when manual switchover of the Software Product to the Supplementary License is required in the event of failure of the Primary License.

(b) Developer's License (DEV) is a license of a Web-based Software Product that is delivered solely in connection with the Primary License of such Software Product for the purposes of developing and testing Customer's website built only with the Software Product. Developer's Licenses shall not be used for production purposes (i.e. a fully deployed website).

(c) Load Balancing License (LOB) is a license of a Web-based Software Product solely for use as a second or successive license on a web cluster to balance the load with the Primary License on multiple servers represented by one (1) IP address.

(d) Redundant License (RDT) is licensed solely for "hot standby" when automatic switchover of the Software Product to the Supplementary License is required in the event of failure of the Primary License.

(e) Test License (TST) is licensed solely for testing purposes.

(f) Training License (TRN) is licensed solely for training purposes.

(g) Secondary License (SEC or TFB) is licensed for non-productive use for training, development, testing, failover, backup, etc. Number of Secondary Licenses cannot exceed the number of purchased Primary Licenses.

2.4 Updates and Upgrades. If the Software Product is an Update or Upgrade to a previous version of the Software Product, Customer must possess a valid license to such previous version in order to use the Update or Upgrade. The Software Product and any previous version may not be used by or transferred to a third party. All Updates and Upgrades are provided to Customer on a license exchange basis. Updates are subject to all of the terms and conditions of the EULA applicable to the Software Product. By using an Update or Upgrade, Customer (i) agrees to voluntarily terminate Customer's right to use any previous version of the Software Product, except to the extent that the previous version is required to transition to the Update or Upgrade; and (ii) acknowledges and agrees that any obligation that Hexagon may have to support the previous version(s) of the Software Product will end upon such beneficial use of the Update. Hexagon will not be liable for additional costs Customer incurs as a result of Customer's installation or failure to install an Update. Unless specified in an amendment to the Agreement, this EULA shall supersede any EULA or signed license agreement associated with subsequent releases of the Software Product. Customer and Hexagon acknowledge: that allowing an Upgrade to be licensed on the same terms as a prior release may create unintended consequences, such as, without limitation, a failure to bind a user to terms necessitated by new functions or content of the Upgrade; and, that mandating an Upgrade be licensed on terms delivered with the Upgrade may create unintended consequences, such as, without limitation, a heightened risk that new terms may apply to the user without the user's normal diligent scrutiny thereof. The Parties shall reasonably work with one another to amend the Agreement to update this EULA as may be appropriate for an Upgrade.

3 RIGHTS AND LIMITATIONS. Please see specific exceptions and additional terms related to, Beta Software, Evaluation Software, and Educational Software set forth at the Addendum to this EULA.

3.1 THE FOLLOWING ARE PERMITTED FOR YOUR LICENSE:

3.1.1 Customer may make one copy of the Software Product media in machine readable or printed form and solely for backup purposes. Hexagon retains ownership of all User created copies. Customer may not transfer the rights to a backup copy unless Customer transfers all rights in the Software Product and license as provided for in Section 3.1.2. Any other copying of the Software Product, any use of copies in excess of the number of copies Customer have been authorized to use and have paid for, and any distribution of the Software Product not expressly permitted by this EULA, is a violation of this EULA and of federal or applicable governing law.

3.1.2 Customer may transfer the Software Product and license within Customer's company (intra-company transfer), subject to the Hexagon's consent and the terms of this EULA. If Customer transfers the Software Product, Customer must at the same time either transfer all copies, modifications, or merged portions, in whatever form, to the same party, or Customer must destroy those not transferred.

3.1.3 For a Web-based Software Product:

(a) Customer may run multiple Websites and provide multiple Webservices to Customer's client users with a single license.

(b) Customer may distribute client side web page plug-ins (e.g., ActiveX controls, Java applets and applications, Enhanced Compressed Wavelet (ECW) plug INS) to Users.

(c) Customer may load this Web-based Software Product on multiple machines within a cluster that is acting as a single web server, provided Customer has obtained the applicable number of Load Balancing Licenses or number of Cores from Hexagon and the total number of map servers or number of Cores deployed do not exceed the quantity licensed.

(d) Customer may only copy and distribute the Java script source files to support the Web-based Software Product's output vector map type and Customer's associated websites, and Customer may prepare derivative works solely for Customer's internal use.

3.1.4 For Software Products which contain XSL Stylesheets for presenting XML Files, Customer may only use the XSL Stylesheets and derivative works thereof for the purpose of presenting XML Files and derivative works thereof (collectively, "XML Products") for Customer's enterprise. Customer may not distribute the XSL Stylesheets or XML Products on a stand-alone basis. XSL Stylesheets may not be used in the production of libelous, defamatory, fraudulent, lewd, obscene or pornographic material, or any material that infringes upon any third party intellectual property rights, or otherwise in any illegal manner. All XSL Stylesheets supplied with the Software Product are and will remain the property of Hexagon.

3.1.5 For Software Products that are delivered with an Application Programming Interface ("API") and/or configuration set-up, Customer may use the API(s) to write Customer's own extensions to the Software Products, and Customer may use configuration setup to configure the Software Product, but only to the extent permitted by the API(s) and/or configuration setup. Insofar as Hexagon does not transfer to Customer any rights in its Intellectual Property by allowing Customer to write Customer's own extensions using the API(s) or to configure the software via the configuration set-up, Customer hereby agrees and acknowledges that Hexagon retains all rights in its Software Product, API(s), and configurations. Except where otherwise provided for in writing, Hexagon does not make any representations or warranties with respect to such extensions and/or configurations and to the maximum extent permitted by applicable law, Hexagon and its suppliers disclaim all warranties, either express or implied, relating to such extensions and/or configurations, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, high risk use and non-infringement. Subject to the forgoing, Customer's use of such extensions and/or configurations is solely at Customer's own risk, and Customer hereby agrees to indemnify and hold harmless Hexagon and its suppliers with respect to such extensions and/or configurations.

3.1.6 Customer is solely responsible, unless expressly contracted for Hexagon to assume all or some of these duties, for backing up all systems, software, applications, and data, as well as properly using the Software Product in conformance with Hexagon's guidelines and instructions as well as accepted best practices.

3.1.7 At all times, Customer must keep, reproduce and include all copyright, patent, trademark and attribution notices on any copy, modification or portion of the Software Product, including, without limitation, when installed, used, checked out, checked in and/or merged into another program.

3.2 THE FOLLOWING ARE PROHIBITED FOR YOUR LICENSE:

3.2.1 Customer may not sell, rent, license, lease, lend, or otherwise transfer the Software Product, or any copy or modification, to another company or entity or person. Any such unauthorized transfer will result in automatic and immediate termination of the license.

3.2.2 Customer may not, and Customer may not authorize anyone else to, decompile, disassemble, or otherwise reverse engineer the Software Product.

3.2.3 Customer may not, and Customer may not authorize anyone else to, work around any technical limitations in the Software Product. For purposes of clarity, this prohibition does not limit the resolution, including but not limited to a procedural workaround, for a Defect.

3.2.4 Customer may not, and Customer may not authorize anyone else to, publish the Software Product for others to copy or use.

3.2.5 Customer may not, and Customer may not authorize anyone else to, use, copy, modify, distribute, disclose, license or transfer the Software Product, or any copy, modification, or merged portion, in whole or in part, except as expressly provided for in this EULA.

3.2.6 Customer may not, and Customer may not authorize anyone else to, re-use the component parts of the Software Product with a software product other than the Software Product Customer is licensed to use. Customer may not, and Customer may not authorize anyone else to, disassemble and re-use the component parts of the Software Product on different computers, servers, or devices. The Software Product is licensed as a single product.

3.2.7 Customer may not, and Customer may not authorize anyone else to, circumvent any license mechanism in the Software Product or the licensing policy.

3.2.8 Customer may not, and Customer may not authorize or allow anyone else to, use or view the Software Product for any purposes competitive with those of Hexagon provided that Winbourne Consulting, Inc. is authorized to perform Customer Activities during the Project and excluding during the Maintenance Project.

3.2.9 Customer may not, and Customer may not authorize anyone else to, use the Software Product except as expressly set forth in this EULA.

3.2.10 For a Desktop-based Software Product that is Node-Locked:

(a) Customer may not run the Software Product for Web-based applications.

(b) Customer may not allow the Software Product to be used by multiple Users on a single workstation at the same time.

3.2.11 Customer may not, and Customer may not authorize or allow anyone else to, use the Developer's License for production purposes (i.e., a fully-deployed website).

3.2.12 Except in the limited situation where required by law or a labor agreement, Customer may not, and Customer may not authorize or allow anyone else to, publish to a third party any results of benchmark tests run on the Software Product. Even where provided under such limited circumstances, the Customer shall make best efforts to protect such information and have other parties to whom the data is being provided protect the information being provided. The

sample and demo data set(s) and related script(s) delivered with some Software Products (the "Sample Data") are provided solely for the purpose of instructing the User on how to use the Software Product with which the Sample Data are delivered. The Sample Data are licensed in conjunction with the Software Product and are not to be redistributed, licensed, sold, transferred, used, or otherwise dealt with in a production solution without Hexagon's prior written consent.

3.2.13 The Software Product is not designed or intended for use in any situation where failure or fault of any kind of the Software Product could lead to death or serious bodily injury of any person, or to severe physical, property, or environmental damage ("High Risk Use"). **High Risk Use shall not mean any use of the Software Product for purposes it is regularly marketed and sold (e.g., computer aided dispatch software may be used to dispatch police, fire and emergency medical services).** Customer is not licensed to use the Software Product in, or in conjunction with, any High Risk Use. High Risk Use of any Software is STRICTLY PROHIBITED as the Software Product is not completely fault tolerant. High Risk Use includes, for example, the following: operation of aircraft or other modes of human mass transportation, nuclear or chemical facilities, and Class III medical devices.

3.2.14 For a Web-based Software Product:

(a) Customer may not use the Web-based Software Product to operate software as a service or hosting without the prior written consent of Hexagon.

(b) Customer may not use a Load Balancing License (LOB) of the Web-based Software Product detached of its Primary License.

(c) Customer may not use Primary Licenses (and their allocated Load Balancing Licenses) ordered or delivered under a single part number (e.g. "product name – WORKGROUP") for other entities or organizations or at a different physical geographic address,

4 TERM.

This EULA is effective until terminated or until Customer's software subscription or lease expires without being renewed. This EULA may be terminated (a) by Customer, by returning to Hexagon the original Software Product or by permanently destroying the Software Product, together with all copies, modifications and merged portions in any form; (b) by Hexagon, upon Customer's breach of any of the terms hereof or Customer's failure to pay the appropriate license or subscription fee(s); (c) upon Customer's installation of an Upgrade that is subject to a new applicable license agreement covering the Software Product Upgrade; or (d) by expiration of the applicable license files, if this is a temporary license. Customer agrees upon the earlier of the termination of this EULA or expiration of Customer's software subscription to cease using and to permanently destroy the Software Product (and any copies or modifications of the Software Product in any form, and all of the component parts of the Software Product) to the best of its ability and certify in writing to Hexagon it has exerted its best efforts in destroying the Software Product.

5 AUDIT.

Hexagon shall have the right, during Customer's normal business hours, to audit Customer's use of the Software Product and Customer's compliance with the provisions of this EULA. Hexagon will provide Customer with thirty (30) days prior written notice of an audit. The right of audit shall be limited to once per calendar year. If requested by the County and prior to the start of an audit, Hexagon's personnel will sign a reasonable non-disclosure agreement and/or be subject to a criminal background check as may be required by CJIS guidelines provided by Customer. During the audit, Customer shall allow Hexagon's personnel to be provided reasonable access to both Customer's records and personnel. The cost of the audit shall be paid by Hexagon. Should the results of the audit indicate that Customer has underpaid software license fees to Hexagon Customer agrees to promptly pay Hexagon such fees at the then current price for the Software Product license or software subscription and maintenance for the Software Product from the point it was used at then current rates.

In addition to the foregoing provisions related to general auditing, Hexagon shall have a right to obtain certain documentation from you, as follows. On a semi-annual basis, Customer shall provide Hexagon access to files reflecting its usage volume. Prior to providing access to the files to Hexagon, Customer shall review and compare its usage to its allowed Software Product usage. In the event a programmatic configuration to the Software product is implemented creating an automatic transmission of the log files to Hexagon from Customer, the Customer shall on a semi-annual basis certify to Hexagon it is not using more licenses of Software Products than otherwise allowed. In addition to the semi-annual transmissions, Customer shall transmit log files associated therewith to Hexagon upon Hexagon's demand and in accordance with Hexagon's reasonable transmission instructions. Hexagon shall not demand the transmission of usage tracking log files more frequently than two (2) times in any calendar year. If log files establish an underpayment of fees to Hexagon, such underpayment will be addressed on the same basis as an underpayment discovered as a result of a general audit.

6 INTELLECTUAL PROPERTY.

6.1 Ownership of Software. ALL SOFTWARE PRODUCTS ARE PROPRIETARY PRODUCTS OF HEXAGON AND THIRD PARTIES WHERE SUCH THIRD PARTIES ARE IDENTIFIED BY HEXAGON, AND ARE PROTECTED BY COPYRIGHT LAWS AND INTERNATIONAL TREATIES. TITLE TO SOFTWARE PRODUCTS AND ALL COPIES, MODIFICATIONS AND MERGED PORTIONS OF A SOFTWARE PRODUCT SHALL AT ALL TIMES REMAIN WITH HEXAGON AND SUCH THIRD PARTIES. Software Products are licensed pursuant to this EULA, not sold. Hexagon and additional third parties retain all right, title and

interest in and to all Software Products, including, but not limited to, all Intellectual Property rights in and to each Software Product. All rights not expressly granted to Customer by this EULA or other applicable Third-Party Software license agreement or terms and conditions are reserved by Hexagon and such third parties. No source code is deliverable hereunder unless otherwise expressly agreed to in writing by Hexagon. A list of registered patents associated with the Software Products, is available at www.intergraph.com/patents.

6.2 Ownership of Intellectual Property. Customer acknowledges and agrees that Hexagon and third party manufacturers, as applicable, own all rights in and to Hexagon's and the applicable third party manufacturer's trade names, and no right or license is granted to Customer pursuant to this EULA to use such trade names. Customer also acknowledges and agrees that Hexagon and third party manufacturers, as applicable, own all right, title and interest in and to all Intellectual Property relating to and for the Software Product. If Customer brings a patent claim against Hexagon or any third party manufacturer over patents Customer claim are being infringed by the Software Product, Customer's patent license from Hexagon and any applicable third party manufacturer(s) for the Software Product automatically ends.

7 RESTRICTIONS.

7.1 United States Government Restricted Rights. If the Software Product (including any Updates, Upgrades, documentation or technical data related to such Software Product) is licensed, purchased, subscribed to or obtained, directly or indirectly, by or on behalf of a unit or agency of the United States Government, then this Article 7 also applies.

7.1.1 For civilian agencies: The Software Product was developed at private expense and is "restricted computer software" submitted with restricted rights in accordance with the Federal Acquisition Regulations ("FAR") 52.227-19 (a) through (d) (Commercial Computer Software – Restricted Rights).

7.1.2 For units of the Department of Defense: The Software Product was developed at private expense and is "commercial computer software" submitted with restricted rights in accordance with the Defense Federal Acquisition Regulations ("DFARS") DFARS 227.7202-3 (Rights in commercial computer software or commercial computer software documentation).

7.1.3 Notice: This Software Product is "Commercial Computer Software" as defined in DFARS 252.227-7014 (Rights in Noncommercial Computer Software) and FAR 12.212 (Computer Software), which includes "technical data" as defined in DFARS 252.227-7015 (Technical Data) and FAR 12.211 (Technical Data). All use, modification, reproduction, release, performance, display or disclosure of this "Commercial Computer Software" shall be in strict accordance with the manufacturer's standard commercial license, which is attached to and incorporated into the governing Government contract. Hexagon and any applicable Third-Party Software manufacturer(s) are the manufacturer. This Software Product is unpublished and all rights are reserved under the copyright laws of the United States.

7.2 Territorial Use Restriction. Unless otherwise specifically permitted in writing by Hexagon, use of the Software Product outside the country in which it is licensed is strictly prohibited except in such circumstances where an agency or department of the Customer is deployed in its official capacity outside of the United States for search and rescue efforts; however, Hexagon does not represent or make any commitment the Software Product will operate as designed when operated outside of the United States. From time to time, employees of Customer are deployed outside of the United States as part of humanitarian search and rescue efforts. In that limited capacity and pursuant to those efforts, employees of Customer may continue to use the Software Products outside of the United States without being in violation of the Territorial Use Restriction. Customer acknowledges, Hexagon makes no representation or certification the Software Products will conform to product specifications or warranties when used in such environments or outside of the United States.

7.3 Survival. The provisions of this EULA which require or contemplate performance after the expiration or termination of this EULA shall be enforceable notwithstanding said expiration or termination.

END-USER LICENSE AGREEMENT
ADDENDUM FOR CERTAIN PRODUCTS

This Addendum is applicable to Customer in the event that the Software Product is one that also makes use of the products identified below. If applicable, this Addendum ("Addendum") sets forth the terms of the Customer's use of the Software Product in addition to the terms of the END-USER LICENSE AGREEMENT ("EULA") provided to the Customer at the time of purchase. This Addendum shall only apply to Customer if Customer use any of the products identified below. To the extent not inconsistent with this Addendum, all terms of the EULA shall apply to the use of the Software Product. In the event of a conflict of terms between the EULA and this Addendum, this Addendum shall take precedence over the EULA.

1. Beta Software - Additional Terms. If the Software Product Customer received with this EULA is Beta Software, then the following additional terms apply. To the extent that any provision in this Article is in conflict with any other terms or conditions in this EULA, this Article shall supersede such other terms and conditions with respect to the Beta Software, but only to the extent necessary to resolve the conflict. Customer shall hold all information concerning Beta Software and Customer's use and evaluation of such information and the Beta Software (collectively, "Beta Software Information") in confidence and with the same degree of care Customer uses to keep Customer's own similar information confidential, but in no event shall Customer use less than a reasonable degree of care; and Customer shall not, without the prior written consent of Hexagon, disclose such Beta Software Information to any person or entity for any reason at any time; provided, however, it is understood that Customer may disclose any Beta Software Information to those of Customer's representatives who actually need such information for the purpose of participating in the proposed evaluation and testing ("Beta Testing") of the Beta Software, on the condition that, prior to such disclosure, such representative has been made aware of the terms of this EULA. Customer shall not use any Beta Software Information for any reason or purpose other than as necessary for Beta Testing. Customer agrees to make no other use of the Beta Software Information or to incorporate any Beta Software Information into any work or product. Customer acknowledges that the Beta Software is a pre-release, beta version, does not represent final product from Hexagon, and may contain bugs, errors and other problems that could cause system or other failures and data loss. THE BETA SOFTWARE IS PROVIDED TO YOU "AS-IS", AND HEXAGON DISCLAIMS ALL WARRANTY AND LIABILITY OBLIGATIONS TO YOU OF ANY KIND. Customer may use the Beta Software only for evaluation and testing. Production use of Beta Software is strictly prohibited. Customer acknowledges that Hexagon has not promised or guaranteed to Customer that Beta Software or any portion thereof will be announced or made available to anyone in the future, Hexagon has no express or implied obligation to Customer to announce or introduce the Beta Software and that Hexagon may not introduce a product similar to or compatible with the Beta Software. Accordingly, Customer acknowledges that any research or development that Customer performs regarding the Beta Software or any product associated with the Beta Software is done entirely at Customer's own risk. During the term of this EULA, if requested by Hexagon, Customer will provide feedback to Hexagon regarding Beta Testing, including error or bug reports. Upon receipt of a later unreleased version of Beta Software or release by Hexagon of a publicly released commercial version of the Software Product, Customer agrees to return or permanently destroy all earlier Beta Software received from Hexagon. Customer agrees that Customer will return or destroy all unreleased versions of the Beta Software within thirty (30) days of the completion of Beta Testing when such date is earlier than the date for Hexagon's first commercial shipment of the publicly released commercial software.

2 Evaluation Software - Additional Terms. If the Software Product Customer has received with this EULA is provided specifically for evaluation purposes ("Evaluation Software"), then this Article applies until such time that Customer purchases a license of the full retail version of the Software Product. To the extent that any provision in this Article is in conflict with any other term or condition in this EULA, this Article shall supersede such other terms and conditions with respect to the Evaluation Software, but only to the extent necessary to resolve the conflict. Customer may use the Evaluation Software only for evaluation and testing and not for general production use. Customer acknowledges the Evaluation Software may contain limited functionality and/or may function for a limited period of time. Hexagon is licensing the Evaluation Software on an "AS-IS" basis, solely for Customer's evaluation to assist in Customer's purchase decision. If the Evaluation Software is a timeout version, then the program will terminate operation after a designated period of time following installation (the "Time Out Date"). Upon such Time Out Date, the Evaluation Software license will cease operation and Customer will not be able to use the Software Product, unless Customer purchases a license for a full retail version of the Software Product. Customer acknowledges such Evaluation Software shall cease operation upon the Time Out Date and accordingly, access to any files or output created with such Evaluation Software or any product associated with the Evaluation Software is done entirely at Customer's own risk.

3. Deccan LiveMUM 2.0 User Licenses are based on concurrent usage. User licenses may be used in either a training, testing or disaster recovery environment; the only limitation being that ONLY up to 12 Full User Licenses and/or 6 Viewer Licenses may be used concurrently at any given point in time. Warranty is for one year, to commence upon shipment. This provision applies only if Deccan LiveMUM is purchased.

END OF EXHIBIT D: END USER LICENSE AGREEMENT

Exhibit E.
Hexagon's U.S. Maintenance Terms and Conditions

The additional terms and conditions set forth in this Attachment E shall govern the Maintenance Services provided by Hexagon to Customer for the Covered Products identified in the Agreement. Terms not defined in this Attachment E will have the meaning ascribed to them in the General Terms and Conditions or Attachment D (the End User License Agreement).

1 DEFINITIONS

"Maintenance Agreement" means the combined terms and conditions applicable to Maintenance Services, to-wit: the terms set forth in this Attachment, the General Terms and Conditions of the Agreement, and the applicable Quote for Maintenance Services.

"Coverage Period" means the period of performance of the Maintenance Project and, as it applies to Optional Years, as set forth in the applicable Quote.

"Covered Products" means as it pertains to the Maintenance Project the software listed in Tables B1 and B4 of Attachment B of the Agreement and as it pertains to the Optional Years, the software listed on the Quote for which Maintenance Services are to be provided to Customer by Hexagon. Covered Products shall also include additional copies of software (i) where the software is already a Covered Product under an existing Maintenance Agreement and (ii) additional licenses are purchased or otherwise obtained by Customer during the Coverage Period. Covered Products may include Software Products and Third Party Software.

"Regular Business Hours" means Monday through Friday from 8 AM – 8 PM at Customer's local time, excluding Hexagon-Observed Holidays.

"Modern Release" means a version of a Software Product published by Hexagon no more than eighteen (18) months prior to Customer's first use thereof in production.

"Optional Years" means the annual periods for Maintenance Services (i.e. Maintenance Years 3-12) set forth in Table C in Attachment B the Customer may purchase as provided herein and that are not otherwise included within the maintenance Project.

"Version Limitation I" is a status reached by a Software Product on the earlier of the (i) the third anniversary of the Customer's first operation of that Software Product in a live Production environment or (ii) the fifth anniversary of Hexagon's first actual delivery of the Software Product to the Customer for implementation; provided that each time Customer upgrades the version of the Software Product used in Production to a Modern Release, a reset shall occur, such that Version Limitation I shall thereafter be reached upon the third anniversary of the Customer's first operation of such Modern Release in a live Production environment.

"Version Limitation II" is a status reached by a Software Product on the earlier of (i) the fourth anniversary of the Customer's first operation of that Software Product in a live Production environment or (ii) the sixth anniversary of Hexagon's first actual delivery of the Software Product to the Customer for implementation; provided that each time Customer upgrades the version of the Software Product used in Production to a Modern Release, a reset shall occur, such that Version Limitation II shall thereafter be reached upon the fourth anniversary of the Customer's first operation of such Modern Release in a live Production environment.

""Version Limitations" means, separately and collectively, limitations on Services to be provided hereunder based upon a Covered Product reaching Version Limitation I and/or Version Limitation II.

2 AUTHORIZATION OF MAINTENANCE SERVICES

Following execution of the Agreement, Customer authorizes Hexagon to provide the Maintenance Services for Covered Products, as may be updated from time to time through change orders, during the Maintenance Project, which shall constitute the initial Coverage Period. For the Optional Years, the County may authorize Hexagon to provide Maintenance Services by one of the following means:

a) Providing Notice to Proceed for Maintenance Services and/or submitting a Purchase Order referencing this Agreement;
b) Paying any charges as set forth in Attachment B: Price Schedule;

The Maintenance Services will be provided by Hexagon in accordance with the Scope of Coverage as set forth elsewhere in this Attachment.

3 TERM OF THE MAINTENANCE AGREEMENT

3.1 This Maintenance Agreement shall begin immediately upon the end of the Extended Warranty Period, and shall expire two (2) years thereafter unless terminated earlier pursuant to the terms of the Agreement.. The Coverage Period shall be in increments of not less than one (1) year.

4 LAPSE AND REINSTATEMENT OF MAINTENANCE SUPPORT COVERAGE

4.1 Lapse in Maintenance Coverage. To reinstate Maintenance Services after any termination or suspension thereof, Customer must pay a reinstatement fee. The Coverage Period for any reinstated Maintenance Services (the "Renewal Coverage Period") shall begin on the first day after the expiration or termination of the last paid-in-full Coverage Period and extend until the next purchase anniversary date of the lapsed Covered Products. The reinstatement fee will equal thirteen percent (13%) of the past due maintenance charges (rounded up to whole months only) for the Renewal Coverage Period, and shall be in addition to the total maintenance charges due for the Renewal Coverage Period, all calculated at the current maintenance list price. Upon request of Customer, Hexagon will provide a Quote for the Renewal Coverage Period, to include the reinstatement fee, which is applicable only for reinstatement made in the then-current month.

4.2 Failure to Obtain Maintenance Services In the event Maintenance Services were not purchased at the time that the Covered Product was originally purchased, in order to obtain Maintenance Services, Customer must pay one hundred thirteen percent (113%) of all maintenance payments from the date the original Covered Product was purchased up to the date the Maintenance Services are actually purchased, plus one hundred percent (100%) of the remaining Coverage Period that expires upon the anniversary date of the original Covered Product purchase, all calculated at the contracted list price. The Coverage Period for such Covered Products will begin on the first day of the month in which the Covered Products were originally purchased.

5 SCOPE OF COVERAGE FOR SOFTWARE PRODUCTS

Maintenance Services described in this Article apply to Software Products only.

Hexagon offers two levels of Maintenance Services for Software Products included in the Covered Products: Standard Support and Premium Support. Hexagon will provide the County Premium Support for the Covered Products included herein. Under both levels of Maintenance Service, Hexagon shall provide reasonable commercial efforts to aid in the diagnosis of Defects. Under all levels of Maintenance Services, but only until the subject Software Product version reaches Version Limitation I or Version Limitation II, Hexagon shall provide reasonable commercial efforts to aid in correction of Defects. After a Software Product Version reaches Version Limitation I, but only until the subject Software Product reaches Version Limitation II, Hexagon shall provide reasonable commercial efforts to aid in correction of Level One Defects only. The level of Service for each Software Product is identified in the Quote, subject however to Version Limitations. Levels of Service are as follows:

5.1 Standard Support: Standard Support will include and be limited to the following:

5.1.1 Help Desk Support. Covered Product support will be provided via the Help Desk (telephone or eService via Hexagon's Customer Support Web Site where available at http://esupport.intergraph.com). Phone support for all priority levels of software errors is available during Regular Business Hours. Local variances in support hours will be posted on the Customer Support Web Site or applicable local support website, or can be determined by contacting Customer's local Hexagon office (Madison, AL).

5.1.2 Updates. Access to all available Updates of Software Products included in the Covered Products. Hexagon will notify Customer when Updates are made available for any Software Products for which Service has been purchased by way of posting notices of such to the "Support Notices and Announcements" section on the Customer Support Web Site or applicable local support website or via direct notification by Hexagon. If applicable, Customer may also register on the Customer Support Web Site or applicable local support website to automatically receive email notifications when a new release of a Software Product is made available by Hexagon. Updates are shipped to Customer upon Customer request. Hexagon is not obligated to produce any Updates.

5.1.3 Knowledge Base. Twenty-four-hour-per-day/seven-day-per-week access to problem Knowledge Base, an on-line self-help tool.

5.2 Premium Support: Premium Support will include all of the features available under Standard Support. Additionally, when the software error is considered to be a Level One error (P1) or Level Two error (P2) as described in the Table herein, then phone support is also available 24 hours, seven days a week including Hexagon-observed holidays.

5.3 Hexagon may not provide both levels of support for all Software Products in all countries. Customer may choose any level of Maintenance Services offered, however, all interrelated or identical Software Products included in the Covered Products under the Terms and Conditions must have the same level of Maintenance Services when available.

5.4 Defect correction Maintenance Services are available subject to Version Limitations. Defect corrections provided by Hexagon shall, unless otherwise agreed by Hexagon, be delivered within Hexagon's product Releases, and in accordance with Hexagon's standardized Release cycles, which occur no more frequent than every three months. For Level One Defects, if appropriate, a software patch will be created for the particular Covered Product for the County's current version Release, so long as that Software Release utilized by the County is one of the three most recent Releases (including the most current Release) published by Hexagon. In instances where the Customer is using a Release that is not within the: three most recent Releases published by Hexagon for a Level One Defect, the patch would be developed for the most recent Release published by Hexagon. The County would need to implement the most recent Release to receive the resolution to the Level One Defect or Level Two Defect. Diagnostic Maintenance Services are available regardless of release. Maintenance Services are limited to the specific Software Products listed on the Quote and functioning on the appropriate Hexagon-supported operating system.

5.5 Resolution Methodology. A Defect reported by the County will be categorized as either a service request ("SR"), a type of Defect relating to the configuration of the System and not requiring a source code modification; or a change request Defect ("CRD"), a type of

Defect that emanates from a bug or error in the source code of the applicable Software application and which requires a source code modification to resolve.

SRs will be responded to in accordance with the table below depending upon the priority of the Defect.

As it relates to CRD's, program code fixes that address a Defect are intended be delivered in a future version release in accordance with Hexagon's standardized release cycles, unless otherwise agreed to by Hexagon and subject to the patch for a Level One Defect as discussed above. Occasionally, the County may require a code change to address a Level One CRD prior to publication of a future release with the Defect correction, and the situation requires a resolution (permanent or interim) before a future Release with the Defect correction is published. In these cases, a software patch may be created for the particular Software Product for the County's current version Release, so long as that Software Release utilized by the Customer is one of the three most recent Releases (including the most current Release) published by Hexagon. In instances where the County is using a version Release that is not within the three most recent Releases published by Hexagon, the patch will be developed for the most recent version Release published by Hexagon. The Customer would need to implement the most recent Release to receive the resolution to the Level One CRD.

5.6 The following table defines each type of error:

PRIORITY	PROBLEM DESCRIPTION	RESPONSE TIME
Level One (P1)	*No workaround available and either:* ● Productive use prohibited, or ● Aborts.	Within 30 minutes of telephone notification
Level Two (P2)	*No workaround available and either:* ● Primary purpose compromised, or ● Productive use significantly impacted	Within one hour of telephone notification
Level Three (P3)	● Productive, but incomplete operation Level Three Defects generally have a workaround or do not otherwise substantially impair productive use.	M-F, 8:00AM-8:00PM Eastern Standard Time – Within eight hours of notification during normal business hours
Level Four (P4)	● Defects not qualifying as Level One, Two, or Three, including defects of a cosmetic nature and defects not materially limiting complete productive use	M-F, 8:00AM-8:00PM Eastern Standard Time – Within eight hours of notification during normal business hours

6 MINIMUM SYSTEM REQUIREMENTS; CUSTOMER'S OBLIGATIONS

Performance of Maintenance Services by Hexagon is specifically conditioned upon the following minimum system requirements and fulfillment by Customer of the following obligations (collectively, minimum system requirements and customer obligations hereinafter referred to as "Customer Obligations"):

6.1 Customer's hardware and operating system software must meet the minimum system requirements specified by Hexagon and made available to Customer upon request.

6.2 Customer's system must have input and output capabilities that enable the use of Hexagon's diagnostic programs and supplemental tests.

6.3 Customer will be responsible for any required adjustments or updates to its hardware and/or operating system software required to accommodate Updates of Covered Products.

6.4 Customer will ensure availability of its own system technical support personnel so that Hexagon can fulfill its Service obligations.

6.5 When reporting problems to Hexagon's Help Desk, Customer will first log a service ticket in the online CRM tool and provide a complete problem description, along with all documents and information that is available to Customer and required by Hexagon to diagnose and resolve the problem. Contractor will be granted necessary access to the required system in compliance with the County's security guidelines as well as to the Covered Products, and any other reasonable assistance needed.

6.6 Customer will carry out any reasonable instructions, as determined by the Customer, on troubleshooting or circumvention of the problem provided by Hexagon through an Authorized Contact (as defined below) immediately and in conformity with these instructions, and will install any necessary patches, defect corrections or new versions from Hexagon. County acknowledges that failure to follow Hexagon's reasonable instructions may result in delay in resolving the reported issue.

6.7 Customer is solely responsible for assuring the compatibility of non-Hexagon products with products provided by Hexagon, with the exception of those products identified in Attachment E – Public Safety System Specifications (as updated from time to time) in the Statement of Work.

6.8 Customer is solely responsible for ensuring its systems, software, and data are adequately backed up. Hexagon will not be liable for lost data due to the actions of the County that are contrary to instructions, policies, and procedures provided by Hexagon to the County or for County failing to follow customary information technology practices.

7 EXCLUDED SERVICES

7.1 Maintenance Services for the following are outside the scope of the Maintenance Agreement and may be available under separate agreement at an additional charge (collectively "Excluded Maintenance Services"):

- 7.1.1 Installation of any Covered Product, Update, Upgrade, or non-Hexagon provided interface software
- 7.1.2 Network configuration
- 7.1.3 Development of configurations (or making configurations) or customizations of Covered Products to Customer requirements.
- 7.1.4 System-level tuning and optimization and system administration support
- 7.1.5 Programming or software development
- 7.1.6 Training
- 7.1.7 Maintenance Services required because the Authorized Contact is not available or is not trained in accordance with this Attachment
- 7.1.8 On-site services of any sort except if both parties consent to providing onsite services hereunder
- 7.1.9 Maintenance Services outside of the regular business hours associated with the applicable to Premium Maintenance Services (i.e. telephoning support requests to Hexagon for P3 through P4 errors outside of time specified in section 5.1.1)
- 7.1.10 Maintenance Services required due to modifications of Covered Products by Customer except where such modifications are consistent with the intended purpose of the Covered Product, or required by Hexagon are made or recommended by Hexagon using third party tools (e.g. Visual Studio). In the case of Hexagon software modules which assist in the creation and use of Customer software, the performance of Maintenance Services under the Maintenance Agreement is restricted to unmodified components of these Covered Products.
- 7.1.11 Maintenance Services required due to use other than in the ordinary manner intended for the Covered Products, or use in a manner that contravenes terms hereunder, or Customer's disregard of the installation and operating instructions according to the documentation provided with the Covered Products
- 7.1.12 Maintenance Services required due to failure of software or hardware not supplied by Hexagon and not covered in the Maintenance Agreement. (This excluded service does not limit Hexagon's obligation to investigate and diagnose errors reported with Covered Products, but for clarity Hexagon is not responsible for resolving errors that following investigation are discovered to be due to a failure of software or hardware not supplied by Hexagon).
- 7.1.13 Maintenance Services required due to Customer's use of hardware or software that does not meet Hexagon specifications or failure of Customer to maintain or perform industry standard maintenance on Customer's hardware or software
- 7.1.14 Maintenance Services required due to software or portions thereof that were incorrectly installed or configured by the County, or use in an environment inconsistent with the technical environment specified by Hexagon, or use with peripherals, operational equipment, or accessories not conforming to Hexagon's specifications.
- 7.1.15 Maintenance Services required due to cases of force majeure, acts of God, lightning strikes, fire, or flood or other events not caused through Hexagon's fault.
- 7.1.16 Maintenance Services required due to fix /resolve faulty or incomplete Customer data (This excluded service does not limit Hexagon's obligation to investigate and diagnose errors reported with Covered Products, but for clarity Hexagon is not responsible for resolving errors that following investigation are discovered to be due to faulty or incomplete Customer data).

7.2 When authorized by a County Representative, Excluded Maintenance Services or other software maintenance support services that are outside the scope of the Maintenance Agreement will be billed by Hexagon at the then-current hourly rates and material prices at the time such service is performed.

8 SYSTEM SUPPORT TECHNICIAN

8.1 Customer will appoint up to eleven (11) persons authorized to make use of the Maintenance Services ("Authorized Contacts").

8.2 Customer must make sure that the Authorized Contacts have adequate expertise and experience to make possible a targeted and professionally accurate description of malfunctions and make it possible for Hexagon to handle them efficiently. Authorized Contacts must have successfully completed Hexagon product training or complete it at the next available scheduled opportunity, for those products for which formal training is available. Customer will bear the cost of this training. Customer is obligated to select only those personnel for this task who are suitable for it by means of training and function, and who have knowledge of Customer's operating system, network, and hardware and software systems. Customer agrees to promptly notify Hexagon of any replacement of an Authorized Contact.

9 REMOTE ACCESS

Customer will permit Hexagon to electronically access Customer's system via SecureLink provided that the Customer may require escorted access prior to access, pre-access notice of Hexagon's need to access the System, and information regarding changes made within the System during such access. The County acknowledges, Hexagon recommends SecureLink as the electronic access tool, and assumes

sole responsibility for the use of the tool identified below, including the risk that resolution of errors may take more time. The Authorized Contacts should be available to assist Hexagon support personnel ("Customer Support") as needed during this entire process. Customer Support will only access Customer's system with the knowledge and consent of Customer.

10 THIRD PARTY SOFTWARE

10.1 Support and Updates of Third Party Software shall be provided in the fashion and to the extent or duration that Hexagon is authorized to provide such by the third party manufacturer of the Third Party Software, and such Third Party Software Maintenance Services may be subject to additional terms and conditions of the third party manufacturer of the Third Party Software.

10.2 Maintenance Services and Updates for any Third Party Software that are not listed on the Quote must be obtained from the third party owner of the products or their designated representative.

10.3 Deccan Specific Terms: Notwithstanding anything else to the contrary in the Maintenance Agreement or Agreement, the following terms shall apply to Deccan software maintained hereunder, if purchased:

a. If Customer has not purchased maintenance for Deccan software for three (3) consecutive years, then maintenance for Deccan software is not available for subsequent purchase unless Customer repurchases the Deccan software at then current prices.
b. Deccan software will only be provided with Standard Support as described in Section 5.1.
c. Notwithstanding section 13.1 herein, Deccan software maintenance must be paid for in annual installments.
d. Deccan maintenance will be included in the Hexagon maintenance quote.

11 REQUIRED COVERAGE

11.1 Multiple or Interdependent Licenses. Customer may not decline Maintenance Services for individual licenses of a Covered Product for which Customer has multiple copies installed at the County or for Covered Products that are being used interdependently regardless of installation locations, except in accordance with the relinquishment process described in Section 12.2, below.

11.2 Prerequisite Licenses. All prerequisite Hexagon software licenses that are necessary to operate the Covered Products for which Customer desires Maintenance Services under the Maintenance Agreement must also be included as Covered Products and Hexagon undertakes to list these on the Quote.

12 ADDITIONS AND REMOVALS OF COVERED PRODUCTS

12.1 Additions of Covered Products to Maintenance.

12.1.1 Additional Software Products from Hexagon. In the event Customer purchases additional licenses of Software Products from Hexagon during the term of this Maintenance Agreement, Hexagon will provide Customer with a written extension Quote that reflects the additional licenses, the effective date of service, and charges for the additional licenses, pursuant to the Agreement.

12.1.2 If the Customer purchases additional Covered Products from Hexagon, these terms for Maintenance Services shall apply as if they were part of the order in which the additional Software Products were purchased.

12.1.3 If the Customer declines Maintenance Services for additional Software Products, then the terms and conditions set forth in this Attachment regarding reinstatement of Maintenance Services will apply to the additional licenses of Software Products. If, however, the additional Software Products are multiple, interdependent, or prerequisite licenses, Maintenance Services may not be declined and Maintenance Services and the appropriate monthly charges will begin on the effective date as shown on the extension Quote to be reflected in any further Amendment, Change Order, or other agreement.

12.2 Removal of Covered Products from Maintenance. Neither party may remove Covered Products except at the following times.

12.2.1 Customer may remove Covered Products by providing Hexagon at least ninety (90) days written notice prior to either: (i) an anniversary date of the commencement of the Coverage Period or (ii) the expiration of the current Coverage Period, as applicable. Customer may not remove individual software licenses of a Covered Product for which Customer has multiple copies under Service at one site or for Covered Products that are being used interdependently at a single site unless Customer has first certified to Hexagon on a Software Relinquishment Agreement (to be provided to Customer by Hexagon upon request) that the copies of the Covered Product for which Customer desires to cease Maintenance Services (the "Relinquished Licenses") for the renewal Coverage Period have been uninstalled and removed from its system(s). Should Customer desire to reinstate Maintenance Services for the Relinquished Licenses at a later date, Customer must re-purchase the licenses at the then current list price.

12.2.2 Hexagon may cease providing Maintenance Service for Covered Products upon providing Customer nine (9) months advance written notice. In such an instance, any active Coverage Periods or future Quotes will accommodate the reduction in the amount of Covered Products being maintained under a Work Order for Maintenance Services.

13 PAYMENT

13.1 Terms of Payment. Charges for the Maintenance Services are due and payable annually and in advance. For Customers desiring to pay quarterly and in advance instead of annually and in advance, Customer must request a revised Quote which shall include a convenience fee increase of fifteen percent (15%) of the total annual charges, which convenience fee Customer agrees to pay. The convenience fee shall be prorated and charged to the four quarterly invoices. Charges for Maintenance Services associated with Covered

Products added during a Coverage Period shall be prorated to the remaining months of the Coverage Period, in whole month increments only, and such charges shall be due and payable in full upon Customer's receipt of invoice.

13.2 Past Due Accounts. HEXAGON RESERVES THE RIGHT TO REFUSE SERVICE TO ANY CUSTOMER WHOSE ACCOUNT IS PAST DUE. At the discretion of Hexagon, Customers who have not paid any charges when due under this Agreement, may not be rendered Maintenance Services until all past due charges are paid in full. The start of the Coverage Period shall not be postponed due to delayed payment of any charges.

14 CUSTOMER WARRANTIES

During the Coverage Period, Customer shall commit to the following:

14.1 Prior to providing the Quote for Maintenance Services to Customer, Hexagon shall have reviewed the accuracy of the Quote, which the Customer shall be obligated to verify and confirm that it has the requisite licenses or rights to the Covered Products listed on the Quote or Work Order Documents. By returning the executed Quote or similar acknowledgment by which it authorized Hexagon to provide Maintenance Services, the County will have confirmed it performed its foregoing obligation and it believes the Quote is accurate.

14.2 Customer warrants that Maintenance Services provided herein shall be utilized only for the quantity of Covered Products licenses listed on the Quote.

14.3 Customer shall, and Customer shall make reasonable efforts to ensure each of Customer's employees and representatives to, comply with each and every term and condition of the EULA and/or SLA applicable to the Covered Products supported under the Maintenance Agreement. To facilitate compliance, both Hexagon and the County will during training provide guidance on appropriate use of the Software and compliance of the EULA. To the extent either party identifies or becomes aware of a violation or potential violation of the EULA by the County, its officers, employees, agents, or volunteers, then upon being notified the County will exert reasonable efforts to resolve the situation and inform Hexagon of such efforts. Hexagon retains any and all rights and remedies provided in the Agreement in the event of a violation of the EULA pursuant to which Covered Products are provided.

15 ADDITIONAL TERMS

15.1 Third Party Providers. Hexagon reserves the right to provide Maintenance Services through a third party provider, subject to Hexagon's assurance of performance, and the provider meeting Customer requirements, as applicable to Hexagon. In such event the third party shall perform in like manner as Hexagon.

15.2 The use of Updates and Upgrades are subject to all of the terms and conditions of the EULA or software license agreement provided in the Agreement.

Exhibit F - HIPAA BUSINESS ASSOCIATE ADDENDUM

This HIPAA Business Associate Addendum ("Addendum") supplements and is made a part of the Agreement by and between the Miami-Dade County, Florida ("County"), and Intergraph Corporation by and through its Hexagon Safety, Infrastructure & Geospatial division, Business Associate ("Associate").

RECITALS

A. As part of the Agreement, it is necessary for the County to disclose certain information ("Information") to Associate pursuant to the terms of the Agreement, some of which may constitute Protected Health Information ("PHI").

B. County and Associate intend to protect the privacy and provide for the security of PHI, including but not limited to, PHI, disclosed to Associate pursuant to the Agreement in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA") and regulations promulgated thereunder by the U.S. Department of Health and Human Services (the "HIPAA Regulations") and other applicable laws.

C. The purpose of this Addendum is to satisfy certain standards and requirements of HIPAA and the HIPAA Regulations, including, but not limited to, Title 45, Sections 164.308(b), 164.314(a), 164.502(e) and 164.504(e) of the Code of Federal Regulations ("CFR'"), as the same may be amended from time to time.

In consideration of the mutual promises below and the exchange of information pursuant to the Agreement, the parties agree as follows:

1. Definitions. Terms used, but not otherwise defined, shall have the same meaning as those terms in 45 CFR Sections 160.103, 164.304 and 164.501.

a. "Business Associate" shall have the meaning given to such term under the HIPAA Regulations, including, but not limited to, 45 CFR Section 160.103.

b. "Covered Entity" shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to, 45 CFR Section 160.103.

c. "Protected Health Information" or "PHI" means any information, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual, the provision of health care to an individual, or the past, present or future payment for the provision of health care to an individual; and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to 45 CFR Section 1103. [45 CFR Parts 160, 162 and 164]

d. "Electronic Protected Health Information" or "ePHI" means any information that is transmitted or maintained in electronic media: (i) that relates to the past, present or future physical or mental condition of an individual, the provision of health care to an individual, or the past, present or future payment for the provision of health care to an individual. and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to 45 CFR Section 160.103. [45 CFR Parts 160, 162 and 164]

e. "Electronic Media" shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including but not limited to, 45 CFR Section 160.103.

f. "Security incident" shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including but not limited to, 45 CFR Section 164.304.

2. Obligations of Associate.

Notwithstanding anything to the contrary below, the Associate's obligations described below pertain to, and only to, PHI and ePHI within Associate's custody and control.

a. Permitted Uses and Disclosures. Associate may use and/or disclose PHI received by Associate pursuant to the Agreement ("County's PHI") solely in accordance with the specifications set forth in the Statement of Work, Exhibit A.. In the event of any conflict between 45 CFR § 164.504(e)(2)(i) shall control.

b. Nondisclosure. Associate shall not use or further disclose County's PHI other than as permitted or required by law. [45 CFR § 164.504(e)(2)(ii)(A)]

c. Safeguards. Associate shall use appropriate safeguards to prevent use or disclosure of County's PHI in a manner other than as provided in this Addendum. [45 CFR § 164.504(e)(2)(ii)(B)] Associate shall maintain a comprehensive written information security program that includes administrative, technical and physical safeguards appropriate to the size and complexity of the Associate's operations and the nature and scope of its activities. Appropriate safeguards used by Associate shall protect the confidentiality, integrity, and availability of the PHI and ePHI that is created, received, maintained, or transmitted on behalf of the County. [45 CFR § 164.314(a)(2)(i)(A)] County has at its sole discretion, the option to audit and inspect, the Associate's safeguards at any time during the life of the Agreement, upon reasonable notice being given to Associate for production of documents and coordination of inspection(s).

d. Reporting of Disclosures. Associate shall report to the County's Project Manager, any use or disclosure of the County's PHI in a manner other than as provided in this Addendum. [45 CFR § 164.504(e)(2)(ii)(c)] Associate shall report to the County through the County's Project Manager, any security incident of which it becomes aware within forty-eight (48) hours of discovery of the incident. [45 CFR § 164.314(a)(2)(i)(C)]

e. Associate's Agents. Associate agrees and shall ensure that any agents, including subcontractors, to whom it provides PHI received from (or created or received by Associate on behalf of) the County, agrees in writing to the same restrictions and conditions that apply to Associate with respect to such PHI and that such agents conduct their operations within the United States. Associate agrees and shall ensure that any agents, including subcontractors, to whom it provides ePHI received, created, maintained, or transmitted on behalf of the County, agrees in writing to implement reasonable and appropriate safeguards to protect the confidentiality, integrity, and availability of that ePHI. [45 CFR § 164.314(a)(2)(i)(B)] In no case may Associate's Agents reside and operate outside of the United States.

f. Documentation of Disclosures. Associate agrees to document disclosures of the County's PHI and information related to such disclosures as would be required for the County to respond to a request by an individual for an accounting of disclosures of PHI. Associate agrees to provide the County or an individual, in a time and manner designated by the County, information collected in accordance with the Agreement, to permit the County to respond to such a request for an accounting. [45 CFR § 164.528]

g. Availability of Information to County. Associate shall make available to the County such information as the County may require to fulfill the County's obligations to provide access to, provide a copy of, and account for, disclosures of PHI pursuant to HIPAA and the HIPAA Regulations, including, but not limited to, 45 CFR Sections 164.524 and 164.528. [45 CFR § 164.504(e)(2)(ii)(E) and (G)]

h. Amendment of PHI. Associate shall make the County's PHI available to the County as may be required to fulfill the County's obligations to amend PHI pursuant to HIPAA and the HIPAA Regulations, including, but not limited to, 45 CFR Section 164.526 and Associate shall, as directed by the County, incorporate any amendments to the County's PHI into copies of such PHI maintained by Associate, and in the time and manner designated by the County. [45 CFR § 164.504(e)(2)(ii)(F)]

i. Internal Practices. Associate shall make its internal practices, books and records relating to the use and disclosure of the County's PHI (or PHI created or received by Associate on behalf of the County) available to the County and to the Secretary of the U.S. Department of Health and Human Services in a time and manner designated by the County or the Secretary for purposes of determining Associate's compliance with HIPAA and the HIPAA Regulations. [45 CFR § 164.504(e)(2)(ii)(H) and 45 CFR Part 64, Subpart C.]

j. Mitigation. Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Associate of a use or disclosure of the County's PHI by Associate in violation of the requirements of this Addendum.

k. Associate's Insurance. Associate agrees to maintain the insurance coverage provided in the Agreement.

l. Notification of Breach. Associate shall notify the County within twenty-four (24) hours, and shall provide written notice no later than forty-eight (48) hours of any suspected or actual breach of security, intrusion or unauthorized disclosure of PHI and/or any actual or suspected disclosure of data in violation of any applicable federal or state laws or regulations. Associate shall take (i) prompt corrective action to cure any such deficiencies, and (ii) any action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulations.

m. Expenses. Any and all expenses incurred by Associate in compliance with the terms of this Addendum or in compliance with the HIPAA Regulations as they exist as of the Contract Effective Date shall be borne by Associate.

n. No Third Party Beneficiary. The provisions and covenants set forth in this Agreement are expressly entered into only by and between Associate and the County and are intended only for their benefit. Neither Associate nor the County intends to create or

establish any third party beneficiary status or right (or the equivalent thereof) in any other third party nor shall any other third party have any right to enforce or enjoy any benefit created or established by the provisions and covenants in this Agreement.

3. Audits, Inspection and Enforcement. From time to time, after reasonable notice, upon any breach of this Addendum by Associate, the County may inspect the facilities, systems, books and records of Associate to monitor compliance with this Addendum. Associate shall promptly remedy any violation of this Addendum and shall certify the same to the County in writing. The fact that the County inspects, or fails to utilize its right to inspect, Associate's facilities, systems, books, records, and procedures does not relieve Associate of its responsibility to comply with this Addendum, nor does the County's (i) failure to detect or (ii) detection, but failure to notify Associate or require Associate to remedy such breach, constitute acceptance of such practice or a waiver of the County's enforcement rights under this Addendum.

4. Termination.

a. Material Breach. A breach by Associate of any provision of this Addendum, shall constitute a material breach of the Agreement and shall provide grounds for immediate termination of the Agreement by the County. [45 CFR § 164.504(e)(3) and 45 CFR § 164.314(a)(2)(i)(D)]

b. Termination for Cause - Reasonable Steps to Cure Breach. If the County recognizes a pattern of activity or practice of Associate that constitutes a material breach or violation of the Associate's obligations under the provisions of this Addendum and does not terminate the Agreement pursuant to Section 4a, above, the County may provide an opportunity for Associate to end the violation or cure the breach within five (5) days, or other cure period as may be specified in the Agreement. If Associate does not cure the breach or end the violation within the time period provided, the County may immediately terminate the Agreement.

c. Judicial or Administrative Proceedings. The County may terminate the Agreement, effective immediately, if (i) Associate is named as a defendant in a criminal or administrative proceeding for a violation of HIPAA, or (ii) a finding or stipulation that Associate has violated any standard or requirement of the HIPAA Regulations (or other security or privacy law) is made in any administrative or civil proceeding.

d. Effect of Termination. Upon termination of the Agreement for any reason, Associate shall return or destroy as directed by the County all PHI, including but not limited to ePHI, received from the County (or created or received by Associate on behalf of the County) that Associate still maintains in any form. This provision shall also apply to County PHI that is in the possession of subcontractors or agents of Associate. Associate shall retain no copies of such PHI or, if return or destruction is not feasible, Associate shall provide to the County notification of the conditions that make return or destruction infeasible, and shall continue to extend the protections of this Addendum to such information, and limit further use or disclosure of such PHI to those purposes that make the return or destruction of such PHI infeasible**.** [45 CFR § 164.504(e)(2)(ii)(I)]

5. Indemnification. Associate shall indemnify and hold harmless the County and its officers, employees, trustees, agents, and instrumentalities (the indemnified parties) from any and all liability, losses or damages, including attorneys' fees and costs of defense, which the County or its officers, trustees, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings arising from Associate's violation of the provisions of this Addendum by Associate or its employees, agents, servants, partners, principals, or subcontractors. Associate shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits, or actions of any kind or nature in the name of any of the indemnified parties, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may issue thereon. Associate expressly understands and agrees that any insurance protection required by this Addendum, or otherwise provided by Associate, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the indemnified parties as herein provided. This paragraph shall survive the termination of the Agreement. Associate has no obligation under this paragraph if the County in any way caused or contributed to the violation of this Addendum

6. Limitation of Liability. Nothing in this Addendum shall be construed to affect or limit the County's sovereign immunity as set forth in Florida Statutes, Section 768.28.

7. Amendment.

a. Amendment to Comply with Law. The parties acknowledge that state and federal laws relating to the security and privacy of PHI, including electronic data, are rapidly evolving and that amendment of this Addendum may be required to provide for procedures to ensure compliance with such developments. The parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HIPAA Regulations and other applicable laws relating to the security or confidentiality of PHI. The parties understand and agree that the County must receive satisfactory written assurance from Associate that Associate will adequately safeguard all PHI that it receives or creates pursuant to this Agreement. Upon the County's request, Associate agrees to promptly enter into an amendment to the Agreement embodying written assurances consistent with the standards and requirements of HIPAA, the HIPAA Regulations or other applicable laws provided that Associate may condition its acceptance upon the agreement for County to pay additional fees to Associate if the resulting obligations lead to Associate having to perform substantially

differently, assume substantial additional risk, or otherwise provide additional goods and materially increased services necessary to facilitate compliance with the future regulation or statute.. The County, , may terminate the Agreement for convenience upon five [5] days' written notice in the event Associate does not enter into said amendment to the Agreement providing assurances regarding the safeguarding of PHI that the County, in its sole discretion, deems sufficient to satisfy the standards and requirements of HIPAA and the HIPAA Regulations. Notwithstanding Associate's failure to enter into an amendment, Associate shall comply with all provisions of the HIPAA laws existing as of the Contract Effective Date.

b. Amendment of Exhibit F. In addition to amendments described in 7a above, Exhibit F may otherwise be modified or amended by written mutual agreement of the parties without amendment of the remainder of this Agreement."

8. Assistance in Litigation or Administrative Proceedings. Associate shall make itself, and any subcontractors, employees or agents assisting Associate in the performance of its obligations under this Agreement, available to the County at the County's convenience upon reasonable notice, at no cost to the County, to testify as witnesses, for document production, or otherwise, in the event of litigation or administrative proceedings being commenced against the County, its trustees, officers, agents or employees based upon claimed violation of HIPAA, the HIPAA Regulations or other laws relating to security and privacy, except where Associate or its subcontractor, employee or agent is a named adverse party.

9. Effect on Agreement. Except as specifically required to implement the purposes of this Addendum, or to the extent inconsistent with this Addendum, all other terms of the Agreement shall remain in force and effect.

10. Interpretation. This Addendum and the Agreement shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HIPAA Regulations and applicable Florida laws. The parties agree that any ambiguity in this Addendum shall be resolved in favor of a meaning that complies and is consistent with HIPAA and the HIPAA Regulations.

11. Jurisdiction. Any litigation between the parties regarding the terms of this Addendum shall take place in Miami-Dade County, Florida.

Exhibit H
Miami-Dade County's RFP No.02199 and any associated addenda and attachments thereof

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CAD to CAD Solution
Contract No. RFP-02199.Group B

THIS AGREEMENT for the provision of CAD to CAD Solution services, made and entered into as of this 14th day of December by and between CentralSquare Technologies, LLC, a corporation organized and existing under the laws of the State of Delaware, having its principal office at 1000 Business Center Dr, Lake Mary, FL, 32746 (the "Contractor"), and Miami-Dade County, a political subdivision of the State of Florida, having its principal office at 111 NW 1st Street, Miami, Florida 33128 (the "County") (collectively, the “Parties”).

WITNESSETH:

WHEREAS, the Contractor has offered to provide CAD to CAD Solution, on a non-exclusive basis, that shall conform to the Scope of Services (Appendix A), Miami-Dade County's Request for Proposal (“RFP”) No. 02199 and all associated addenda and attachments, and the requirements of this Agreement; and

WHEREAS, the Contractor has submitted a written proposal dated April 27, 2022 (the "Contractor’s Proposal") which is incorporated herein by reference; and

WHEREAS, the County desires to procure from the Contractor such CAD to CAD Solution for the County, in accordance with the terms and conditions of this Agreement;

NOW, THEREFORE, in consideration of the mutual covenants and agreements herein contained, the Parties hereto agree as follows:

ARTICLE 1. DEFINITIONS AND ACRONYMS

The following words and expressions used in this Agreement shall be construed as follows, except when it is clear from the context that another meaning is intended:

1. The word “Active CAD Workstations” to mean the number of CAD workstations being utilized at peak staffing.
2. The words “Associated Incidents” to mean two or more incidents that are linked together.
3. The word “Agency” to mean any public safety organization responsible for Fire Rescue or Law Enforcement services within Miami- Dade County's physical boundaries.
4. The word “Agencies” is utilized in the CAD-to-CAD (C2C) requirements to define both an Agency and a Non-Public Safety Agency.
5. The words “Agency Administrator” is utilized in the C2C requirements to mean the administrator for a particular agency which has assigned rights to the C2C administrative access.
6. The words “Agency Type” to mean the classification or type of agency - E.g., in Miami-Dade County, 'Fire' consists of EMS services combined and handled by the same agency. 'Police' refers to all law enforcement agencies to include MDPD and multiple municipal law enforcement agencies. Municipal agencies consist of independent agencies and contracted agencies that use MDPD for services.
7. The words “Agency/PSAP-defined” to mean a data element created by participating agency/PSAP.
8. The words “Application Software” or “Licensed Software” to mean the license programs that will be used to perform the tasks specified in the Scope of Services. The words “Automatic Aid” to mean an outside jurisdiction providing an immediate response to an incident without a specific request to do so.
9. The word “Browser Based” to mean an application that runs within a web browser using Google Chrome.
10. The words “CAD-to-CAD” “CAD2CAD” is a term used for CAD integrations to another CAD.
11. The words “CAD-to-CAD Hub” is CentralSquare’s Solution which can be referred to as “the Hub”.
12. The words “CAD-to-CAD Portal” is an application that connects to the CAD-to-CAD Hub via web browser or thick client. The CAD-to-CAD Portal provides to include but not limited to, a view of real-time CAD events for all connected CAD systems, access to administer the configuration of the CAD-to-CAD Hub (based on user roles), and access to detailed diagnostics for troubleshooting. The CAD-to-CAD Portal also has a GIS map feature that provides a visual reference for location of events and vehicles.
13. The word "Client Based" to mean an application installed on the local workstation.
14. The words “Cloned Incident” to mean an incident generated from an active or closed incident – where the newly created incident replicates the original, allowing the user to make modifications.
15. The word “Cloud” to mean a remote hosted server infrastructure.
16. The words “Common Place” to mean a landmark or major feature that enables a user or system to establish a location.

17. The words "Article" or "Articles" to mean the terms and conditions delineated in this Agreement.
18. The word “Core” to designate a system functionality that is considered fundamental to the solution.
19. The words “County Computer Network” to mean everything associated with providing Wide Area Network services, Local Area Network services and wireless services, including all servers and applications.
20. The word “County-developed” to refer to a functionality or data element created by the County.
21. The word “Connector” also referred to as “CAD Adapter” is an interface to be installed at an Agency that connects the Agency’s CAD to the CAD-to-CAD Hub.
22. The word "Contract" or “Agreement” to mean collectively the (i) Articles, (ii) Scope of Services, (iii) Price Schedule, (iv) all other appendices and attachments hereto, and (v) all amendments issued hereto, and Contractor’s Proposal.
23. The words "Contract Manager" to mean the Director, Internal Services Department, or the duly authorized representative designated to manage the Contract.
24. The word "Contractor" to mean CentralSquare Technologies, LLC and its permitted successors.
25. The word "Days" to mean calendar days.
26. The word "Deliverables" to mean all documentation and any items of any nature submitted by the Contractor to the Project Manager for review and approval pursuant to the terms of this Agreement.
27. The words "Developed Works" to mean all rights, title, and interest in and to certain inventions, ideas, designs and methods, specifications and other documentation related thereto developed by the Contractor and its Subcontractors specifically for the County.
28. The word “Enterprise License” to mean a licensing model covering all Miami-Dade County facilities, other governmental partners, and staff that includes unlimited named or concurrent users.
29. The words “External Unauthorized” to mean a person non-employed by Miami-Dade County who has gained logical or physical access without permission to any part of the network, application, data, or other system resource.
30. The words “Final Acceptance” to mean the County’s written approval stating that all components of the Scope of Services have been performed and the Solution functionality is fully operable and in conformance with the Scope of Services.
31. The word “Flag” to mean a visual indicator on an incident that denotes there is additional and/or priority information.
32. The word “Go-Live” or “Go-Live Date” to mean the first day (minimum of 13 consecutive hours) which the Solution is used by the County to process live calls for service in a production environment.
33. The word “Incident” to refer to any event that is created in the CAD system for public safety response (E.g., call for service, event, etc.).
34. The words “Internal Unauthorize” to mean a person employed by Miami-Dade County who has gained logical or physical access without permission to any part of the network, application, data, or other system resource
35. The words “Joint Venture” to mean an association of two or more persons, partnerships, corporations, or other business entities under a contractual agreement to conduct a specific business enterprise for a specified period with both sharing profits and losses.
36. The words “Licensed Software” to mean the commercially available programs, programming language, and data in machine readable code licensed by the Contractor to the County.
37. The word “Local Cloud” to mean County locally hosted and owned server infrastructure.
38. The words “Mobile Computing Unit (MCU)” to mean a laptop or other portable computer operating on a Windows based environment.
39. The words “Modifying Circumstance (MC)” to mean a code that time stamps the incident and sends notifications to a group or individual.
40. The word “Module” to mean a distinct component of the Licensed Software.
41. The words "Mutual Aid” to mean response to an incident with approval from requested agency at the time of need.
42. The words “Near Real Time” refers to the time it takes for a system transaction to display information from when the information request was initiated. A Near Real Time transaction should be as close to real time as possible. Time is measured independent of network performance.
43. The words “Non-CAD Agency” means any Agency or Non-Public Safety Agency that wishes to utilize C2C interoperability via web portal and not connected directly to a CAD system.
44. The words “Non-Public Safety Agency” means any non-governmental agency or private entity, such as a utility company, that contracts, connects, contributes and or supports the mission of public safety, fire or law enforcement but wish to contract to receive C2C connection and support.
45. The words “Notice to Proceed” to mean the written notification from the County to the Contractor requesting the Services be initiated under the resultant contract.
46. The word “Notification” to mean an external or internal message that is generated as the result of agency defined criteria (E.g., second alarm notification sent to external email distribution group, AVL offline sent to external/internal email distribution group. System administrator alerts sent to internal inbox).

47. The word “Orphan” to mean the ability to separate and move a CAD incident window around the screen while still maintaining an active work window with another incident open,
48. The word “Grid” also referred to as beat to mean a geographic representation of the smallest response areas within an agency that allow MDFR to define how created incidents are routed based on geography jurisdiction.
49. The word “Premise information” to mean pertinent information related to an address or location.
50. The word “Proposal” to mean the properly signed and completed written good faith commitment by the Proposer submission in response to this Solicitation by a Proposer for the Services, and as amended or modified through negotiations.
51. The word “Proposer” to mean the person, firm, entity or organization, as stated on the Submittal Form, submitting a proposal to this Solicitation.
52. The word “PSAP” to mean Public Safety Answering Point - one of the eight 9-1-1 answering points within Miami-Dade County.
53. The word “Real-Time” as it relates to a system, the time in which input data is processed within milliseconds so that it is available virtually immediately as feedback, i.e., less than 1 second. Time is measured independent of network performance.
54. The word “Response Class” to mean a modification to the response plan for additional units or capabilities.
55. The word “Response Message” to refer to messages attached to a created incident that inform the responders of pertinent information regarding the geographic location or the defined incident type/signal.
56. The word “Response Plan” to refer to a recommendation for response based on an agency pre-defined specific request (E.g., three suppressions, a rescue and a battalion should be recommendable).
57. The words “Scope of Services” to mean Section 2.0 of this Solicitation, which details the work to be performed by the Contractor.
58. The words “Software Development Kit” or “SDK” is the set of documentation provided to non-CentralSquare based CAD vendors to develop the middleware (or adaptor) that connects the non-CentralSquare CAD system to the CAD-to-CAD Hub. Once a reasonable NDA (Non-Disclosure Agreement) is executed between the Contractor and non CentralSquare based CAD vendor, “SDK” will be provided at no cost, if SDK does not require services as needed.
59. The words “Smart Device” to mean a portable device (smart phone, tablet) using iOS or Android operating systems. Both platforms must be supported using purpose-built applications.
60. The word “Solicitation” to mean this Request for Proposals (RFP) or Request for Qualifications (RFQ) document, and all associated addenda and attachments.
61. The word “Solution” to mean the total complement of Licensed Software, Services, customizations, all other items, tangible and intangible, designed to operate as an integrated group to provide the functionality outlined in the Scope of Services.
62. The words “Standard Implementation Documentation” or “SID” further defines scope, processes, and deliverables necessary to implement a CAD to CAD.
63. The word “Subcontractor” to mean any person, firm, entity or organization, other than the employees of the Contractor, who contracts with the Contractor to furnish labor, or labor and materials, in connection with the Services to the County, whether directly or indirectly, on behalf of the Contractor.
64. The words “System Administrator” is utilized in the C2C requirements to define the overall Miami-Dade Fire Rescue system administrator.
65. The word “Third-Party” to mean any company or subcontractor, other than the Contractor, who will provide software, and/or services to fulfill the requirements of the Scope of Services.
66. The word “User” to mean anyone accessing the licensed software to conduct a transaction.
67. The words “Warranty Period” to mean the period beginning with Final Acceptance of the Solution and continuing for one calendar year.
68. The word “WebGUI” to mean a web user interface, or web-based graphical user interface, and refers to the interaction between a user and software running on a web server wherein the user interface is the web browser and the web page it downloaded and rendered.
69. The words “Work”, “Services”, “Program”, or “Project” to mean all matters and things that will be required to be done by the Contractor in accordance with the Scope of Services, and the terms and conditions of this Solicitation.
70. The words "Licensed Software" to mean the software component(s) provided pursuant to the Contract.
71. The words "Project Manager" to mean the County Mayor or the duly authorized representative designated to manage the Project.
72. The words "Scope of Services" to mean the document appended hereto as Appendix A, which details the Work to be performed by the Contractor.
73. The words "Service" or "Services" to mean the provision of CAD to CAD Solution services in accordance with the Scope of Services.
74. The word "Subcontractor" or “Subconsultant” to mean any person, entity, firm, or corporation, other than the employees of the Contractor, who furnishes labor and/or materials, in connection with the Work, whether directly or indirectly, on behalf and/or under the direction of the Contractor and whether or not in privity of Contract with the Contractor.
75. The word "Work" to mean all matters and things required to be done by the Contractor in accordance with the provisions of this Contract.

The following table contains acronyms and their description used throughout the Scope of Services:

Abbreviation	Definition
9-1-1	Emergency Call Intake via 9-1-1 CAD to CAD(CAD)
AD	Active Directory
ANI/ALI	Automatic Number Information / Automatic Location Information
APCO	Association of Public-Safety Communications Officials
API	Application Programming Interface
ARL	Automatic Resource Location (Capability that communicates the GPS location of the wearer, E.g., portable radio, Smart Device, etc.)
ATM	Advanced Tactical Mapping
ATMS	Advanced Traffic Management System
AVL	Automatic Vehicle Location (Capability that communicates the GPS location of the unit/vehicle
BARB	Deccan's Box-area Automated Run-card Builder
BPR	Business Process Reengineering
C2C	CAD to CAD
CAD	Computer Aided Dispatch
CBT	Computer Based Training
CFS	9-1-1 Call For Service
CJIS	Criminal Justice Information Services
COTS	Commercial Off The Shelf
CP	Communication Plan
DEH	Data Exchange Hub
DL	Driver's License
DOB	Date of Birth
DPCC	Miami-Dade Data Processing Control Center
DR	Disaster Recovery
EAMS	Enterprise Asset Management System
E9-1-1	Enhanced 9-1-1
EMD	Emergency Medical Dispatch
EMS	Emergency Medical Services
ESP	ESP® (Electronic Satellite Pursuit)
ePCR	electronic Patient Care Reporting
ERD	Entity Relationship Diagrams
EST	Eastern Standard Time
ESInet	Emergency Services Internet Protocol Network
FBI	Federal Bureau of Investigation
FDLE	Florida Department of Law Enforcement
FIPS	Federal Information Processing Standards
GB	Giga byte
GIS	Geographic Information System
GPS	Global Positioning System
GUI	Graphical User Interface
HA	High Availability
HIPPA	Health Insurance Portability and Accountability Act
HQ	Head Quarters

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HR	Human Resource
HTML	Hypertext Markup Language
IAFC	International Association of Fire Chiefs
ICFB	Integrated Command Facility Building
III	Interstate Identification Index
iOS	iPhone Operating System
ISD	Miami-Dade Internal Services Department
ITD	Miami-Dade Information Technology Department
LiveMUM	Deccan's Live Move-Up Module
LOE	Level of Effort
Mbps	Megabits per second
MCU	Mobile Computing Unit
MDC	Miami-Dade County
MDFR	Miami-Dade Fire Rescue Department
MDPD	Miami-Dade Police Department
MHz	Megahertz
MMS	Multimedia Messaging Service
MUD	Mobile Unit Display
NEMSIS	National EMS Information System
NENA	National Emergency Number Association
NFIRS	National Fire Incident Reporting System
NFPA	National Fire Protection Agency
NIEM	National Information Exchange Model
NG 9-1-1/NG 911	Next Generation 9-1-1
NIST	National Institute of Standards and Technology
OS	Operating System
PCO	Police Complaint Officers / Call Takers
PDF	Portable Document Format
PMDC	Motorola's Premier Mobile Data Computer System
PSAP	Public Safety Answering Point
RAM	Random Access Memory
RMS	Records Management System
SDK	Software Development Kit
SDLC	System Development Life Cycle
SIP	Session Initiation Protocol
SMS	Short Message Service
SOP	Standard Operating Procedures
SSL	Secure Sockets Layer
TCP/IP	Transmission Control Protocol/Internet Protocol
TIS	Miami-Dade's Traffic Information System
TRT	Technical Rescue Team
UHF	Ultra-High Frequency
UNA	Unified Network Architecture
USDD	US Digital Designs

VNC	Virtual Network Computing
VPN	Virtual Private Network
WBS	Work Breakdown Schedule
XML	Extensible Markup Language

ARTICLE 2. ORDER OF PRECEDENCE

If there is a conflict between or among the provisions of this Agreement, the order of precedence is as follows: 1) Articles 1 through 46, 2) Appendix A .Scope of Services, 3) Appendix B. Price Schedule; Appendix C. HIPPA and Appendix C1. CJIS, and 4) Appendix D. Software Licensing Agreement; 5) the Contractor's Proposal., and 6)Miami-Dade County's RFP No. 02199 and any associated addenda and attachments thereof.

Appendix A Exhibits and Attachments:

- Attachment A. IT Security Matrix
- Attachment B. Functional Matrix
- Attachment D. Interface Matrix
- Attachment F. Resource Staffing
- Exhibit 1. Implementation Schedule
- Exhibit 2. Network Diagram
- Exhibit 3. Unify Standard Implementation Document
- Exhibit 4. Sample SMS Questionnaire
- Exhibit 5. Standard Test
- Exhibit 6. Reserved
- Exhibit 7. Sample Operational Scenario Document
- Exhibit 8. Access Management Policy

ARTICLE 3. RULES OF INTERPRETATION

a) References to a specified Article, section or schedule shall be construed as reference to that specified Article, or section of, or schedule to this Agreement unless otherwise indicated.

b) Reference to any agreement or other instrument shall be deemed to include such agreement or other instrument as such agreement or other instrument may, from time to time, be modified, amended, supplemented, or restated in accordance with its terms.

c) The terms "hereof", "herein", "hereinafter", "hereby", "herewith", "hereto", and "hereunder" shall be deemed to refer to this Agreement.

d) The terms "directed", "required", "permitted", "ordered", "designated", "selected", "prescribed" or words of like import to mean respectively, the direction, requirement, permission, order, designation, selection or prescription of the Project Manager.

e) The terms "approved", acceptable", "satisfactory", "equal", "necessary", or words of like import to mean respectively, approved by, or acceptable or satisfactory to, equal or necessary in the opinion of the Project Manager.

f) The titles, headings, captions, and arrangements used in these Terms and Conditions are for convenience only and shall not be deemed to limit, amplify, or modify the terms of this Contract, nor affect the meaning thereof.

ARTICLE 4. NATURE OF THE AGREEMENT

a) This Agreement incorporates and includes all prior negotiations, correspondence, conversations, agreements, and understandings applicable to the matters contained in this Agreement. The Parties agree that there are no commitments, agreements, or understandings concerning the subject matter of this Agreement that are not contained in this Agreement, and that this Agreement contains the entire agreement between the Parties as to all matters contained herein. Accordingly, it is agreed that no deviation from the terms hereof shall be predicated upon any prior representations or agreements, whether oral or written. It is further agreed that any oral representations or modifications concerning this Agreement shall be of no force or effect, and that this Agreement may be modified, altered, or amended only by a written amendment duly executed by the Parties hereto or their authorized representatives.

b) The Contractor shall provide the services set forth in the Scope of Services and render full and prompt cooperation with the

County in all aspects of the Work performed hereunder.

c) The Contractor acknowledges that this Agreement requires the performance of all things necessary for or incidental to the effective and complete performance of all Work under this Contract. All things not expressly mentioned in this Agreement but necessary to carrying out its intent are required by this Agreement, and the Contractor shall perform the same as though they were specifically mentioned, described, and delineated.

d) The Contractor shall furnish all labor, materials, tools, supplies, and other items required to perform the Work necessary for the completion of this Contract. All Work shall be accomplished at the direction of and to the satisfaction of the Project Manager.

e) The Contractor acknowledges that the County shall make all policy decisions regarding the Scope of Services. The Contractor agrees to provide input on policy issues in the form of recommendations. The Contractor shall implement all changes in providing services hereunder as a result of a policy change implemented by the County. The Contractor agrees to act in an expeditious and fiscally sound manner in providing the County with input regarding the time and cost to implement said changes and in executing the activities required to implement said changes.

ARTICLE 5. CONTRACT TERM

The Contract shall become effective on the date of the Parties' execution, whichever is later, and shall continue through the last day of the five (5) year term, thereafter. The County, at its sole discretion, may renew this Contract for two (2) additional five-year (5) option to renew terms. The County may extend this Contract for up to an additional one hundred-eighty (180) calendar days beyond the current Contract period and will notify the Contractor in writing of the extension. This Contract may be extended beyond the initial one hundred-eighty (180) calendar day extension period by mutual agreement between the County and the Contractor, upon approval by the Board of County Commissioners (the "Board").

ARTICLE 6. NOTICE REQUIREMENTS

All notices required or permitted under this Agreement shall be in writing and shall be deemed sufficiently served if delivered by: (i) Registered or Certified Mail, with return receipt requested; (ii) personally by a by courier service; (iii) Federal Express Corporation or other nationally recognized carrier to be delivered overnight; or (iv) via facsimile or e-mail (if provided below) with delivery of hard copy pursuant to (i), (ii), or (iii) in this paragraph. The addresses for such notice are as follows:

(1) To the County

a) to the Project Manager: Gregory Rubin

Miami-Dade County, Office of Management and Budget
111 NW 1 Street, Suite 2210
Miami, FL, 33128-1974
Attention: Gregory Rubin
Phone: (786) 331-4734
E-mail: Gregory.Rubin@miamidade.gov

and

b) to the Contract Manager:

Miami-Dade County
Internal Services Department, Strategic Procurement Division
Attention: Chief Procurement Officer
111 NW 1st Street, Suite 1300
Miami, FL 33128-1974
Phone: (305) 375-4900
E-mail: Namita.Uppal@miamidade.gov

(2) To the Contractor

CentralSquare Technologies, LLC
1000 Business Center Drive

Lake Mary, FL 32746
Attention: Legal/Contracts Phone:
(407) 304-3235
E-mail: Legal@CentralSquare.com

Either party may at any time designate a different address and/or contact person by giving notice as provided above to the other party. Such notices shall be deemed given upon receipt by the addressee.

ARTICLE 7. PAYMENT FOR SERVICES/AMOUNT OBLIGATED

The Contractor warrants that it has reviewed the County's requirements and has asked such questions and conducted such other inquiries as the Contractor deemed necessary in order to determine the price the Contractor will charge to provide the Work to be performed under this Contract. The compensation for all Work performed under this Contract, including all costs associated with such Work, shall be paid in accordance with Appendix B. The County shall have no obligation to pay the Contractor any additional sum in excess of this amount, except for a change and/or modification to the Contract, which is approved and executed in writing by the County and the Contractor.

All Work undertaken by the Contractor before County's approval of this Contract shall be at the Contractor's risk and expense.

ARTICLE 8. PRICING

Prices shall remain firm and fixed for the term of the Contract, including any extension periods, pursuant to Appendix B; however, the Contractor may offer incentive discounts to the County at any time during the Contract term, including any extension thereof.

ARTICLE 9. METHOD AND TIMES OF PAYMENT

The Contractor may bill the County periodically, but not more than once per month, upon invoices certified by the Contractor pursuant to Appendix B. All invoices shall be taken from the books of account kept by the Contractor, shall be supported by copies of payroll distribution, receipt bills or other documents reasonably required by the County, shall show the County's contract number, and shall have a unique invoice number assigned by the Contractor. It is the policy of Miami-Dade County that payment for all purchases by County agencies and the Public Health Trust (the "Trust"), shall be made in a timely manner and that interest payments be made on late payments. All firms, including Small Business Enterprises, providing goods and services to the County, shall receive payment to maintain sufficient cash flow. In accordance with Section 218.74 of the Florida Statutes, and Section 2-8.1.4 of the Code of Miami-Dade County (the "Code"), the time at which payment shall be due from the County or Trust shall be forty-five (45) calendar days from receipt of a proper invoice. Billings from prime contractors under services and goods contracts with the County or Trust, that are Small Business Enterprise contract set-aside, bid preference or contain a subcontractor goal, shall be promptly reviewed and payment made by the County or Trust on those amounts not under dispute within fourteen (14) calendar days of receipt of such billing by the County or the Trust pursuant to Sections 2-8.1.1.1.1 and 2-8.1.1.1.2 of the Code. All payments due from the County or Trust, and not made within the time specified by this section shall bear interest from thirty (30) days after the due date at the rate of one percent (1%) per month on the unpaid balance. Further, proceedings to resolve disputes for payment of obligations shall be concluded by final written decision of the County Mayor, or his or her designee(s), not later than sixty (60) days after the date on which the proper invoice was received by the County or Trust.

In accordance with Miami-Dade County Implementing Order No. 3-9, Accounts Receivable Adjustments, if money is owed by the Contractor to the County, whether under this Contract or for any other purpose, the County reserves the right to retain such amount from payment due by County to the Contractor under this Contract. Such retained amount shall be applied to the amount owed by the Contractor to the County. The Contractor shall have no further claim to such retained amounts which shall be deemed full accord and satisfaction of the amount due by the County to the Contractor for the applicable payment due herein.

Invoices and associated back-up documentation shall be submitted electronically or in hard copy format by the Contractor to the County as follows:

Miami-Dade County
Fire Rescue Department
9300 NW 41st Street
Doral, FL, 33178
Attention: Fiscal Bureau

The County may at any time designate a different address and/or contact person by giving written notice to the other party.

ARTICLE 10. INDEMNIFICATION AND INSURANCE

The Contractor shall indemnify and hold harmless the County and its officers, employees, agents and instrumentalities from any and all liability, losses or damages, including attorneys' fees and costs of defense, which the County or its officers, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to or resulting from the performance of this Agreement by the Contractor or its employees, agents, servants, partners principals or Subcontractors. The Contractor shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the County, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may issue thereon. The Contractor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by the Contractor shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County or its officers, employees, agents, and instrumentalities as herein provided.

Notwithstanding the foregoing, Contractor shall not be required to indemnify County for any claims or actions caused to the extent of the negligence or wrongful act of County, its employees, agents, or contractors. If a claim, lawsuit or liability results from or is contributed to by the actions or omissions of County, or its employees, agents or contractors, Contractor's obligations under this provision shall be reduced to the extent of such actions or omissions based upon the principle of comparative fault.

The total liability of Contractor' 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 as evidenced on Appendix B or (ii) in the case of bodily injury, personal injury or property damage for which defense and indemnity coverage is provided by Contractor's insurance carrier, the coverage limits of such insurance.

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.

Upon County's notification, the Contractor shall furnish to the Internal Services Department, Strategic Procurement Division, certificate(s) of insurance that indicate that insurance coverage has been obtained, which meets the requirements as outlined below:

1. Worker's Compensation Insurance for all employees of the Contractor as required by Chapter 440, Florida Statutes.

2. Commercial General Liability Insurance in an amount not less than $1,000,000 per occurrence, and $2,000,000 in the aggregate. **Miami-Dade County must be shown as an additional insured with respect to this coverage.**

3. Automobile Liability Insurance covering all owned, non-owned, and hired vehicles used in connection with the Services, in an amount not less than $1,000,000 combined single limit per occurrence for bodily injury and property damage.

4. Professional Liability Insurance in an amount not less than $1,000,000 per occurrence, $2,000,000 in the aggregate.

5. Cyber Liability to include ransomware, media liability, breach response costs, data restoration, regulatory fines and penalties as well as credit monitoring expense in an amount not less than $1,000,000 per occurrence $2,000,000 in the aggregate.

All insurance policies required above shall be issued by companies authorized to do business under the laws of the State of Florida, with the following qualifications:

The company must be rated no less than "**A-**" as to management, and no less than "**Class VII**" as to financial strength, by Best's Insurance Guide, published by A.M. Best Company, Oldwick, New Jersey, or its equivalent, subject to the approval of the County Risk Management Division.

OR

The company must hold a valid Florida Certificate of Authority as shown in the latest "List of All Insurance Companies Authorized or Approved to Do Business in Florida", issued by the State of Florida Department of Financial Services

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and are a member of the Florida Guaranty Fund.

The mailing address of Miami-Dade County as the certificate holder must appear on the certificate of insurance as follows:

Miami-Dade County
111 NW 1st Street
Suite 2340
Miami, Florida 33128-1974

Compliance with the foregoing requirements shall not relieve the Contractor of this liability and obligation under this section or under any other section in this Agreement.

Award of this Contract is contingent upon the receipt of the insurance documents, as required, within ten (10) business days. If the certificate of insurance is received within the specified timeframe but not in the manner prescribed in this Agreement, the Contractor shall have an additional five business days to submit a corrected certificate to the County. If the Contractor fails to submit the required insurance documents in the manner prescribed in this Agreement within fifteen (15) business days, the Contractor shall be in default of the contractual terms and conditions and award of the Contract may be rescinded, unless such timeframe for submission has been extended by the County.

The Contractor shall assure that the certificate of insurance required in conjunction with this section remain in full force for the term of the Contract, including any renewal or extension periods that may be exercised by the County. If the certificate of insurance is scheduled to expire during the term of the Contract, the Contractor shall submit new or renewed certificate of insurance to the County before such expiration. If expired certificate of insurance is/are not replaced or renewed to cover the Contract period, the County may suspend the Contract until the new or renewed certificate is/are received by the County in the manner prescribed herein. If such suspension exceeds thirty (30) calendar days, the County may, at its sole discretion, terminate the Contract for cause and the Contractor shall be responsible for all direct and indirect costs associated with such termination.

ARTICLE 11. MANNER OF PERFORMANCE

a) The Contractor shall provide the Work described herein in a competent and professional manner satisfactory to the County in accordance with the terms and conditions of this Agreement. The County shall be entitled to a satisfactory performance of all Work described herein and to full and prompt cooperation by the Contractor in all aspects of the Work. At the reasonable request of the County, the Contractor shall promptly remove from the Project any Contractor's employee, Subcontractor, or any other person performing Work hereunder. The Contractor agrees that such removal of any of its employees does not require the termination or demotion of any employee by the Contractor.

b) The Contractor agrees to defend, hold harmless and indemnify the County and shall be liable and responsible for all claims, suits, actions, damages, and costs (including attorneys' fees and court costs) made against the County, occurring on account of, arising from or in connection with the removal and replacement of any Contractor's personnel performing Services hereunder at the behest of the County. Removal and replacement of any Contractor's personnel as used in this Article shall not require the termination and/or demotion of such Contractor's personnel.

c) The Contractor always agrees that it will employ, maintain, and assign to the performance of the Work a sufficient number of competent and qualified professionals and other personnel to meet the requirements to which reference is hereinafter made. The Contractor agrees to adjust its personnel staffing levels or to replace any its personnel if so, directed upon reasonable request from the County, should the County make a determination, in its sole discretion, that said personnel staffing is inappropriate or that any individual is not performing in a manner consistent with the requirements for such a position.

d) The Contractor warrants and represents that its personnel have the proper skill, training, background, knowledge, experience, rights, authorizations, integrity, character, and licenses as necessary to perform the Work described herein, in a competent and professional manner.

e) The Contractor shall always cooperate with the County and coordinate its respective work efforts to maintain the progress most effectively and efficiently in performing the Work.

f) The Contractor shall comply with all provisions of all federal, state, and local laws, statutes, ordinances, and regulations that are applicable to the performance of this Agreement. However, should a subsequently enacted Federal, State, local laws, statutes,

ordinances, or regulations impose substantial changes on Contractor, Contractor may request an amendment to this contract in order to address such changes.

ARTICLE 12. EMPLOYEES OF THE CONTRACTOR

All employees of the Contractor shall be, at all times, employees of the Contractor under its sole direction and not employees or agents of the County. The Contractor shall supply competent employees. Miami-Dade County may require the Contractor to remove an employee it deems careless, incompetent, insubordinate or otherwise objectionable and whose continued employment on County property is not in the best interest of the County. Each employee shall have and wear proper identification.

ARTICLE 13. INDEPENDENT CONTRACTOR RELATIONSHIP

The Contractor is, and shall be, in the performance of all Work and activities under this Agreement, an independent contractor, and not an employee, agent or servant of the County. All persons engaged in any of the Work performed or Services provided pursuant to this Agreement shall always, and in all places, be subject to the Contractor's sole direction, supervision, and control. The Contractor shall exercise control over the means and manner in which it and its employees perform the Work, and in all respects the Contractor's relationship and the relationship of its employees to the County shall be that of an independent contractor and not as employees and agents of the County.

The Contractor does not have the power or authority to bind the County in any promise, agreement, or representation other than specifically provided for in this Agreement.

ARTICLE 14. DISPUTE RESOLUTION PROCEDURE

Any Dispute which relates in whole or part under the Contract shall proceed as follows:

14.1 Exclusive Dispute Resolution Mechanism. The Parties agree to resolve any dispute, controversy, or claim arising out of or relating to this Agreement (each, a "Dispute"), exclusively under the provisions of this Section. Either Party may seek interim or provisional relief in any court of competent jurisdiction of Miami-Dade County, if necessary, to protect the rights or property of that Party pending the appointment of the mediator or pending the mediator's determination of the merits of the dispute. Notwithstanding, the Parties will continue to perform their responsibilities under this Agreement during the Dispute Resolution process unless the Parties mutually agree to an interruption.

14.2 Good Faith Negotiations. The Parties agree to send written notice to the other Party of any Dispute ("Dispute Notice"). After the other Party receives the Dispute Notice, the parties agree to undertake good faith negotiation between themselves to resolve the Dispute within 15 business days of the Dispute Notice. Each Party shall be responsible for its associated travel costs. The parties agree to attend negotiation sessions attended by employees who have been authorized to make binding decisions for their respective Party.

14.3 Escalation to Mediation. If the Parties cannot resolve any Dispute during the good faith negotiations either Party must initiate mediation under Section 14.4.

14.4 Mediation. Subject to Sections 14.2 and 14.3, the Parties may escalate a Dispute to a mutually agreed to mediator. Parties agree to act in good faith in selecting a neutral mediator and in scheduling the mediation proceedings. The parties agree to use commercially reasonable efforts in participating in the mediation. The parties agree the mediator's fees and expenses, and the mediator's costs incidental to the mediation will be shared equally between the parties. The parties shall bear their own fees, expenses, and costs.

14.5 Confidential Mediation. Except as required by law, the Parties further agree all written or oral offers, promises, conduct, and statements made in the course of the mediation are confidential, privileged, and inadmissible for any purpose in any litigation, or other proceeding involving the Parties. However, evidence that is otherwise admissible or discoverable shall not be rendered inadmissible or non-discoverable as a result of its use in the mediation.

14.6 Litigation as a Final Resort. If the Parties cannot resolve a Dispute through mediation, then once an impasse is issued by the mediator either Party must commence litigation.

DISPUTE RESOLUTION PROCESS CHART

1. Dispute Notice Issued	With written explanation of Dispute
2. Good Faith Negotiations)	Within 15 days of Dispute Notice
3. Escalation to Mediation	
4. Litigation as last resort	Only after impasse is issued by the mediator

a) This Article will survive the termination or expiration of this Agreement.

ARTICLE 15. MUTUAL OBLIGATIONS

a) This Agreement, including attachments and appendices to the Agreement, shall constitute the entire Agreement between the Parties with respect hereto and supersedes all previous communications and representations or agreements, whether written or oral, with respect to the subject matter hereto unless acknowledged in writing by the duly authorized representatives of the Parties.

b) Nothing in this Agreement shall be construed for the benefit, intended or otherwise, of any third party that is not a parent or subsidiary of a party or otherwise related (by virtue of ownership control or statutory control) to a party.

c) In those situations where this Agreement imposes an indemnity obligation on the Contractor, the County may, at its expense, elect to participate in the defense if the County should so choose. Furthermore, the County may at its own expense defend or settle any such claims if the Contractor fails to diligently defend such claims, and thereafter seek indemnity for such defense or settlement costs from the Contractor.

ARTICLE 16. QUALITY ASSURANCE/QUALITY ASSURANCE RECORD KEEPING

The Contractor shall maintain, and shall require that its Subcontractors and suppliers maintain, complete and accurate records to substantiate compliance with the requirements set forth in the Agreement. The Contractor and its Subcontractors and suppliers shall retain such records, and all other documents relevant to the Work furnished under this Agreement for a period of three years from the expiration date of this Agreement and any extension thereof.

ARTICLE 17. AUDITS

The County, or its duly authorized representatives and governmental agencies, shall until the expiration of three years after the expiration of this Agreement and any extension thereof, have access to and the right to examine and reproduce any of the Contractor's books, documents, papers and records and of its Subcontractors and suppliers which apply to all matters of the County. Such records shall subsequently conform to Generally Accepted Accounting Principles requirements, as applicable, and shall only address those transactions related to this Agreement. Any such audit shall be after reasonable notice and will be conducted on Contractor's premises, during normal business hours and the County shall be responsible for all County expenses related to such audit(s).

Pursuant to Section 2-481 of the Code, the Contractor will grant access to the Commission Auditor to all financial and performance related records, property, and equipment purchased in whole or in part with government funds within five business days of the Commission Auditor's request. The Contractor agrees to maintain an accounting system that provides accounting records that are supported with adequate documentation, and adequate procedures for determining the allowability and allocability of costs.

ARTICLE 18. SUBSTITUTION OF PERSONNEL

In the event the Contractor needs to substitute personnel for the key personnel identified by the Contractor's Proposal, the Contractor must notify the County in writing for the substitution at least ten (10) business days prior to effecting such substitution.

ARTICLE 19. CONSENT OF THE COUNTY REQUIRED FOR ASSIGNMENT

The Contractor shall not assign, transfer, convey or otherwise dispose of this Agreement, including its rights, title, or interest in or to the same or any part thereof without the prior written consent of the County.

ARTICLE 20. SUBCONTRACTUAL RELATIONS

a) If the Contractor causes any part of this Agreement to be performed by a Subcontractor, the provisions of this Contract will apply to such Subcontractor and its officers, agents and employees in all respects as if it and they were employees of the Contractor; and the Contractor will not be in any manner thereby discharged from its obligations and liabilities hereunder, but will be liable hereunder for all acts, omissions, and negligence of the Subcontractor, its officers, agents, and employees, as if they were employees of the Contractor. The services performed by the Subcontractor will be subject to the provisions hereof as if performed directly by the Contractor.

b) The Contractor, before making any subcontract for any portion of the Work, will state in writing to the County the name of the proposed Subcontractor, the portion of the Work which the Subcontractor is to do, the place of business of such Subcontractor, and such other information as the County may require. The County will have the right to require the Contractor not to award any subcontract to a person, firm or corporation disapproved by the County.

c) Before entering into any subcontract hereunder, the Contractor will inform the Subcontractor fully and completely of all provisions and requirements of this Agreement relating either directly or indirectly to the Work to be performed. Such Work performed by such Subcontractor will strictly comply with the requirements of this Contract.

d) In order to qualify as a Subcontractor satisfactory to the County, in addition to the other requirements herein provided, the Subcontractor must be prepared to prove to the satisfaction of the County that it has the necessary facilities, skill and experience, and ample financial resources to perform the Work in a satisfactory manner. To be considered skilled and experienced, the Subcontractor must show to the satisfaction of the County that it has satisfactorily performed Work of the same general type which is required to be performed under this Agreement.

e) The County shall have the right to withdraw its consent to a subcontract if it appears to the County that the Subcontractor will delay, prevent, or otherwise impair the performance of the Contractor's obligations under this Agreement. All Subcontractors are required to protect the confidentiality of the County's and County's proprietary and confidential information. Contractor shall furnish to the County copies of all subcontracts between Contractor and Subcontractors and suppliers hereunder. Within each such subcontract, there shall be a clause for the benefit of the County in the event the County finds the Contractor in breach of this Contract, permitting the County to request completion by the Subcontractor of its performance obligations under the subcontract. The clause shall include an option for the County to pay the Subcontractor directly for the performance by such Subcontractor. Notwithstanding, the foregoing shall neither convey nor imply any obligation or liability on the part of the County to any Subcontractor hereunder as more fully described herein.

ARTICLE 21. ASSUMPTION, PARAMETERS, PROJECTIONS, ESTIMATES AND EXPLANATIONS

The Contractor understands and agrees that any assumptions, parameters, projections, estimates, and explanations presented by the County were provided to the Contractor for evaluation purposes only. However, since these assumptions, parameters, projections, estimates, and explanations represent predictions of future events the County makes no representations or guarantees; and the County shall not be responsible for the accuracy of the assumptions presented; and the County shall not be responsible for conclusions to be drawn therefrom; and any assumptions, parameters, projections, estimates and explanations shall not form the basis of any claim by the Contractor. The Contractor accepts all risk associated with using this information.

ARTICLE 22. SEVERABILITY

If this Agreement contains any provision found to be unlawful, the same shall be deemed to be of no effect and shall be deemed stricken from this Agreement without affecting the binding force of this Agreement as it shall remain after omitting such provision.

ARTICLE 23. TERMINATION AND SUSPENSION OF WORK

a) This Agreement may be terminated for cause by either Party for reasons including, but not limited to, (i) one of the Parties committing an Event of Default (as defined below in Article 24) and fails to cure said Event of Default (as delineated below in Article 25), or (ii) either Party attempts to meet its contractual obligations with the other Party through fraud, misrepresentation, or material misstatement.

b) This Agreement may also be terminated for convenience by the County after giving ninety (90) days Notice. In the event that County terminates this Agreement pursuant to this Section, County shall be entitled to any refunds, rebates or credits up to one hundred and eighty days refund of any prepaid annual fees, as of the date of such termination Notice. Termination for convenience is effective on the termination date stated in the written notice provided by the County.

c) If either Party terminates this Agreement for cause under Article 23(a) above, the terminating Party may, in its sole discretion, also terminate or cancel any other contract(s) that such individual or corporation or other entity has with the terminating Party and that such individual, corporation or other entity shall pay all direct or indirect costs associated with such termination or cancellation, including attorneys' fees.

d) This Agreement may also be terminated for lack of payment by written notice to County, if County's failure to pay amounts due under this Agreement has continued more than ninety (90) days after delivery of written notice of non-payment.

e) The foregoing notwithstanding, if the Contractors attempts to meet its contractual obligations with the County through fraud, misrepresentation, or material misstatement, the Contractor may be debarred from County contracting in accordance with the County debarment procedures. The Contractor may be subject to debarment for failure to perform and all other reasons set forth in Section 10-38 of the Code.

f) In the event that the County exercises its right to terminate this Agreement, the Contractor shall, upon receipt of such notice, unless otherwise directed by the County:

i. stop Work on the date specified in the notice (the "Effective Termination Date");

ii. take such action as may be necessary for the protection and preservation of the County's materials and property;

iii. cancel orders;

iv. assign to the County and deliver to any location designated by the County any non-cancelable orders for Deliverables that are not capable of use except in the performance of this Agreement and has been specifically developed for the sole purpose of this Agreement and not incorporated in the Services;

v. take no action which will increase the amounts payable by the County under this Agreement; and

vi. reimburse the County a proration of the fees paid annually based on the remaining months of the term per the compensation listed in Appendix B.

g) In the event that the County exercises its right to terminate this Agreement, the Contractor will be compensated as stated in the payment Articles herein for the:

i. portion of the Services completed in accordance with the Agreement up to the Effective Termination Date; and

ii. non-cancelable Deliverables that are not capable of use except in the performance of this Agreement and has been specifically developed for the sole purpose of this Agreement, but not incorporated in the Services.

h) All compensation pursuant to this Article are subject to audit.

i) In the event the Contractor fails to cure an Event of Default timely, the County may terminate this Agreement, and the County or its designated representatives may immediately take possession of all Contractor's non-intellectual property deliverables such as equipment, materials, products, documentation, reports, and County data.

ARTICLE 24. EVENT OF DEFAULT

a) An Event of Default is a material breach of this Agreement by either Party, and includes but is not limited to the following:

i. the Contractor has not delivered Deliverables and/or Services on a timely basis;

ii. the Contractor has refused or failed to supply enough properly skilled staff personnel;

iii. the Contractor has failed to make prompt payment to Subcontractors or suppliers for any Services;

iv. the Contractor has become insolvent (other than as interdicted by the bankruptcy laws), or has assigned the proceeds received for the benefit of the Contractor's creditors, or the Contractor has taken advantage of any insolvency statute or debtor/creditor law or if the Contractor's affairs have been put in the hands of a receiver;

v. the Contractor has failed to obtain the approval of the County where required by this Agreement;

vi. the Contractor has failed to provide "adequate assurances" as required under subsection b below;

vii. the Contractor has failed in the representation of any warranties stated herein; or

viii. the Contractor fails to comply with Article 39.

ix. lack of payment by the County for more than ninety (90) days after delivery of written notice of non-payment.

x. County breach of Contractor's intellectual property rights

b) When, in the opinion of the County, reasonable grounds for uncertainty exist with respect to the Contractor's ability to perform the Work or any portion thereof, the County may request that the Contractor, within the timeframe set forth in the County's request, provide adequate assurances to the County, in writing, of the Contractor's ability to perform in accordance with the terms of this Agreement. Parties will refer to the Dispute Resolution Procedure under Article 14, if assurances are not met.

ARTICLE 25. NOTICE OF DEFAULT - OPPORTUNITY TO CURE

At the termination of the Dispute Resolution Process, per Article 14, either party can initiate this Notice of Default provision. If an Event of Default occurs in the determination of one of the Parties, the non-defaulting Party shall notify the defaulting Party (the "Default Notice"), specifying the basis for such default, and advising the defaulting Party that such default must be cured immediately, or this Agreement with the non-defaulting Party may be terminated. Notwithstanding, the non-defaulting Party may, in its sole discretion, allow the defaulting Party to rectify the default to the non-defaulting Party's reasonable satisfaction within a thirty (30) day period. The non-defaulting Party may grant an additional period of such duration as the non-defaulting Party shall deem appropriate without waiver of any of the non-defaulting Party's rights hereunder, so long as the defaulting Party has commenced curing such default and is effectuating a cure with diligence and continuity during such thirty (30) day period or any other period which the non-defaulting Party prescribes.

ARTICLE 26. REMEDIES IN THE EVENT OF DEFAULT

If an Event of Default occurs, whether or not the County elects to terminate this Agreement as a result thereof, the Contractor shall be liable for all damages resulting from the default, irrespective of whether the County elects to terminate the Agreement, including but not limited to:

a) direct damages.

The Contractor shall also remain liable for any liabilities and claims related to the Contractor's default.

ARTICLE 27. PATENT AND COPYRIGHT INDEMNIFICATION

a) The Contractor and County shall not infringe on each other's copyrights, trademarks, service marks, trade secrets, patent rights, other intellectual property rights.

b) The Contractor shall not infringe any copyrights, trademarks, service marks, trade secrets, patent rights, other intellectual property rights or any other third-party proprietary rights in the performance of the Work. CentralSquare will identify or designate any such intellectual property rights with a clear marking as applicable on items including but not limited to equipment, programs, documentation, and software.

c) The Contractor warrants that all Deliverables furnished hereunder, including but not limited to equipment, programs, documentation, software, analyses, applications, methods, ways, processes, and the like, do not infringe upon or violate any copyrights, trademarks, service marks, trade secrets, patent rights, other intellectual property rights or any other third party proprietary rights.

d) The Contractor shall be liable and responsible for any and all claims made against the County for infringement of patents, copyrights, service marks, trade secrets or any other third party proprietary rights, by the use or supplying of any programs, documentation, software, analyses, applications, methods, ways, processes, and the like, in the course of performance or completion of, or in any way connected with, the Work, or the County's continued use of the Deliverables furnished hereunder. Accordingly, the Contractor at its own expense, including the payment of attorney's fees, shall indemnify, and hold harmless the County and defend any action brought against the County with respect to any claim, demand, cause of action, debt, or liability.

e) In the event any Deliverable or anything provided to the County hereunder, or portion thereof is held to constitute an infringement and its use is or may be enjoined, the Contractor shall have the obligation to, at the Contractor's option and expense to (i) contest (ii) settle, (iii) procure for the County the right to continue using the alleged infringing items, or (iv) modify, or replace or require that the applicable Subcontractor or supplier modify or replace, the alleged infringing item(s) If Contractor concludes in its sole and reasonable judgment that none of the foregoing options are commercially reasonable, and County's use is permanently enjoined as a result of a judgment of a Miami-Dade County court of competent jurisdiction in such Action, then Contractor will return to County a proration of the fees paid based on the remaining months of any pre-paid amounts per the compensation listed in Appendix B.

f) The Contractor shall be solely responsible for determining and informing the County whether a prospective supplier or

Subcontractor is a party to any litigation involving patent or copyright infringement, service mark, trademark, violation, or proprietary rights claims or is subject to any injunction which may prohibit it from providing any Deliverable hereunder. The Contractor shall enter into agreements with all suppliers and Subcontractors at the Contractor's own risk. The County may reject any Deliverable that it believes to be the subject of any such litigation or injunction, or if, in the County's judgment, use thereof would delay the Work or be unlawful.

ARTICLE 28. CONFIDENTIALITY

a) Confidential information that is conveyed orally shall be designated as confidential at the time of disclosure and shall be reduced to writing within ten (10) business days. If information is not reduced in writing within ten (10) business days, any confidentiality obligations shall cease. Notwithstanding any provision in this Article 28, County specifically acknowledges that the Software, including without limitation the database architecture and schema and data dictionary and Documentation, comprise Confidential Information and know-how that are the exclusive property of Contractor.

b) The parties agree, unless otherwise provided in this Agreement or required by law, not to use or make each other's Confidential Information available to any third party for any purpose other than as necessary to perform under this Agreement. The recipient shall protect the Confidential Information from disclosure by using the same degree of care, but no less than a reasonable degree of care, that it uses to protect its own confidential information of a like nature to prevent its unauthorized use, dissemination or publication by its employees or agents. County further agrees that it will not allow any form or variation of the Software to enter the public domain. Both parties acknowledge that any breach of its obligations with respect to Confidential Information may cause the other irreparable injury for which there are inadequate remedies at law and that the non-disclosing party shall be entitled to equitable relief in addition to all other remedies available to it. County shall not disclose the results of any performance or functionality tests of the Software to any third party without Contractor's prior written approval.

c) A party's Confidential Information shall not include information that: (a) is or becomes publicly available through no act or omission of the recipient; (b) was in the recipient's lawful possession prior to the disclosure and was not obtained by the recipient either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the recipient by a third party without restriction on recipient's disclosure, and where recipient was not aware that the information was the confidential information of discloser; (d) is independently developed by the recipient without violation of this Agreement; or (e) is required to be disclosed by law.

ARTICLE 29. PROPRIETARY INFORMATION

As a political subdivision of the State of Florida, Miami-Dade County is subject to the stipulations of the public records laws of the State of Florida (the "Public Records Law").

The Contractor acknowledges that all computer software in the County's possession may constitute or contain information or materials which the County has agreed to protect as proprietary information from disclosure or unauthorized use and may also constitute or contain information or materials which the County has developed at its own expense, the disclosure of which could harm the County's proprietary interest therein.

During the term of the Contract, the Contractor will not use directly or indirectly for itself or for others, or publish or disclose to any third party, or remove from the County's property, any computer programs, data compilations, or other software which the County has developed, has used, or is using, is holding for use, or which are otherwise in the possession of the County, under the terms of this Agreement (the "Computer Software"). All third-party license agreements must also be honored by the Contractor and its employees, except as authorized by the County and, if the Computer Software has been leased or purchased by the County, all hired party license agreements must also be honored by the contractors' employees with the approval of the lessor or Contractors thereof. This includes mainframe, minis, telecommunications, personal computers, and all information technology software.

The Contractor will report to the County any information discovered or which is disclosed to the Contractor which may relate to the improper use, publication, disclosure, or removal from the County's property of any information technology software and hardware and will take such steps as are within the Contractor's authority to prevent improper use, disclosure, or removal.

ARTICLE 30. PROPRIETARY RIGHTS

a) The Contractor hereby acknowledges and agrees that the County retains all rights, title and interests in and to all materials,

data, documentation and copies thereof furnished by the County to the Contractor hereunder and/or created by the Contractor for delivery to the County, even if unfinished or in process, as a result of the Services the Contractor performs in connection with this Agreement, including all copyright and other proprietary rights therein, which the Contractor as well as its employees, agents, Subcontractors and suppliers may use only in connection with the performance of Services under this Agreement provided that the materials are not, in fact, derived from the Contractor Software or the ideas, methods of operation, processes, technology or know-how implemented therein. The Contractor shall not, without the prior written consent of the County, use such documentation on any other project in which the Contractor or its employees, agents, Subcontractors, or suppliers are or may become engaged. Submission or distribution by the Contractor to meet official regulatory requirements or for other purposes in connection with the performance of Services under this Agreement shall not be construed as publication in derogation of the County's copyrights or other proprietary rights. Notwithstanding the foregoing, Contractor shall retain ownership to all intellectual property rights including but not limited to patent, trademark, copyright, trade secret, confidential and proprietary information; no transfer of ownership of Contractor's intellectual property shall occur.

b) All Developed Works explicitly identified as Developed Works shall become the property of the County.

c) Accordingly, neither the Contractor nor its employees, agents, Subcontractors, or suppliers shall have any proprietary interest in such Developed Works. The Developed Works may not be utilized, reproduced, or distributed by or on behalf of the Contractor, or any employee, agent, Subcontractor or supplier thereof, without the prior written consent of the County, except as required for the Contractor's performance hereunder.

d) Except as otherwise provided in subsections a, b, and c above, or elsewhere herein, the Contractor and its Subcontractors and suppliers hereunder shall retain all proprietary rights in and to all Licensed Software provided hereunder, that have not been identified as Developed Works to satisfy the performance criteria set forth in the Scope of Services. Notwithstanding the foregoing, the Contractor hereby grants, and shall require that its Subcontractors and suppliers grant, if the County so desires, irrevocable (so long as County is compliant with the terms of this Agreement, including payment of the annual subscription fee) and unrestricted right and license to use, duplicate, disclose and/or permit any other County person(s) or County entity(ies) to use all such Licensed Software and the associated specifications, technical data and other Documentation for the operations of the County or entities controlling, controlled by, under common control with, or affiliated with the County, or organizations which may hereafter be formed by or become affiliated with the County. Such license specifically includes, but is not limited to, the right of the County to use and/or disclose, in whole or in part, the technical documentation and Licensed Software, provided hereunder, to any person or entity controlling, controlled by, under common control with, or affiliated with the County, or organizations which may hereafter be formed by or become affiliated with the County. No such Licensed Software, specifications, data, documentation, or related information shall be deemed to have been given in confidence and any statement or legend to the contrary shall be void and of no effect.

ARTICLE 31. VENDOR REGISTRATION/CONFLICT OF INTEREST

a) Vendor Registration

The Contractor shall be a registered vendor with the County – Internal Services Department, Strategic Procurement Division, for the duration of this Agreement. In becoming a registered vendor with Miami-Dade County, the vendor's Federal Employer Identification Number (FEIN) must be provided, via submission of Form W-9 and 147c Letter, as required by the Internal Revenue Service (IRS). If no FEIN exists, the Social Security Number of the owner must be provided as the legal entity identifier. This number becomes Contractor's "County Vendor Number." To comply with Section 119.071(5) of the Florida Statutes relating to the collection of an individual's Social Security Number, be aware that the County requests the Social Security Number for the following purposes:

- **Identification of individual account records**
- **Payments to individual/Contractor for goods and services provided to Miami-Dade County**
- **Tax reporting purposes**
- **Provision of unique identifier in the vendor database used for searching and sorting departmental records**

The Contractor confirms its knowledge of and commitment to comply with the following:

1. ***Miami-Dade County Ownership Disclosure Affidavit***
   (Section 2-8.1 of the Code of Miami-Dade County)
2. ***Miami-Dade County Employment Disclosure Affidavit***
   (Section 2.8.1(d)(2) of the Code of Miami-Dade County)

3. ***Miami-Dade County Employment Drug-free Workplace Certification***
(Section 2-8.1.2(b) of the Code of Miami-Dade County)

4. ***Miami-Dade County Disability and Nondiscrimination Affidavit***
(Section 2-8.1.5 of the Code of Miami-Dade County)

5. ***Miami-Dade County Debarment Disclosure Affidavit***
(Section 10.38 of the Code of Miami-Dade County)

6. ***Miami-Dade County Vendor Obligation to County Affidavit***
(*Section 2-8.1 of the Code of Miami-Dade County)*

7. ***Miami-Dade County Code of Business Ethics Affidavit***
(Article I, Section 2-8.1(i) of the Code of Miami-Dade County)

8. ***Miami-Dade County Family Leave Affidavit***
(Article V of Chapter 11 of the Code of Miami-Dade County)

9. ***Miami-Dade County Living Wage Affidavit***
(Section 2-8.9 of the Code of Miami-Dade County)

10. ***Miami-Dade County Domestic Leave and Reporting Affidavit*** *(Article VIII, Section 11A-60 - 11A-67 of the Code of Miami-Dade County)*

11. ***Miami-Dade County Verification of Employment Eligibility (E-Verify) Affidavit***
(Section 448.095, of the Florida State Statutes)

12. ***Miami-Dade County Pay Parity Affidavit***
(Resolution No. R-1072-17)

13. ***Miami-Dade County Suspected Workers' Compensation Fraud Affidavit***
(Resolution No. R-919-18)

14. ***Office of the Inspector General***
(Section 2-1076 of the Code of Miami-Dade County)

15. **Small Business Enterprises**
The County endeavors to obtain the participation of all small business enterprises pursuant to Sections 2-8.1.1.1.1, 2-8.1.1.1.2 and 2-8.2.2 of the Code of Miami-Dade County and Title 49 of the Code of Federal Regulations.

16. ***Antitrust Laws***
By acceptance of any contract, the Contractor agrees to comply with all antitrust laws of the United States and the State of Florida.

b) Conflict of Interest and Code of Ethics
Sections 2-11.1 (c) and (d) of the Code require that any County official, agency/board member or employee, or any member of his or her immediate family who, through a firm, corporation, partnership or business entity, has a financial interest, direct or indirect, with Miami-Dade County or any person or agency acting for Miami-Dade County, competing or applying for a contract, must first obtain and submit a written conflict of interest opinion from the County's Ethics Commission prior to the official, agency/board member or employee, or his or her immediate family member entering into any contract or transacting any business with Miami-Dade County or any person or agency acting for Miami-Dade County. Any such contract or business transaction entered in violation of these subsections, as amended, shall be rendered voidable. All County officials, autonomous personnel, quasi-judicial personnel, advisory personnel, and employees wishing to do business with the County are hereby advised they must comply with the applicable provisions of Section 2-11.1 of the Conflict of Interest and Code of Ethics Ordinance.

ARTICLE 32. INSPECTOR GENERAL REVIEWS

Independent Private Sector Inspector General Reviews

Pursuant to Miami-Dade County Administrative Order No. 3-20, the County has the right to retain the services of an Independent Private Sector Inspector General (the "IPSIG"), whenever the County deems it appropriate to do so. Upon written notice from the County, the Contractor shall make available to the IPSIG retained by the County, all requested records and documentation pertaining to this Agreement for inspection and reproduction. The County shall be responsible for the payment of these IPSIG services, and under no circumstance shall the Contractor's prices and any changes thereto approved by the County, be inclusive of any charges relating to these IPSIG services. The terms of this provision apply to the Contractor, its officers, agents, employees, Subcontractors, and assignees. Nothing contained in this provision shall impair any independent right of the County to conduct an audit or investigate the operations, activities, and performance of the Contractor in connection with this Agreement. The terms of this Article shall not impose any liability on the County by the Contractor or any third party.

Miami-Dade County Inspector General Review

According to Section 2-1076 of the Code, Miami-Dade County has established the Office of the Inspector General which may, on a random basis, perform audits on all County contracts, throughout the duration of said contracts. The cost of the audit for this Contract in the amount of one quarter of one percent (0.25%) of the total Contract amount shall NOT apply.

Exception: The above application of one quarter of one percent (0.25%) fee assessment shall not apply to the following contracts: (a) IPSIG contracts; (b) contracts for legal services; (c) contracts for financial advisory services; (d) auditing contracts; (e) facility rentals and lease agreements; (f) concessions and other rental agreements; (g) insurance contracts; (h) revenue-generating contracts; (i) contracts where an IPSIG is assigned at the time the contract is approved by the Board; (j) professional service agreements under $1,000; (k)

management agreements; (l) small purchase orders as defined in Miami-Dade County Implementing Order No. 3-38; (m) federal, state and local government-funded grants; and (n) interlocal agreements. ***Notwithstanding the foregoing, the Miami-Dade County Board of County Commissioners may authorize the inclusion of the fee assessment of one quarter of one percent (0.25%) in any exempted contract at the time of award.***

Nothing contained above shall in any way limit the powers of the Inspector General to perform audits on all County contracts including, but not limited to, those contracts specifically exempted above. The Miami-Dade County Inspector General is authorized and empowered to review past, present, and proposed County and Trust contracts, transactions, accounts, records, and programs. In addition, the Inspector General has the power to subpoena witnesses, administer oaths, require the production of records, and monitor existing projects and programs. Monitoring of an existing project or program may include a report concerning whether the project is on time, within budget and in conformance with plans, specifications, and applicable law. The Inspector General is empowered to analyze the necessity of and reasonableness of proposed change orders to the Contract. The Inspector General is empowered to retain the services of IPSIGs to audit, investigate, monitor, oversee, inspect, and review operations, activities, performance and procurement process, including but not limited to project design, specifications, proposal submittals, activities of the Contractor, its officers, agents and employees, lobbyists, County staff and elected officials to ensure compliance with contract specifications and to detect fraud and corruption.

Upon written notice to the Contractor from the Inspector General or IPSIG retained by the Inspector General, the Contractor shall make all requested records and documents available to the Inspector General or IPSIG for inspection and copying. The Inspector General and IPSIG shall have the right to inspect and copy all documents and records in the Contractor's possession, custody or control which, in the Inspector General's or IPSIG's sole judgment, pertain to performance of the Contract, including, but not limited to original estimate files, change order estimate files, worksheets, proposals and agreements form and which successful and unsuccessful Subcontractors and suppliers, all project-related correspondence, memoranda, instructions, financial documents, construction documents, proposal and contract documents, back-charge documents, all documents and records which involve cash, trade or volume discounts, insurance proceeds, rebates, or dividends received, payroll and personnel records, and supporting documentation for the aforesaid documents and records.

ARTICLE 33. FEDERAL, STATE, AND LOCAL COMPLIANCE REQUIREMENTS

As applicable, Contractor shall comply, subject to applicable professional standards, with the provisions of all applicable federal, state and the County orders, statutes, ordinances, rules and regulations which may pertain to the Services required under this Agreement, including, but not limited to:

a) Equal Employment Opportunity clause provided under 41 C.F.R. Part 60-1.3 in accordance with Executive Order 11246, "Equal Employment Opportunity", as amended.

b) Miami-Dade County Small Business Enterprises Development Participation Provisions.

c) The Clean Air Act (42 U.S.C. § 7401-7671q.) and the Federal Water Pollution Contract Act (33 U.S.C. §§ 1251-1387), as amended.

d) The Davis-Bacon Act (40 U.S.C. §§ 3141-3144 and 3146-3148) as supplemented by the Department of Labor regulations (29 C.F.R. Part 5).

e) The Copeland "Anti-Kickback" Act (40 U.S.C. § 3145) as supplemented by the Department of Labor regulations (29 C.F.R. Part 2).

f) Section 2-11.1 of the Code of Miami-Dade County, "Conflict of Interest and Code of Ethics".

g) Section 10-38 of the Code of Miami-Dade County, "Debarment of Contractors from County Work".

h) Section 11A-60 - 11A-67 of the Code of Miami-Dade County, "Domestic Leave".

i) Section 21-255 of the Code of Miami-Dade County, prohibiting the presentation, maintenance, or prosecution of false or fraudulent claims against Miami-Dade County.

j) The Equal Pay Act of 1963, as amended (29 U.S.C. § 206(d)).

k) Section 448.07 of the Florida Statutes "Wage Rate Discrimination Based on Sex Prohibited".

l) Chapter 11A of the Code of Miami-Dade County (§ 11A-1 *et seq.*) "Discrimination".

m) Chapter 22 of the Code of Miami-Dade County (§ 22-1 *et seq.*) "Wage Theft".

n) Chapter 8A, Article XIX, of the Code of Miami-Dade County (§ 8A-400 *et seq.*) "Business Regulations".

o) Any other laws prohibiting wage rate discrimination based on sex.

p) Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

q) Executive Order 12549 "Debarment and Suspension", which stipulates that no contract(s) are "to be awarded at any tier or to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs".

r) The prohibitions against discrimination on the basis of age under the Age Discrimination Act of 1975 (42 U.S.C. §§ 6101-07) and regulations issued pursuant thereto (24 C.F.R. Part 146).

Pursuant to Resolution No. R-1072-17, by entering into this Contract, the Contractor is certifying that the Contractor is in compliance with, and will continue to comply with, the provisions of items "f" through "k" above.

The Contractor shall hold all licenses and/or certifications, obtain and pay for all permits and/or inspections, and comply with all laws, ordinances, regulations and building code requirements applicable to the work required herein. Damages, penalties, and/or fines imposed on the County or Contractor for failure to obtain and maintain required licenses, certifications, permits and/or inspections shall be borne by the Contractor. The Project Manager shall verify the certification(s), license(s), and permit(s) for the Contractor prior to authorizing Work and as needed.

Notwithstanding any other provision of this Agreement, Contractor shall not be required pursuant to this Agreement to take any action or abstain from taking any action if such action or abstention would, in the good faith determination of the Contractor, constitute a violation of any law or regulation to which Contractor is subject, including but not limited to laws and regulations requiring that Contractor conduct its operations in a safe and sound manner.

ARTICLE 34. NONDISCRIMINATION

During the performance of this Contract, Contractor agrees to not discriminate against any employee or applicant for employment because of race, color, religion, ancestry, national origin, sex, pregnancy, age, disability, marital status, familial status, sexual orientation, gender identity or gender expression, status as victim of domestic violence, dating violence or stalking, or veteran status, and on housing related contracts the source of income, and will take affirmative action to ensure that employees and applicants are afforded equal employment opportunities without discrimination. Such action shall be taken with reference to, but not limited to recruitment, employment, termination, rates of pay or other forms of compensation, and selection for training or retraining, including apprenticeship and on the job training.

By entering into this Contract, the Contractor attests that it is not in violation of the Americans with Disabilities Act of 1990 (and related Acts) or Miami-Dade County Resolution No. R-385-95. If the Contractor or any owner, subsidiary or other firm affiliated with or related to the Contractor is found by the responsible enforcement agency or the County to be in violation of the Act or the Resolution, such violation shall render this Contract void. This Contract shall be void if the Contractor submits a false affidavit pursuant to this Resolution or the Contractor violates the Act or the Resolution during the term of this Contract, even if the Contractor was not in violation at the time it submitted its affidavit.

ARTICLE 35. CONFLICT OF INTEREST

The Contractor represents that:

a) No officer, director, employee, agent, or other consultant of the County or a member of the immediate family or household of the aforesaid has directly or indirectly received or been promised any form of benefit, payment, or compensation, whether tangible or intangible, in connection with the award of this Agreement.

b) There are no undisclosed persons or entities interested with the Contractor in this Agreement. This Agreement is entered into by the Contractor without any connection with any other entity or person making a proposal for the same purpose, and without collusion, fraud or conflict of interest. No elected or appointed officer or official, director, employee, agent, or other consultant of the County, or of the State of Florida (including elected and appointed members of the legislative and executive branches of government), or a member of the immediate family or household of any of the aforesaid:

i) is interested on behalf of or through the Contractor directly or indirectly in any manner whatsoever in the execution or the performance of this Agreement, or in the Services, Deliverables or Work, to which this Agreement relates or in any portion of the revenues; or

ii) is an employee, agent, advisor, or consultant to the Contractor or to the best of the Contractor's knowledge any Subcontractor or supplier to the Contractor.

c) Neither the Contractor nor any officer, director, employee, agency, parent, subsidiary, or affiliate of the Contractor shall have an interest which is in conflict with the Contractor's faithful performance of its obligation under this Agreement; provided that the County, in its sole discretion, may consent in writing to such a relationship, provided the Contractor provides the County with a written notice, in advance, which identifies all the individuals and entities involved and sets forth in detail the nature of the relationship and why it is in the County's best interest to consent to such relationship.

d) The provisions of this Article are supplemental to, not in lieu of, all applicable laws with respect to conflict of interest. In the event there is a difference between the standards applicable under this Agreement and those provided by statute, the stricter standard shall apply.

e) In the event Contractor has no prior knowledge of a conflict of interest as set forth above and acquires information which may indicate that there may be an actual or apparent violation of any of the above, Contractor shall promptly bring such information to the attention of the Project Manager. Contractor shall thereafter cooperate with the County's review and investigation of such information and comply with the instructions Contractor receives from the Project Manager regarding remedying the situation.

ARTICLE 36. PRESS RELEASE OR OTHER PUBLIC COMMUNICATION

Under no circumstances shall the Contractor without the express written consent of the County:

a) The fact of this Contract is public information under Florida law, and as such, Contractor may represent that the County is one of Contractor's customers. Contractor must not however use any County symbols (such as the County seal or insignia or any departmental symbols) without express written permission of the County. Contractor must not create any impression that the County endorses Contractor beyond the fact that the County is purchasing and implementing the System via this Contract.

b) Except as may be required by law, the Contractor and its employees, agents, Subcontractors, and suppliers will not represent, directly or indirectly, that any Work, Deliverables or Services provided by the Contractor or such parties has been endorsed by the County.

ARTICLE 37. BANKRUPTCY

The County may terminate this Contract, if, during the term of any contract the Contractor has with the County, the Contractor becomes involved as a debtor in a bankruptcy proceeding, or becomes involved in a reorganization, dissolution, or liquidation proceeding, or if a trustee or receiver is appointed over all or a substantial portion of the property of the Contractor under federal bankruptcy law or any state insolvency law.

ARTICLE 38. GOVERNING LAW

This Contract, including appendices, and all matters relating to this Contract (whether in contract, statute, tort (such as negligence), or otherwise) shall be governed by, and construed in accordance with, the laws of the State of Florida. Venue shall be in Miami-Dade County.

ARTICLE 39. COUNTY USER ACCESS PROGRAM (UAP)

Does not apply.

ARTICLE 40. INTEREST OF MEMBERS, OFFICERS OR EMPLOYEES AND FORMER MEMBERS, OFFICERS OR EMPLOYEES

No member, officer, or employee of the County, no member of the governing body of the locality in which the Project is situated, no member of the governing body in which the County was activated, and no other public official of such locality or localities who exercises any functions or responsibilities with respect to the project, shall, during his or her tenure, or for one year thereafter, have any interest, direct or indirect, in this Contract or the proceeds thereof.

ARTICLE 41. LIENS

The Contractor is prohibited from placing a lien on County property. This prohibition shall apply to all Subcontractors.

ARTICLE 42. FIRST SOURCE HIRING REFERRAL PROGRAM (If applicable)

Pursuant to Section 2-2113 of the Code, for all contracts for goods and services, the Contractor, prior to hiring to fill each vacancy arising under a County contract shall (1) first notify Career Source South Florida ("CSSF"), the designated Referral

Agency, of the vacancy and list the vacancy with CSSF according to the Code, and (2) make good faith efforts as determined by the County to fill a minimum of fifty percent (50%) of its employment needs under the County contract through the CSSF. If no suitable candidates can be employed after a Referral Period of three to five days, the Contractor is free to fill its vacancies from other sources. Contractor will be required to provide quarterly reports to the CSSF indicating the name and number of employees hired in the previous quarter, or why referred candidates were rejected. Sanctions for non-compliance shall include, but not be limited to: (i) suspension of Contract until Contractor performs obligations, if appropriate; (ii) default and/or termination; and (iii) payment of $1,500/employee, or the value of the wages that would have been earned given the noncompliance, whichever is less. Registration procedures and additional information regarding the First Source Hiring Referral Program are available at https://iapps.careersourcesfl.com/firstsource/.

ARTICLE 43. PUBLIC RECORDS AND CONTRACTS FOR SERVICES PERFORMED ON BEHALF OF MIAMI-DADE COUNTY

The Contractor shall comply with the Public Records Laws, including by not limited to, (1) keeping and maintaining all public records that ordinarily and necessarily would be required by the County in order to perform the service; (2) providing the public with access to public records on the same terms and conditions that the County would provide the records and at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law; (3) ensuring that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law; and (4) meeting all requirements for retaining public records and transferring, at no cost, to the County all public records in possession of the Contractor upon termination of the Contract and destroying any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements upon such transfer. In addition, all records stored electronically must be provided to the County in a format that is compatible with the information technology systems of the County. Failure to meet any of these provisions or to comply with Florida's Public Records Laws as applicable shall be a material breach of this Agreement and shall be enforced in accordance with the terms and conditions of the Agreement.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (305) 375-5773, ISD-VSS@MIAMIDADE.GOV, 111 NW 1st STREET, SUITE 1300, MIAMI, FLORIDA 33128.

ARTICLE 44. INDIVIDUALLY IDENTIFIABLE HEALTH INFORMATION and/or PROTECTED HEALTH INFORMATION

Any person or entity that performs or assists Miami-Dade County with a function or activity involving the use or disclosure of "Individually Identifiable Health Information (IIHI) and/or Protected Health Information (PHI)" shall comply with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and the Miami-Dade County Privacy Standards Administrative Order. HIPAA mandates for privacy, security, and electronic transfer standards, include but are not limited to:

1. Use of information only for performing Services required by the Contract or as required by law;
2. Use of appropriate safeguards to prevent non-permitted disclosures;
3. Reporting to Miami-Dade County of any non-permitted use or disclosure;
4. Assurances that any agents and Subcontractors agree to the same restrictions and conditions that apply to the Contractor and reasonable assurances that IIHI/PHI will be held confidential;
5. Making Protected Health Information (PHI) available to the customer;
6. Making PHI available to the customer for review and amendment; and incorporating any amendments requested by the customer;
7. Making PHI available to Miami-Dade County for an accounting of disclosures; and
8. Making internal practices, books and records related to PHI available to Miami-Dade County for compliance audits.

PHI shall maintain its protected status regardless of the form and method of transmission (paper records, and/or electronic transfer of data). The Contractor must give its customers written notice of its privacy information practices including specifically a description of the types of uses and disclosures that would be made with protected health information.

ARTICLE 45. VERIFICATION OF EMPLOYMENT ELIGIBILITY (E-VERIFY)

By entering into this Contract, the Contractor becomes obligated to comply with the provisions of Section 448.095 of the Florida Statutes, titled "Verification of Employment Eligibility". This includes but is not limited to utilization of the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of all newly hired employees by the Contractor effective January 1, 2021 and requiring all Subcontractors to provide an affidavit attesting that the Subcontractor does not employ, contract with, or subcontract with, an unauthorized alien. Failure to comply may lead to termination of this Contract, or if a Subcontractor knowingly violates the statute, the subcontract must be terminated immediately. Any challenge to termination under this provision must be filed in the Circuit Court no later than twenty (20) calendar days after the date of termination and the Contractor may be liable for any additional costs incurred by the

County resulting from the termination of the Contract. If this Contract is terminated for a violation of the statute by the Contractor, the Contractor may not be awarded a public contract for a period of one year after the date of termination. Public and private employers must enroll in the E-Verify System (http://www.uscis.gov/e-verify) and retain the I-9 Forms for inspection.

ARTICLE 46. FORCE MAJEURE

Force Majeure. Any delay in the performance of any duties or obligations of either Party, except the payment of money owed, will not be considered a breach of this Agreement if such delay is caused by any occurrence or contingency beyond the Party's reasonable control, including, but not limited to, acts of God, labor disputes and strikes, market shortage of materials, riots, war and governmental requirements (any such event, a "Force Majeure Event"), provided that such Party uses reasonable efforts, under the circumstances, to resume performance as soon as reasonably practicable. The obligations and rights of the Party so excused will be extended on a day-to-day basis for the period of time equal to that of the underlying cause of the delay.

ARTICLE 46. SURVIVAL

The Parties acknowledge that any of the obligations in this Agreement will survive the term, termination, and cancellation hereof. Accordingly, the respective obligations of the Contractor and the County under this Agreement, which by nature would continue beyond the termination, cancellation, or expiration thereof, shall survive termination, cancellation or expiration hereof.

Miami-Dade County

IN WITNESS WHEREOF, the Parties have executed this Agreement effective as of the last date that the Agreement is executed below,

Contractor		Miami-Dade County	
By:	DocuSigned by: Ron A Anderson 6769F1AD774045B...	By:	
Name:	Ron A Anderson	Name:	Daniella Levine Cava
Title:	Vice President of Sales	Title:	Mayor
Date:	12/14/2022	Date:	
Attest:	DocuSigned by: Shellie Chernow A402BAFB54B844A... GC & Assistant Secretary	Attest:	
	Corporate Secretary/Notary Public		Clerk of the Board

Corporate Seal/Notary Seal

Approved as to form
and legal sufficiency

Assistant County Attorney

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Appendix A. Statement of Work

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1.0 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 Agreement ("Agreement") between CentralSquare Technologies, LLC (CentralSquare) and Miami-Dade Fire Rescue, FL ("County").

This project description includes the services and deliverables specified by the Agreement, including if applicable, CentralSquare and services, Subcontractor activities, third-party products, and services for the implementation of the CAD-to-CAD System as specified in the Agreement (collectively the "Project").

Where dependencies exist between Miami-Dade Fire Rescue and other agency members of this implementation, Miami-Dade Fire Rescue will facilitate involvement of its members to achieve the deliverables of this SOW.

Statement(s) of Work for applicable CentralSquare Subcontractor(s) are presented in Appendix A– "Subcontractor(s) Statement(s) of Work."

The framework of Deliverables documented by this SOW for this Project is further defined through additional documents such as: Standard Implementation Documentation (SID) for Unify; Operational Scenario Documents (OSD).

The number and type of software licenses, products, or services provided by CentralSquare or its Subcontractors are specifically listed in the Agreement and any reference within this document as well as Subcontractors' SOWs (if applicable) do not imply or convey a software, license, or services that are not explicitly listed in the Agreement.

2.0 Change Management Process

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 the County'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 County 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 Agreement for this SOW. Both parties must approve each change in writing and agree on the impact each change may have on the Agreement and related attachments.

All Change Orders must go through the CentralSquare's internal approval process before they can be presented to the County for review and approval. Once the Change Order is generated, the County 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

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Change Order by both parties. Upon submittal by CentralSquare and approval by the County, the Change Order will be authorized for implementation.

3.0 Project Reporting

CentralSquare will provide at a minimum, a Monthly Status Reports advising the County 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, if applicable. The Project Status Reports will include the following:

- Accomplishments during the Reporting Period
- Planned upcoming activities
- Issues
- Risks
- Key Action Items

In addition, the CentralSquare Project Manager will hold bi-weekly status meetings/conference calls to update the County and participating agencies may be included. The CentralSquare Project Manager will provide an update on the status of the Project and key action items and deliverables.

4.0 Schedule Management Plan

CentralSquare will work with the County and the agencies to develop and approve a mutually agreed upon project schedule, including the deployment and Go-Live of the CAD-to-CAD solution, Acceptance Test plans, the Acceptance Testing schedule, and the training schedule. Any changes to the schedule must be mutually agreed upon and no changes can be made to the schedule without the County Project Manager's approval. The project schedule will consist of the following:

- Major Tasks
- Task Responsibility
- Task Duration
- Major Milestones
- Tasks Completed
- Tasks in Progress

5.0 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 Agreement. Conversely, the County will be responsible for the management of third-parties that CentralSquare is not responsible for. The County 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 County's system.

6.0 Solution Overview

At the completion of this SOW, Miami-Dade Fire Rescue and participating agencies will be connected to an on-premise CAD-to-CAD Hub using one of the methods noted below.

- Unify: Bidirectional solution, enable sharing of incidents, unit updates, and unit locations.
- Portal Access only (for situational awareness).

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CentralSquare shall implement CAD-to-CAD via a grouped approach. A table outlining each participating agency is included in Section 7.0.

- Group 1: Miami-Dade Fire Rescue will Go-Live with Motorola PremierOne CAD at a date that is to be determined. In order to Go-Live with CAD-to-CAD, Motorola will need to complete their development work for the CAD adapter that will connect to the Hub. CentralSquare will work with the County to develop a mutually agreed upon schedule for the deployment and Go-Live of the CAD-to-CAD at Miami-Dade Fire Rescue. Anticipated Group 1 Go-Live agencies are denoted with an asterisk (*) in the Section 7.0 table. However, agencies can be added or removed as mutually agreed upon.
- Group 2: Miami-Dade Fire Rescue new CAD system, the new CAD-to-CAD adapter will Go-Live simultaneously.
- Group 3: Any agency not already included in Group 1, will Go-Live as mutually agreed upon. Nothing precludes a Group 3 agency from going Live before Group 2.

Note: An interim solution is available for agencies referenced in this Agreement that are waiting on the development of the CAD adapter connection. Portal access is included to view real-time CAD events as well as resource sharing requests. They would also be able to receive and respond to requests in the Portal.

For any outside entities that have a CAD system and would like to participate in the CAD-to-CAD project, an executed Agreement with CentralSquare is needed for a licensed Aware, Notify, or Unify CAD-to-CAD solution which will include Portal access. For those outside entities (i.e. schools, hospitals) who do not have a CAD system, portal licenses can be purchased via an executed Agreement with CentralSquare. Alternatively, the County may access this Agreement to procure Aware, Notify, or Unify CAD-to-CAD or portal licensing and/or professional services on behalf of outside entities.

7.0 Deliverables – System Connections

7.1 Implementation of System Connections on CAD-to-CAD Hub

CentralSquare will provide the County with the following system connections as indicated in the below table.

Adapter Status Definitions:

- Development needed by CAD provider: The CAD Vendor does not have an adapter available and development work is required. The CAD Vendor must also complete the certification process with CentralSquare before the adapter is available for deployment.
- Certification in process with CAD provider: CentralSquare is working with the CAD Vendor to test the adapter and upon completion of successful testing, the adapter will be available for deployment.
- Certified Adapter: The development work by the CAD Vendor and the certification process with CentralSquare have been completed. The adapter is available for deployment.

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#	Agency	Connecting System (Vendor/Description)	Connection Type	Product Package	Adapter Status
1	Miami-Dade Fire Rescue and Miami-Dade PD *	Motorola PremierOne (3 day Go-Live Support)	Bidirectional	Unify	Development needed by CAD provider
2	Miami-Dade Fire Rescue	CAD Vendor TBD (7 day Go-Live Support)	Bidirectional	Unify	Development needed by CAD provider
3	Aventura PD *	CentralSquare ONESolution (3 day Go-Live Support)	Bidirectional	Unify	Certified Adapter
4	Pinecrest PD *	CentralSquare ONESolution (3 day Go-Live Support)	Bidirectional	Unify	Certified Adapter
5	AMR Ambulance Service *	Logis Dispatch (3 day Go-Live Support)	Bidirectional	Unify	Certification in process with CAD provider
6	Miami-Dade Ambulance *	Zoll Data Rescuenet (3 day Go-Live Support)	Bidirectional	Unify	Certification in process with CAD provider
7	Hatzalah South Florida Emergency Medical Services	Homegrown	Bidirectional	Unify	Development needed by CAD provider
8	Miami Gardens PD	Mark43	Bidirectional	Unify	Certification in process with CAD provider
9	South Miami PD	CentralSquare ONESolution	Bidirectional	Unify	Certified Adapter
10	Homestead PD	CentralSquare ONESolution transition to PROPHOENIX	Bidirectional	Unify	CentralSquare ONESolution: Certified Adapter PROPHOENIX: Certification in process with CAD provider
11	Miami Shores PD	Motorola Spillman	Bidirectional	Unify	Certification in process with CAD

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					provider
12	City of Doral PD	CentralSquare ONESolution	Bidirectional	Unify	Certified Adapter
13	City of Miami PD	Motorola PremierOne	Bidirectional	Unify	Development needed by CAD provider
14	City of Miami Fire Rescue	Homegrown	Bidirectional	Unify	Development needed by CAD provider
15	City of Hialeah	Infor EnRoute	Bidirectional	Unify	Development needed by CAD provider
16	City of Coral Gables	CentralSquare ONESolution	Bidirectional	Unify	Certified Adapter
17	City of Miami Beach	Tyler Technologies New World Public Safety	Bidirectional	Unify	Development needed by CAD provider
18	Florida Power and Light	TBD	Bidirectional	Unify	Development needed by CAD provider
19	HAAS Alert	N/A	N/A	Portal Access only	N/A

7.2 Standard CAD-to-CAD Hub Functionality for Project Implementation

The County is licensed to use the CAD-to-CAD Unify functionality as described in the "Standard Implementation Documentation (SID), Exhibit 3 - Section 1 – Unify Standard Scope." Software releases are available every quarter and CentralSquare Product Support will notify the County of the release schedule and will work with the County to establish a mutually agreed upon CAD-to-CAD upgrade schedule. Features and functionality within software releases are included as part of the Subscription.

7.3 Site-Specific Configurations

A discovery phase will take place that will identify site-specific configurations for the Hub. These will be documented in an Operational Scenarios Document (OSD) and signed off by the County, via a TCR, before the configuration phase begins. CentralSquare will provide OSD documentation as appropriate. The OSD document will be updated as the agencies are implemented and brought online.

7.4 Modifications

No CentralSquare modifications are included outside of standard functionality already described.

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8.0 Deliverables – Professional Services

8.1 Documentation

Standard professional services deliverables are documented in the "Standard Implementation Documentation (SID), Exhibit 3:

1. "Section 2 – Unify – Professional Services Deliverables"
2. "Section 3 – Unify – Implementation"
3. "Section 4 – Unify – System Testing"

8.2 Configuration Allowance

CentralSquare will assist each agency in developing five (5) business rules and User Groups, with associated filters. Each agency is responsible for creating the remainder of the items that are needed for the configuration. There is not a limit for the number of business rules or User Groups that can be created by the agency.

Configuration	Count
Business rules with associated filters	5
User groups with associated filters	5

9.0 County Deliverables

The County agrees to perform the functions in the "Standard Implementation Documentation (SID), Exhibit 3 – Section 5 – Unify –Client Deliverables."

9.1 Infrastructure Design

Within fifteen (15) business days after receiving notice to proceed from the County, the assigned CentralSquare Project Manager will schedule a technology design meeting with CentralSquare and the County. The objective of this meeting is to jointly review the technical specifications and requirements for the CAD-to-CAD solution and develop the final hardware design for the County.

All components for the CAD-to-CAD solution may be virtualized. The County will provide all required server hardware and host the on-premise Hub server cluster. The server cluster is designed to provide scalability and redundancy to the Hub solution. Typical server clusters contain one load balancer, two (2) app servers, and three (3) database servers, however discovery for server resources may change the requirements for this project. The final hardware design will be reviewed and approved by CentralSquare as a result of the technology design meeting with the County.

10.0 Project Implementation Overview

A complete overview of the project implementation is found in the "Standard Implementation Documentation (SID), Exhibit 3 – Section 3 – Unify – Implementation."

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11.0 End-to-End Testing / Acceptance Testing Criteria

Acceptance Testing will be conducted by the County, participating agencies, and the CAD Provider under CentralSquare supervision for Group 1 and Group 2. In order to confirm that all work has been completed under this SOW and that the system meets the functional requirements of the COTS Hub system, CentralSquare and the County will develop a mutually agreed upon acceptance test plan that is based on the criteria contained in "Exhibit 7 - Operational Scenario Document (OSD)" and the Miami-Dade RFP Requirements, which will be incorporated into the Sample Unify Itemized Test Checklist. The Acceptance Testing process consists of verifying and running script-based standard tests (Exhibit 5: Sample Unify Itemized Test Checklist) in a format designed to verify the functionality of the CAD-to-CAD solution.

CentralSquare will work with the County and agencies to develop a mutually agreed upon testing schedule for the agencies. Following the completion of the Acceptance Testing, any defects that are raised will be prioritized as follows:

Priority	**Issue Definition**
Go-Live Issues	Issues in the CAD-to-CAD solution identified during Acceptance Testing with contractually required functionality that the County has determined must reasonably 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 in the CAD-to-CAD solution identified during Acceptance Testing with contractually required functionality that can be corrected after Go-Live. The County and CentralSquare will mutually agree these issues may be addressed after Go-Live. CentralSquare will provide a reasonable date for resolution of the Post-Go-Live issues.
Support Issues	Issues in the CAD-to-CAD solution identified during Acceptance Testing that are not contractually required functionality and do not prevent the County from performing normal daily or monthly processes; and therefore, can be corrected after the CAD-to-CAD Go-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.

The County will agree to sign off upon the completion of each Acceptance Testing session, acknowledging the delivery and receipt of the testing results, via a TCR. Upon resolution of any Go-Live or Post-Go-Live issues, the failed test(s) will be repeated by the participating agencies under CentralSquare supervision, until resolved.

The County will agree to sign off on a TCR reflecting the completion of Acceptance Testing when two (2) conditions have been met: 1)- Completion of an Acceptance Test with no Go-Live issues (passing Acceptance Test); 2)- A mutually agreed upon and County approved plan for Post-Go-Live issues and a reasonable resolution and timeframe.

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12.0 CAD-to-CAD Go-Live

Go-Live of the CAD-to-CAD solution for each of the participating agency entities into the production environment is a highly orchestrated activity that will require resources from both the County, agencies, CentralSquare, and the CAD Provider teams. Go-Lives are conducted either on Tuesday or Wednesday. Any CentralSquare Go-Live Support that is beyond the amount specified per the Agreement may be subject to an additional cost.

Pre Go-Live Tasks:

- CentralSquare Project Manager and the County will ensure all end user training has been completed, and that all Go-Live deliverables are completed with related TCRs approved.
- CentralSquare Project Manager will schedule and monitor internal and Client-facing Go-Live readiness checks during team planning meetings.
- CentralSquare Project Manager and the County Project Manager, along with key resources, will conduct separate planning meetings to draft/approve the Go-Live Plan.
- The Go-Live plan provides details about the time period for the event, products involved, supportive roles and responsibilities, the overall timeline for the Go-Live, establishes meeting dates/times, the issue reporting and escalation processes, transition to support, and communications plan.

Go-Live Preparation:

CentralSquare and the County will draft the CentralSquare Go-Live Authorization Letter for each Go-Live group. The Go-Live Authorization Letter confirms that the system has been installed and tested, and that the County agrees to proceed with moving the system to live operation. It acknowledges sufficient user training has been completed, confirms software is functional for a live environment, and that none of the currently identified issues are critical to the Go-Live. Date and time of the Go-Live is memorialized, the participating agencies, along with assurance the County's technical team and subject matter experts will be available twenty-four (24) hours a day to support the Go-Live unless otherwise noted in the Agreement. The County is required to review and sign off on the Go-Live Authorization Letter no later than three (3) weeks prior to the scheduled Go-Live date.

Support Transition Presentation:

CentralSquare will provide a presentation to the County to gain familiarity with the Support structure and methodologies. CentralSquare will assist in confirming that representatives designated by the County needing access to enter and track support tickets have credentials for CentralSquare access.

Go-Live:

The system is brought into production per the Go-Live Plan and the Go-Live Authorization Letter. Go-Live support is provided by CentralSquare as follows.

Group 1 Go-Live Support: A total of three (3) consecutive days of remote support will be provided when Miami-Dade Fire Rescue goes live with the Motorola PremierOne CAD. Immediately after Go-Live, CentralSquare will provide support for eight (8) hours per day, during normal business hours (8:00am to 5:00pm EST), with two (2) resources consisting of one (1) Consultant (trainer) and one (1) Technical Services Engineer.

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Group 2 Go-Live Support: A total of seven (7) consecutive days of support will be provided when Miami-Dade Fire Rescue transitions from Motorola PremierOne to Miami-Dade Fire Rescue's new CAD Vendor. Immediately after Go- Live, CentralSquare will provide three (3) days of onsite support, twenty-four (24) hours per day, with three (3) resouces consisting of two (2) Consultants (trainers) and one (1) Technical Services Engineer. Imediately following will be an additional four (4) days of remote support, eight (8) hours per day, during normal business hours (8:00am to 5:00pm EST), with one (1) Consultant (trainer) resource, and with a defined response time of no more than thirty (30) minutes.

The County has the option to purchase additional Go-Live support (for Group 3) as defined in the Agreement. CentralSquare recommends three (3) days of remote support, for eight (8) hours per day, during normal business hours (8:00am to 5:00pm EST), with two (2) resources consisting of one (1) Consultant (trainer) and one (1) Technical Services Engineer.

A TCR will be provided to the County for signature upon completion of the Go-Live event and CentralSquare provided support, per the Agreement. The system will then enter into its Reliability Period for Group 2, as defined in the SOW, Section 13. During Go-Live, issues are reported and managed by CentralSquare with the County's assistance. Upon cessation of Go-Live support by CentralSquare, issues are reported and managed by the County.

13.0 Reliability Period for Group 2

Upon Go-Live of the CAD-to-CAD solution (i.e., productive use and any portion of the system is deployed in a bidirectional state) the start of the Reliability Period will be documented via a TCR, for acknowledgment. County shall use the solution for a ninety (90) day consecutive period to verify operational functionality in a live environment. If no Priority 1 – Urgent or Priority 2 – Critical Software Errors (as defined in the table below and in the Agreement) are reported during the ninety (90) day period, the solution shall be deemed to have achieved Final Acceptance. In the event that a Priority 1 - Urgent or Priority 2 - Critical Software Error occurs during the Reliability Period, CentralSquare shall commence actions in accordance with the Software Support Agreement to correct the reported error.

In the event that an Priority 2 – Critical Software Error occurs between day one (1) and day thirty (30), the Reliability 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 thirty-one (31) and day ninety (90), the Reliability Period will be stopped and restarted from the day the resolution has been provided in accordance with the Software Support Agreement.

Priority 1 – Urgent or Priority 2 – Critical 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 Priority 1 - Urgent or Priority 2 - Critical Software Errors. Examples of such issues could be, but are not limited to:

- Power failures
- Operator error
- Network infrastructure failure
- Availability of components that are not provided by CentralSquare but interface to/from the CentralSquare solution

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- Hardware or Operating System software not provided or minimally specified by CentralSquare
- Non CentralSquare supplied software components introduced into the working environment

During the Reliability Period, the CentralSquare Project Manager will provide and review with the County, a weekly report summarizing the Priority 1 – Urgent or Priority 2 – Critical Software Errors reported for that week. Upon completion of the review with the County, a TCR will be provided to the County for signature. The TCR will document and include the summarized listing of issues and will denote the status of the Reliability Period (day number, stopped, and restarted).

During the Reliability Period, the CAD-to-CAD solution will be frozen, (i.e., no changes, fixes, and/or updates will be applied, except those that are required to address Priority 1 – Urgent, Priority 2 – Critical, downtime failures, or performance issues associated with the Reliability Period.) At the conclusion of the Reliability Period, a TCR will be provided to the County for signature and the solution will be deemed Accepted by the County. The agencies that are live on the system will be transitioned to CentralSquare Product Support.

Priority	Issue Definition
Priority 1: Urgent	The hub is completely down and will not launch or function or a significant disruption of the customer's operation where there is no reasonable workaround.
Priority 2: Critical	A high-impact problem that disrupts the customer's operation.
Priority 3: Non-Critical	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 affect their job function.
Priority 4: Minor	Cosmetic or documentation errors, including Client technical questions or usability questions.

14.0 Project Risks

The customization efforts involved when integrating the adapters and interfaces with the CAD-to-CAD Hub include several risks, the outcome of which are not completely certain until implementation and testing is complete. Based upon the differences of each CAD system, an agency may use different methods of sharing incidents and exchanging information through their connection to the Hub. Thus, actual functionality can vary widely by agency, even for those using the same make of CAD system. Accordingly, each agency is treated as a separate integration with inherent risks associated with configuration efforts. CentralSquare will work with the County to identify, track and mitigate risks associated with this project.

ATTACHMENT A. INFORMATION TECHNOLOGY SECURITY MATRIX

The Contractor response code in the space provided that shall correspond to the intended response for the requests listed. Comments that further clarify how the functionality is addressed are included in the Response Comments column.

The codes are as follows:

"Y" – Will be FULLY met (without configuration or modification).

"C" – Will be met via configuration (without changing base source code).

"M" – Will be met via modification of the base source code.

"N" – Will not be met.

Functi o-nality		Meet (Y/C/M/ N)	Module / Detailed Explanation
1	Solution uniquely identifies each user.	Y	
2	Solution provides integration with Microsoft Active Directory or Azure Active Directory for user authentication of Internal users. (ADFS, FIM, MIM)	N	
3	Solution can be installed and maintained in accordance with the Microsoft Active Directory administrative tier model. https://docs.microsoft.com/enus/windows-server/identity/securing-privilegedaccess/securing-privileged-access-reference-material	N	
4	Solution can be installed and maintained in accordance with the principle of least privilege for LINUX/UNIX/AIX systems.	Y	
5	Solution can be installed and maintained in accordance with the principle of least privilege for Database systems.	N/A	
6	Solution uniquely identifies each process (system, service) account.	N	
7	Solution supports scheduled password rotation of process (system, service) accounts.	Y	
8	Default system accounts are either disabled or capable of being renamed. (e.g., administrator/admin, guest)	Y	
9	Accounts are automatically disabled after a configurable period of inactivity (e.g., 90 days).	N	
10	Solution utilizes account passwords for authentication.	Y	
11	Account password complexity is configurable to allow for a minimum of 12 characters comprised of upper and lower alpha, numeric and special characters (e.g. !, @, #, $, %, &, *)	Y	
12	Passwords are suppressed (not echoed back) when entered by users.	Y	
13	Solution supports Multi-Factor Authentication (MFA)	N	
14	User login credentials (user account/password) are encrypted in transmission with a minimum of AES 256-bit encryption	Y	
15	Solution supports password history functionality whereby password re-use is prohibited for a configurable number of prior passwords of at least 10.	Y	
16	Solution supports administrative passwords aging of 30 days.	N	
17	Administrative accounts have the capability of resetting passwords.	Y	
18	Solution provides user self-service password reset functionality utilizing a challenge and response authentication	N	
19	Solution includes self-service challenge and response that are comprised of 8 challenge questions and stores user's responses during registration. Responses must be stored with a minimum of AES 256-bit encryption.	N	
20	Solution includes self-service password reset that presents user with a configurable number of random challenge questions which when answered correctly will enable the password to be reset.	N	
21	Solution supports the ability to limit unsuccessful login attempts to 5. If the number of unsuccessful login attempts is exceeded, system locks out or disables user account.	Y	

22	Solution supports limiting concurrent user sessions to 1 by default, and the number of concurrent user sessions is configurable by administrators.	Y	
23	Solution provides administrative capability to lock or disable accounts whenever necessary.	Y	
24	Solution supports the display of a configurable warning, pre-login banner during solution login indicating that unauthorized access is prohibited.	N	
25	Solution supports the ability to manage users based on group membership. (Role based privileges) in addition to assigning/revoking specific user based privileges	Y	
26	Solution provides tools and reporting to enumerate user rights/privileges, group membership, access to locations/functions or user profiles	Y	
27	Solution provides audit logging capability which captures successful logins, unsuccessful logins, records viewed, printed, added, deleted, or modified and has the capability to retain logs for a period of 5 years plus current.	Y	
28	Solution audit logs captures date and time, user account, source IP address, audit event and success or failure of event	Y	
29	Solution prohibits administrators from disabling the audit mechanism.	Y	
30	Solution ensures the audit log is protected from unauthorized access. (i.e., logs are capable of simultaneously being sent to a logging server or SIEM in addition to being maintained locally)	N	
31	Solution prevents users or administrators from editing the audit log. (modifying, deleting or adding log entries)	Y	
32	Solution provides for software version controls to prevent outdated versions of software access to DBMS.	Y	
33	Solution generates outbound alerts and notifications. Explain what data is contained in said messages (e.g., email alerts, automated reports, SMNP traps).	Y	Contains incident and unit data received by CADs. This is the purpose of C2C.
34	If Solution's database is relational, referential integrity is enforced by the RDBMS	N	Uses document DB.
35	Solution prohibits users, developers, DBA's, or system administrators from making changes to posted, completed, or closed transaction records.	N	
36	Solution provides rollback processes incorporated into the database for all critical transactions	N	
37	Solution ensures that sensitive data (data that falls under the scope of FSS 501.171, FSS 408.051, CJIS, PII, SOX, HIPAA, and PCI requirements) is encrypted during transmission over the client's network (minimum AES 256-bit encryption)	Y	
38	Solution ensures that sensitive information (data that falls under the scope of FSS 501.171, FSS 408.051,CJIS, PII, SOX, HIPAA, and PCI) which is vulnerable to unauthorized access, is encrypted while in storage (minimum AES 256-bit encryption)	Y	
39	Solution ensures that sensitive information (data that falls under the scope of FSS 501.171, FSS 408.051, CJIS, PII, SOX, HIPAA, and PCI) is encrypted for transmission over external networks or connections. (Minimum AES 256-bit encryption)	Y	
40	If Cloud Hosted, solution is hosted in an audited data center complying with ISO 27001, SAS 70, SSAE 16 or SOC2 or3 audit standards. (Please provide copy of most recent audit)	Y	
41	If Cloud Hosted, solution has controls in place which prohibit hosting or solution's employees or 3rd party vendor technical support personnel access to or the ability to access, view or modify customer confidential data in compliance with FSS 501.171, FSS 408.051. Please describe controls used to ensure data confidentiality, including encryption and key storage mechanisms.	Y	
42	If Cloud Hosted, solution is a high availability solution with either active-active or active-passive failover between geographically diverse data centers	Y	

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43	If Cloud Hosted, system and data is physically located within the Continental United States (CONUS).	Y	
44	If Cloud Hosted, system is accessible from the County network and Proxy infrastructure	Y	
45	If Cloud Hosted, system encrypts all sessions from initiation to termination using validated encryption ciphers (TLS 1.2 or higher)	Y	
46	If Cloud Hosted, solution is scanned for vulnerabilities on a regular basis (monthly) using commercially available vulnerability scanners such as Nessus, Qualys etc. Monthly vulnerability reports must be shared with the County.	Y	
47	Solution must be regularly patched with appropriate OS/database/application security patches within 30 days of vendor release.	Y	
48	Solution must have “Critical” security patches applied within 7 (seven) calendar days of release from vendor.	N	Agency responsibility if on-prem. CST responsible for cloud.
49	Solution must be maintained on current supported release of OS/database/applications. End of Life (EOL) versions will be upgraded prior to end of vendor support date.	Y	
50	Solution must be scanned for application vulnerabilities on a regular basis (monthly) using commercially available vulnerability scanners such as WebInspect, Veracode, or AppScan, or comparable solution.	Y	We use Checkmarx.
51	If Cloud Hosted, solution has a change control process implemented to provide application vulnerability scanning (PCI, OWASP top 20) prior to production migration of any changes. All “Medium, Critical, and Severe” vulnerabilities will be remediated prior to migration. Application vulnerability reports will be shared with the County.	N	
52	Any API must use API key security (X-API-Key) or demonstrate alternate security controls.	Y	
53	If Cloud Hosted, solution is protected using Intrusion Detection and Prevention technology (IDS/IPS)	N	Need to verify with CST cloud team.
54	If Cloud Hosted, Solution is protected against Distributed Denial of Service (DDOS) Attack	N	Need to verify with CST cloud team.

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ATTACHMENT B. Functional Specifications Matrix (Group B). C2C

Miami-Dade County Request for Proposals # RFP-02199

Instructions

Proposers are required to complete the all included tabs of the Functional Specifications Matrix indicating whether their proposed Solution meets, does not meet, or requires modification to meet the functionalities listed below.

In order for the County to understand how Proposers intend to deliver the identified functions, the Proposer's response shall classify how the function is met by specifying the appropriate Response code as defined below in the Response column. **Proposers should provide a detailed description for EVERY item in the Detailed Explanation column in chart, regardless of response code.** Attachments may be included and referenced where applicable.

The acceptable responses are as follows:

Response	Code
Functionality will be FULLY met with the proposed Solution (without code customizations, additional scripting, or additional code). If subject matter expertise and services on the proposed Solution are required to be performed by the Proposer in order to configure the proposed Solution to meet the function, please detail the nature of the configuration in the Detailed Explanation column. Cross-reference any attached documentation in the response. NOTE: If the proposed Solution requires external third party software or services to fully meet the function, please include documentation showing how the Proposer will fulfill the request including information regarding the level of integration within the proposed Solution, as well as information regarding the partnership with other suppliers or use of third party software, including any licensing restrictions associated with the use of the third party software.	Y
Functionality will not be met in the proposed Solution version. A blank or N/A in any box will be interpreted as an "N". This will not automatically disqualify the Proposer's response. Include an explanation as to why the functionality will not be provided in the Detailed Explanation tab. If the requested functionality will be available in a planned future release of the solution, proposer must include information about the future release including the version number and the anticipated date of availability.	N
Functionality can be accommodated through a software modification/customization in the proposed Solution. County requires all work to be completed prior to Go-Live so that adequate testing can be performed to validate the functionality. In the Detailed Explanation column, please provide anticipated duration for completion of the modification. Cross-reference any attached documentation in the response.	M

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Attachment B
Functional Specifications Matrix (Group B)

Item #	CAD to CAD FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
	CAD to CAD General Requirements				
1.1	The system shall enable transfer of any and all data / incident information that resides in the originating Agency between connected CAD systems.	Y		The data transferred between connected systems is determined by the CAD adapters utilization of the standard API that has a sufficient structure for standard and custom data elements. It is the responsibility of the CAD adapters to use those functions.	
1.2	The system shall enable sharing of incident information between connected CAD systems.	Y		The CAD-to-CAD Unify system uses a bi-directional connection to share incident information between connected CAD systems.	
1.3	The system shall provide real time updates between the connected CAD systems.	Y		The CAD-to-CAD Unify system uses a bi-directional connection to provide real-time updates of incident and unit status information between connected CAD systems.	
1.4	The system shall acknowledge the delivery of request for a resources.	Y		There is business rule logic that can update that a call failed.	
1.5	The system shall provide the approval or denial for a request for resources.	Y		The CAD-to-CAD system allows for the approval or denial for a request for resources.	
1.6	The system shall support an integrated platform that allows bi-directional interfaces.	Y		The CAD-to-CAD hub provides an API so any CAD vendor can connect with a bi-directional interface using CentralSquare's patented interoperability technology. There are currently around 30 connectors to the CAD-to-CAD hub from non-CentralSquare CAD vendors.	
1.7	The system shall support an integrated platform that allows one way interfaces.	Y		The CAD-to-CAD system provides 3 levels of service based on agency needs. There are two one-way interface options and a bi-directional option. Each agency connected to the CAD-to-CAD hub can have its own service level.	
1.8	The system shall support event driven notification.	Y		The system supports notifications based on events as well as other triggers.	
1.9	The system shall include incident types as transferable data.	Y		The CAD-to-CAD system includes incident type as transferable data.	
1.10	The system shall include priority as transferable data.	Y		The CAD-to-CAD system includes priority as transferable data.	
1.11	The system shall include location as transferable data.	Y		The CAD-to-CAD system includes location as transferable data.	
1.11.1	latitude and longitude	Y		The CAD-to-CAD system includes latitude and longitude as transferable data.	
1.12	The system shall include caller as transferable data.	Y		The CAD-to-CAD system includes caller as transferable data.	
1.13	The system shall include vehicle AVL as transferable data.	Y		The CAD-to-CAD system includes AVL as transferable data.	
1.14	The system shall include property information as transferable data. (for example: gate codes, caution codes and hazardous materials stored on sight)	M	Y	The CAD-to-CAD system can support sending additional information as part of incident notes. However, specific property sharing information that isn't part of notes would require custom development.	per 07/29 discussion, the response is "Yes", as long as the information is in the notes.
1.15	The system shall include narrative updates as transferable data.	Y		The CAD-to-CAD system includes narrative updates as transferable data.	
1.16	The system shall include special situational data as transferable data. (for example: fire pre-plans)	M	Y	The CAD-to-CAD system can support sending special situational data additional as part of incident notes. However, special situational data that isn't part of notes would require custom development.	per 07/29 discussion, the response is "Yes", as long as the information is in the notes.
1.17	The system shall request mutual aid based on incident type.	Y		The requesting of mutual aid based on incident can be triggered from rules in the CAD-to-CAD system or intiated from the CAD systems.	
1.18	The system shall support a manual request for mutual aid	Y		The CAD-to-CAD system supports manual requests for mutual aid.	
1.17	The system shall request mutual aid based on location.	Y		The CAD-to-CAD system supports requests for mutual aid based on location.	
1.18	The system shall support automatic aid based on incident type and location.	Y		The CAD-to-CAD system supports requests for automatic aid based on incident type and location.	
1.19	The system shall support automatic aid based on incident type.	Y		The CAD-to-CAD system supports automatic aid based on incident type.	
1.20	The system shall support automatic aid based on location.	Y		The CAD-to-CAD system supports automatic aid based on location.	

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Attachment B
Functional Specifications Matrix (Group B)

Item #	CAD to CAD FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.21	The system shall have a data mapping dictionary.	Y		The CAD-to-CAD system uses a patented approach for interoperability that includes mapping of common data elements between systems.	
	The system shall support a WebGUI user interface that allows users to receive and respond to incidents based upon permissions.	M		The main interface for users with the CAD-to-CAD Unify system is their own CAD systems. There is no need for a separate application or screen needed to respond to incidents. There is currently a secure client portal available for viewing situational awareness and for responding to incidents as an alternative method if needed. A web based client to replace the existing thick client tool is on the product roadmap for a 2023 delivery.	per 07/29 discussions- thick client is available at no additional cost untill WebGUI is deployed. The Contractor is committed to have it available by Q3 of 2023
1.22	The system shall identify and restrict or eliminate the sharing of CJIS data and other sensitive data elements.	Y		The system can be configured to restrict sharing of data elements including CJIS.	
1.23	The vendor provide 24/7/365 support and issue escalation.	Y		CentralSquare provides the required support based on the contractual agreements.	
1.24	The system shall have a production environment, a separate test environment, and a seperate training environment.	Y		CentralSquare will typically create the required environments needed for production and testing/training. Typically, the testing and training environment are the same. However, if an agency has corresponding CAD environments, the CAD-to-CAD can be configured for each. The specific requirements for environments are finalized during the project kick-off.	
1.25	The test environment will be used to test setup and process flow functionality, software patches, minor development and new software version testing.	Y		A test environment is supported and is the standard practice.	
1.26	The training environments will be used for training administrators and end-users	Y		The system supports a training environment. The CAD-to-CAD training environments will connect with a training CAD.	
1.27	The system shall support software patches and version upgrades that are tested in the testing environment before being done in the production environment.	Y		Software patches and version upgrades can be applied to testing environments before production.	
1.28	The system shall ensure the integrity of the data in which it is maintained. Interruptions in processing due to incidents such as aborted transactions, hardware failures, or network unavailability shall not result in inaccurate or inconsistent data residing in the system.	Y		The CAD-to-CAD hub can maintain data integrity within the limits and capabilities of the network connection. Safeguards are in place to look for out-of-date information and take appropriate action.	
1.29	The system shall have the ability to archive transactional data.	Y		The system archives transactional data for 30 days by default to allow for troubleshooting.	
1.30	The system shall allow the database to accommodate expansion without sacrificing throughput.	Y		The database is designed to scale as needed.	
1.31	The system shall prevent unauthorized access to or hacking into the database.	Y		Direct database access is only for authorized personnel. The database is secured in the AWS Gov Cloud.	For on-premise installations, access to servers and databases is controlled by the customer IT department.
1.32	The system shall allow for messages to be sent between the Agencies.	Y		The system allows agencies to message back and forth related to active shared incidents via the comments. The platform can support passing messages between agencies, but it is the responsibility of the interface creator to make use of the capability.	
1.33	The system shall allow for message sharing among field units from different Agencies	Y		The system allows for any comments to active shared incidents to be available to any responding unit. The platform can support passing messages between agencies, but it is the responsibility of the interface creator to make use of the capability.	
1.34	The system shall allow role based security access.	Y		The system allows for the creation of permission groups so users will only get the access level for the permission group to which they belong.	
1.35	Ability to maintain security profiles based on:	Y		The CAD Enterprise Security Functionality Groups support this functionality.	

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Attachment B
Functional Specifications Matrix (Group B)

Item #	CAD to CAD FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.35.1	Agency	Y	Y	The CAD Enterprise Security Functionality Groups support this functionality.	The CAD-to-CAD hub supports this functionality. Note, only actual portal users such as administrators or portal viewers need to be configured in the hub.
1.35.2	Role	Y	Y	The CAD Enterprise Security Functionality Groups support this functionality.	The CAD-to-CAD hub supports this functionality. Note, only actual portal users such as administrators or portal viewers need to be configured in the hub.
1.35.3	User	Y	Y	CAD Enterprise uses functionality groups to assign security rights to individuals. Users are placed in one or more groups and inherit the cumulative rights of all groups to which they are assigned.	The CAD-to-CAD Hub uses functionality groups to assign security policies to individuals. Users are placed in one or more groups and inherit the cumulative rights of all groups to which they are assigned. Note, only actual portal users such as administrators or portal viewers need to be configured in the hub.
1.35.4	Workstation	N	Y	The only security rights that are dependent on the workstation is the ability to run NCIC/CJIS inquiries.	Workstation security for hub portal access can be maintained via an IP whitelist. For on-premise installs the customer is responsible for controlling the access from portal clients via the whitelist.
1.36	Ability to delete security profiles based on:	Y	Y	The CAD Enterprise Security Functionality Groups support this functionality.	The CAD-to-CAD hub supports this functionality.
1.36.1	Agency	Y	Y	The CAD Enterprise Security Functionality Groups support this functionality.	The CAD-to-CAD hub supports this functionality.
1.36.2	Role	Y	Y	The CAD Enterprise Security Functionality Groups support this functionality.	The CAD-to-CAD hub supports this functionality.
1.36.3	User	Y	Y	CAD Enterprise uses functionality groups to assign security rights to individuals. Users are placed in one or more groups and inherit the cumulative rights of all groups to which they are assigned.	The CAD-to-CAD hub supports this functionality.
1.36.4	Workstation	N	Y	The only security rights that are dependent on the workstation is the ability to run NCIC/CJIS inquiries.	Workstation security for hub portal access can be maintained via an IP whitelist. For on-premise installs the customer is responsible for controlling the access from portal clients via the whitelist.
1.37	The system must prevent users from modifying audit files	**Y**		Audit logs are not editable.	
1.38	The system must prevent users from deleting audit files	Y		Audit logs are not editable.	
1.39	The system must track date/time/user and what actions were taken including login/logoff of all users	Y		Updates are tracked within in an audit log. Successful and unsuccessful logon events, which are based on secure password rules defined in the directory service, are additionally logged.	
1.40	The system shall publish and subscribe to requests to share resources and assets between connected CAD systems.	Y		The CAD-to-CAD system shares resources and assets between systems based on various rules configured by the participating agencies.	
1.41	The system shall allow Agencies to determine business rules on what data will or will not be shared within the integrated systems.	Y		The CAD-to-CAD system allows agencies to determine business rules on what data will or will not be shared within the integrated systems.	
1.42	The system shall allow Agencies to configure business rules that define when calls are shared based on call types.	Y		The CAD-to-CAD system allows agencies to configure business rules that define when calls are shared based on call types.	
1.43	The system shall have the ability to simultaneously create incidents across multiple agencies that share the original incident information while allowing each Agency to be responsible for dispatching their own resources:	Y		The CAD-to-CAD system allows the ability to simultaneously create incidents across multiple agencies that share the original incident information while allowing each Agency to be responsible for dispatching their own resources.	

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Attachment B
Functional Specifications Matrix (Group B)

Item #	CAD to CAD FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.44	With differing response plans	Y		The CAD-to-CAD system provides sharing of incident, unit status, and AVL data among agencies so each agency's CAD system can use the CAD response plans created by each agency. The CAD-to-CAD system does not store response plan information.	
1.45	With recommendations based on geography	Y		The CAD-to-CAD system can trigger shared events and/or resource requests based on geography.	
1.46	With independent incident type	Y		The system supports this.	
1.47	Ability for simultaneously created incidents to be automatically associated	Y		The CAD-to-CAD system supports having simultaneously created incidents to be automatically associated.	
1.48	Ability to manually associate incidents across Agencies	Y		The CAD-to-CAD can manually trigger an incident across agencies. Manually triggered incidents are associated across agencies.	
1.49	Ability to manually associate incidents	Y		This functionality is supported.	
1.50	The system shall have the ability to facilitate a priority visual indicator to the dispatcher upon arrival of the first unit to an incident that involves a multiple Agency response (E.g., PD and FD are responding to a 'Dual Dispatched'/associated incident - FD arrives first, PD receives a priority flag that FD has arrived on the incident - priority flag is also noted within the audit trail/incident log of the incident)	Y		The CAD-to-CAD system provides the real-time status updates to all associated calls for all responding units to each CAD system. It is the responsibility of the CAD system to display any visual indicators. If viewing calls in the portal client instead of directly in the CAD system, portal viewers can see the status of all responding units.	
1.51	The system shall have the ability to facilitate a priority visual indicator, upon arrival of the first unit to an incident that involves a multiple Agency response (configurable)	Y		The CAD-to-CAD system provides the real-time responding unit status information to each agency CAD. It is the responsibility of the agency CAD to display visual indicators.	
1.52	The system shall allow the system administrator to configure and manage the security configuration.	Y		The CAD-to-CAD system allows for agencies to designate agency system administrators to configure and manage the security configuration.	
1.53	The system shall allow the system administrator to configure and manage the network configuration.	Y		System Administrators can manage some network configuration settings. Other network configuration like VPN, etc. are administered in their appropriate systems.	
1.54	The system shall allow the system administrator to configure and manage the messaging configuration.	Y		Application administrators can restrict or allow call update messages, unit update messages, comments that match certain filters, resource requests, etc. to flow to other connected systems.	
1.55	The system shall allow the system administrator to configure and manage the security table maintenance.	Y		The CAD-to-CAD system administrator role can manage all security functions in the portal admin client.	
1.56	The system shall allow the system administrator to configure and manage the cross table maintenance.	Y		The CAD-to-CAD system administrator role can manage cross table maintenance in the portal admin client.	
1.57	The system shall allow the system administrator to configure and manage the business rules.	Y		The CAD-to-CAD system administrator role can manage business rules in the portal admin client.	
1.58	Overall the desire is to have the configurability to restrict/allow specifically what data is exchanged with each individual agency. Please identify if there are some configuration parameters which are global in nature and apply to all exchange partners.	Y		All data exchanged between agencies has the ability for the configuration of what is shared or restricted. While the basic data types for Incident and Unit Status have standard default values, it all has some level of customizability.	
1.59	The system shall provide a transaction acknowledgement for status pending.	Y		The CAD-to-CAD hub will respond to the sender when the transaction has completed processing in the hub. Business rules can be configured to provide additional information when failures or other notable events such as unit dispatches, resource requests, calls joining a shared incident, etc.	
1.60	The system shall provide a transaction acknowledgement for status update sent.	Y		The CAD-to-CAD hub will respond to the sender when the transaction has completed processing in the hub. Business rules can be configured to provide additional information when failures or other notable events such as unit dispatches, resource requests, calls joining a shared incident, etc.	

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Attachment B
Functional Specifications Matrix (Group B)

Item #	CAD to CAD FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.61	The system shall provide a transaction acknowledgement for status update received.	Y		The CAD-to-CAD hub will respond to the sender when the transaction has completed processing in the hub. Business rules can be configured to provide additional information when failures or other notable events such as unit dispatches, resource requests, calls joining a shared incident, etc.	
1.62	The system shall provide a transaction acknowledgement for status update failed.	Y		The CAD-to-CAD hub will respond to the sender when the transaction has completed processing in the hub. Business rules can be configured to provide additional information when failures or other notable events such as unit dispatches, resource requests, calls joining a shared incident, etc.	
1.63	The system shall allow mobile users to receive real time updates on incidents.	Y		The CAD-to-CAD system provides all the real-time updates on incidents to each CAD system. It is a standard CAD function to send updates to mobile units via whatever mobile client is used with the CAD system. The CAD-to-CAD is providing the data to the CAD and it is the CAD responsibility to forward to the mobile user.	
1.64	The system shall support messaging between Agencies.	M	Y	The CAD-to-CAD system supports sending the messages. There is no imposed structure on how that is done. It is the responsibility of the CAD adapter to send the messages to the other agency and know how to address the messages. It is the responsibility of the CAD adapter to know how to deliver a message that was received from the CAD-to-CAD.	
1.65	The system shall support messaging between mobile users.	M	Y	The CAD-to-CAD system supports sending the messages. There is no imposed structure on how that is done. It is the responsibility of the CAD adapter to send the messages to the other agency and know how to address the messages. It is the responsibility of the CAD adapter to know how to deliver a message that was received from the CAD-to-CAD.	
1.66	The system shall log all transactions, messages sent and received.	Y		The system keeps a transaction diagnostic log.	
1.67	The system shall provide a method of audit validation to ensure that all data sent was received in the target database.	Y		The transaction diagnostic log shows the messages sent and the response from the other adapters.	
1.68	All tools and capabilities native to the database operating system environment, either Oracle / SQL Server, Unix / Windows, as proposed, shall be available to the approved authorized users.	N	Y	The database is hosted in the AWS GovCloud. The agencies do not get direct access to the database. The agencies access the data via the portal client admin tools.	For an on-premise deployment of the CAD-to-CAD Hub, the customer has full control over the servers and all capabilities. The customer controls the approved users for their system.
1.69	The system shall determine who can see Historical Data.	Y		The system support this function. Historical data is accessible via the transaction log viewer. This is limited to application administrators.	
1.70	Supports each Agencies ability to make incidents available or not available based on preference that can be setup by an Agency Administrator	Y		The CAD-to-CAD system allows agencies to define the rules on what incidents will be shared and how they will be shared. This is configured by the agency administrator.	
1.71	Supports each Agencies ability to make resources available or not available based on preference that can be setup by an agency administrator	Y		The CAD-to-CAD system allows agencies to define the rules on what resources will be shared and how they will be shared. This is configured by the agency administrator.	
1.72	All transaction processes shall provide positive confirmation of transmission and receipt.	Y		The CAD-to-CAD hub will respond to every message it receives. It is the responsibility of the CAD adaptors to respond to the message they receive.	
1.73	The system shall notify the user in the event the heartbeat between the interface and the CAD system is in error.	Y		The system can be monitored via a monitoring tool. The portal client will also display a message when an interface is no longer reporting in .	
1.74	The system shall automatically send an update of all resource statuses for each Agency when the heartbeat is re-established.	Y		The CAD adapter is expected to send in a refresh request when it reconnects. The CAD-to-CAD hub will send unit updates for units were attempted to be sent while the CAD adapter was down.	
1.75	The system's connectivity issues shall be logged and automatically handled with exception handling routines.	Y		While connectivity issues are not specifically stated in the log, the exceptions that occur as a result of connection issues are logged and handled.	

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Attachment B
Functional Specifications Matrix (Group B)

Item #	CAD to CAD FUNCTIONAL MATRIX	Response (Y/N/M)	Updated Response	Detailed Explanation	Updated Explanation
1.76	The system's errors or failures shall notify, via text or email, designated personnel and the contractor in order to expedite notification.	Y		The monitoring tool is capable of this function.	
1.77	The system shall log any errors, along with timestamp, author, and key parameters of the message, such as priority, external system time, and system origin, etc.	Y		The CAD-to-CAD transaction and systems logs meet this requirement.	
1.78	The system shall provide an audit report of transactions errors, along with timestamp, author, and key parameters of the message, such as priority, external system time, and system origin, etc.	Y		The CAD-to-CAD diagnostic log viewer is used for this function.	
1.79	The system shall ensure all transactions are time synchronized between all participating Agency's CAD systems	Y		The CAD-to-CAD system requires that the times are synchronized among the agency CAD systems. The synchronization is the responsibility of the agency CAD system.	
1.80	The system should have a redundancy and failover process between the primary and secondary computing environments. The primary and secondary systems should run concurrently	Y	Y	CentralSquare has high availability with multiple application and database servers. Two AWS availability zones run concurrently.	The CAD-to-CAD Hub server cluster architecture has built in redundacy for failures within a specific cluster. For on-premise installations, the capability to have a redundant cluster with fail over is controlled by how the customer deploys the system and what additional hardware/software is used to facilitate the environments.
1.81	Both environments should be technically equivalent, including duplicate servers, databases and operating software.	Y		They are technically equivalent.	
1.82	The proposed solution should be designed to accommodate the transfer of data to ancillary system such as an RMS or ePCR database	Y		The system can be a data provider to ancillary systems. If the data provider for the system doesn't exist, it would need to be created using the CAD-to-CAD API or SDK.	
1.83	Ability to support 99.999 percent availability	N	N	The CAD-to-CAD hub is just one part of the overall connected systems. Due to variables of network connectivity and other interconnected systems that are out of our control, we cannot guarantee this level of availability. CentralSquare is only able to give estimates on the parts of the system that we control.	The CAD-to-CAD hub is just one part of the overall connected systems. With an on-premse deployment, the customer is responsible for hardware and network systems which affect the availability percentage. The CAD-to-CAD hub software is designed to operate in a distributed manner across the cluster which provides scalability and reliability of the software. If the hardware and network are available, the hub software should run.

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Attachment D. Interface Specifications Matrix (Group B)
C2C

Interface Specifications Matrix Response
In order for the County to understand how Contractor intend to deliver the identified interfaces detailed in Section 1, the Contractor's response shall provide the appropriate response code as defined below in the Response column. County requires all work to be completed prior to Go-Live so that adequate testing can be performed to validate the interface.

The acceptable responses are as follows to be used below:

"M" – "Minimal Development" – Requested interface functionality is presently available and can be established with minimal development, if any. If subject matter expertise and services on the Solution are required to be performed by the Contractor in order to *configure* and provide the interface, please detail the nature of the configuration.

"S" - "Significant Development" - Requested interface functionality minimally exists but will require *considerable software modifications/customizations* in the Solution to operate.

"C" - "Complete Development" - Requested interface functionality does *not* presently exist and will require full development in the Solution to operate.

"N" – "No" – Requested interface functionality does not presently exist and *will not be developed*. If this response code is utilized, Contractor shall indicate if they are willing to grant access to a third party to perform the custom interface development.

Section I – C2C Interfaces

Item #	Description	Response (M/S/C/N)	Detailed Explanation
1.	**Miami-Dade Police (C2C) Required at go live;** Solution shall provide a bidirectional C2C interface with the Motorola PremierOne CAD system. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user-name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Expected CFS transfer volume 250,000 annually **Reference:**https://www.motorolasolutions.com/en_us/products/command-center-software/voice-and-computer-aided-dispatch.html	M	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the connected CAD systems.
2.	**Miami-Dade Fire Rescue (C2C) Required at go live:** Solution shall provide a bidirectional C2C interface with the selected CAD vendor. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Expected to receive CFS volume 250,000 annually from Miami-Dade Police, plus calls from the surrounding agencies	M	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the

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			connected CAD systems.
3.	**Aventura PSAP (C2C) Required at go live:** Solution shall provide a bidirectional C2C interface with the Superion formerly SunGard ONESolution CAD system for Fire Rescue. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference:** http://www.sungardps.com/solutions/onesolution/public-safety-justice/ for additional information	M	There is an existing bi-directional interface available for the ONESolution CAD. No additional development is required.
4.	**Pinecrest PSAP (C2C) Required at go live:** Solution shall provide a bidirectional C2C interface with the Superion formerly SunGard CAD system for Fire Rescue. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference:** http://www.sungardps.com/solutions/onesolution/public-safety-justice/ for additional information	M	There is an existing bi-directional interface available for the ONESolution CAD. No additional development is required.
5.	**AMR Ambulance Dispatch (C2C) Required at go live:** Solution shall provide a bidirectional C2C interface with the Logis Dispatch system used by AMR ambulance service. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference** http://logisids.com/ for additional information	M	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the connected CAD systems.
6.	**Hatzallah SFEMS (C2C) Post Go Live:** Solution shall provide a bidirectional C2C interface with their homegrown CAD Solution.	M	It is the agency's responsibility to contract with their vendor separately for

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	Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference:** Hatzallah intends to migrate to the CAD system currently being developed by MDA. The interface to this CAD system will be implemented when available. https://www.hmpgloballearningnetwork.com/site/emsworld/press-release/1224619/israels-national-ems-group-develop-new-fire-dispatch-system		this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the connected CAD systems.
7.	**Miami Dade Ambulance (C2C) Post Go Live**: Solution shall provide a bidirectional C2C interface with the Zoll Data Rescuenet. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference**: https://www.zolldata.com/rescuenet	M	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the connected CAD systems.
8.	**Miami Gardens PD (C2C) Post Go Live**: Solution shall provide a bidirectional C2C interface with the Mark43 CAD. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference:** https://mark43.com/cad/	~~N~~M	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the connected CAD systems.
9.	**South Miami PD (C2C) Post Go Live**: Solution shall provide a bidirectional C2C interface with the Sungard OSSI. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions	M	There is an existing bi-directional interface available for the ONESolution CAD. No additional

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	▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference:** http://www.sungardps.com/solutions/onesolution/public-safety-justice/ for additional information		development is required.
10.	**Homestead PD (C2C):** Solution shall provide a bidirectional C2C interface with the Sungard OSSI (transitioning to PROPHOENIX) Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference:** http://www.sungardps.com/solutions/onesolution/public-safety-justice/ for additional information	~~N~~ M	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the connected CAD systems.
11.	**Miami Shores PD (C2C) Post Go Live**: Solution shall provide a bidirectional C2C interface with the Motorola Spillman. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference:** https://www.motorolasolutions.com/en_us/products/command-center-software/voice-and-computer-aided-dispatch.html	M ~~N~~	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the connected CAD systems.
12.	**City of Doral PD (C2C) Post Go Live:** Solution shall provide a bidirectional C2C interface with the CentralSquare OneSolution CAD. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident	M	There is an existing bi-directional interface available for the ONESolution CAD. No additional development is required.

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	▪ Able to support annual call volume of 5,000 transfers **Reference:** https://www.centralsquare.com/public-safety/cad		
13.	**City of Miami PD (C2C) Post Go Live:** Solution shall provide a bidirectional C2C interface with Motorola PremierOne CAD. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference:** https://www.motorolasolutions.com/en_us/products/command-center-software/voice-and-computer-aided-dispatch.html	~~N~~ M	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the connected CAD systems.
14.	**City of Miami Fire Rescue Post Go Live:** Solution shall provide a bidirectional C2C interface with their homegrown CAD solution. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers	~~N~~ M	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the connected CAD systems.
15.	**City of Hialeah Post Go Live:** Solution shall provide a bidirectional C2C interface with the Infor Enroute CAD. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference:** https://www.infor.com/products/cloudsuite-public-sector	~~N~~ M	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the connected CAD systems.
16.	**City of Coral Gables Post Go Live:** Solution shall provide a bidirectional C2C interface with the Sunguard ONEsolution CAD.	M	There is an existing bi-directional interface available for

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	Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference:** http://www.sungardps.com/solutions/onesolution/public-safety-justice/ for additional information		the ONESolution CAD. No additional development is required.
17.	**City of Miami Beach Post Go Live:** Solution shall provide a bidirectional C2C interface with Tyler Technologies New World Public Safety CAD. Functionality shall allow for real-time exchange of CAD information from one jurisdiction to another and or multiple jurisdictions via the agencies CAD system. ▪ Ability to timestamp user name/id and agency for all transactions ▪ Ability to receive and send incidents ▪ Visible indicator that the incident is "SHARED" ▪ Ability to display visible cue when new information has been added to the incident ▪ Ability to view unit and unit's status on the shared incident ▪ Ability to modify comments of shared incident ▪ Ability to close shared incident ▪ Able to support annual call volume of 5,000 transfers **Reference:** https://www.tylertech.com/solutions/courts-public-safety/public-safety	~~N~~ M	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the CAD vendors Interface developed to the CST API and it will transfer data between the connected CAD systems.
18.	**Florida Power and Light Post Go Live:**	M	Florida Power and Light would be able to access a portal viewer with minimal configuration of business rules and filters created. This is used for situational awareness. This does not include any type of data feed into the portal from Florida Power and Light. It also does not include transferring any data from the hub into Florida Power and Light systems. If additional functionality is required, Florida Power and Light can create an adapter to the hub for either a

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			one-way feed or a bi-directional connection.
19.	**HAAS Alert Post Go Live:** Solution shall allow MDFR's new CAD system to transfer information to the HAAS Alert application in order to activate: ▪ Collision Prevention Alerts for Citizens ▪ Collision Prevention Alerts for 1st Responders **Reference:** https://www.haasalert.com/	~~N~~ M	It is the agency's responsibility to contract with their vendor separately for this adapter as it is not included as part of this contract agreement. The CAD2CAD solution will support the vendors Interface developed to the CST API and it will do the one-way data transfer to the 3rd party system.

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Provide projected staffing per month for each of the County staff roles. The project resources should be listed by role/title (e.g., project manager, CAD functional lead, trainer, technical developer, etc.). Add additional rows as needed.

	Year 1 (Hours by Month)												Year 2 (Hours by Month)												Year 3 (Hours by Month)												Year 4 (Hours by Month)												
County Staff Roles	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	County Staff Roles	Month 13	Month 14	Month 15	Month 16	Month 17	Month 18	Month 19	Month 20	Month 21	Month 22	Month 23	Month 24	County Staff Roles	Month 25	Month 26	Month 27	Month 28	Month 29	Month 30	Month 31	Month 32	Month 33	Month 34	Month 35	Month 36	County Staff Roles	Month 37	Month 38	Month 39	Month 40	Month 41	Month 42	Month 43	Month 44	Month 45	Month 46	Month 47	Month 48	Totals
Project Management Office (Project Adm., Change Mgmt., Training, etc.)													Project Management Office (Project Adm., Change Mgmt., Training, etc.)													Project Management Office (Project Adm., Change Mgmt., Training, etc.)													Project Management Office (Project Adm., Change Mgmt., Training, etc.)													2880
Project Manager	120.00	120.00	120.00	120.00	120.00	120.00	120.00	120.00	120.00	120.00	120.00	120.00	Project Manager		120.00	120.00	120.00	120.00	120.00	120.00	120.00	120.00					Project Manager													Project Manager													2880
														0												0												0												0
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														0												0												0												0
Technical													Technical													Technical												Technical												2880
System Administrator	32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00	System Administrator		32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00					System Administrator													System Administrator													640
GIS Analyst	96.00	96.00	96.00	96.00	96.00	96.00	40.00	40.00	40.00	40.00	40.00	40.00	GIS Analyst		40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00					GIS Analyst													GIS Analyst													1192
CAD/System Administrator	32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00	CAD/System Administrator		32.00	32.00	32.00	32.00	32.00	32.00	32.00	32.00					CAD/System Administrator													CAD/System Administrator													640
Mobile System Administrator	24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00	Mobile System Administrator		24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00					Mobile System Administrator													Mobile System Administrator													480
														0												0												0												0
														0												0												0												0
CAD													CAD													CAD												CAD												1672
SMEs (may include users, supervisors, trainers, other SMEs)	96.00	96.00	96.00	96.00	96.00	96.00	96.00	60.00	60.00	60.00	60.00	60.00	SMEs (may include users, supervisors, trainers, other SMEs)		60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00					SMEs (may include users, supervisors, trainers, other SMEs)													SMEs (may include users, supervisors, trainers, other SMEs)													1488
Training (additional involvement depending on role													Training (additional involvement depending on role				120.00	120.00	120.00							Training (additional involvement depending on role													Training (additional involvement depending on role													384
														0												0												0												0
														0												0												0												0
														0												0												0												0
														0												0												0												0
Mobile													Mobile													Mobile												Mobile												480
SMEs	24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00	SMEs		24.00	24.00	24.00	24.00	24.00	24.00	24.00	24.00					SMEs													SMEs													480
Training (additional involvement depending on role													Training (additional involvement depending on role				120.00	120.00	120.00							Training (additional involvement depending on role													Training (additional involvement depending on role													384
														0												0												0												0
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														0												0												0												0
														0												0												0												0
Additional Roles													Additional Roles													Additional Roles												Additional Roles												1488
Interface SMEs	96.00	96.00	96.00	96.00	96.00	96.00	96.00	60.00	60.00	60.00	60.00	60.00	Interface SMEs		60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00					Interface SMEs													Interface SMEs													1488
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														0												0												0												0
														0												0												0												0
														0												0												0												0
	936	880	828	828	808	828	828	812	4000	4000	4000	4000	Monthly Totals:	4000	4000	3960	6960	6960	6960	4000	4000	4000	0	0	0	0	Monthly Totals:	0	0	0	0	0	0	0	0	0	0	0	0	Monthly Totals:	0	0	0	0	0	0	0	0	0	0	0	0	99997

Years	Hours	FTE Years
Year 1 Totals:	9783	2.771917
Year 2 Totals:	3960	1.907692
Year 3 Totals:	0	0
Year 4 Totals:	0	0
Grand Totals:	97351	4.679609

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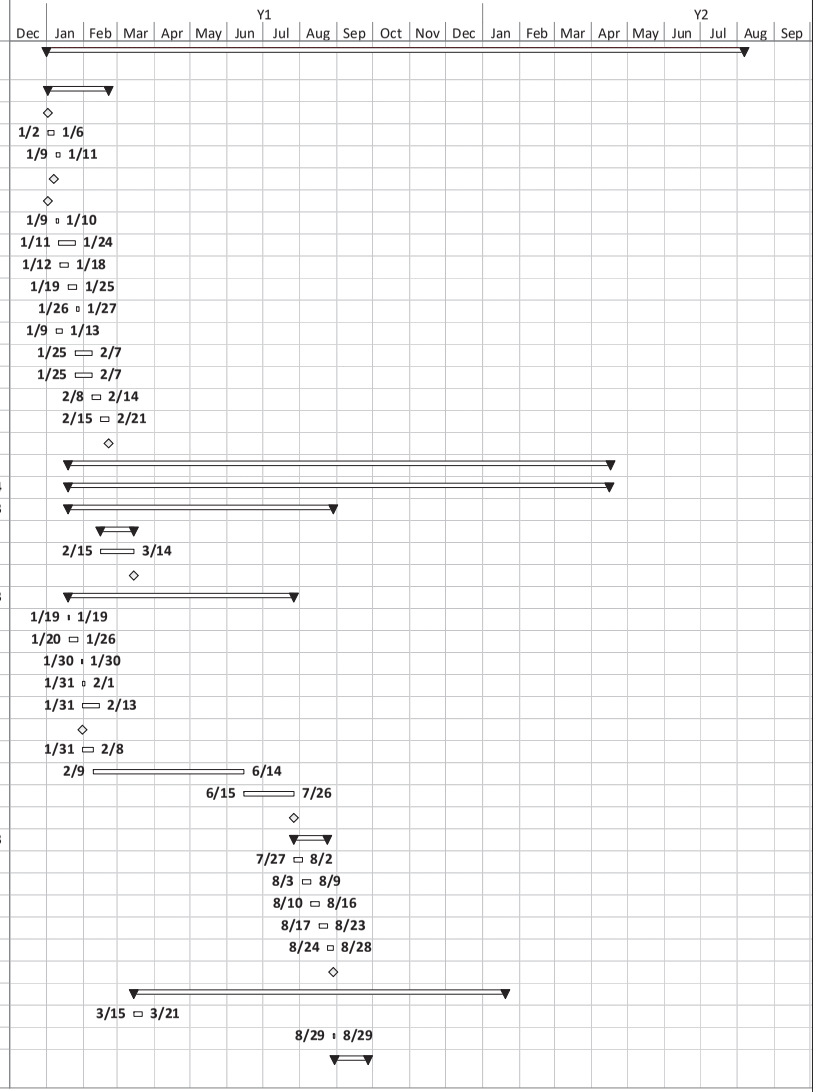
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Appendix A Exhibit 1 Implementation Schedule

Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
0	0%	**Miami Dade Fire Rescue FL: CAD - CAD Unify DRAFT Project Plan v1.4 (timeline duration is estimated business days; best estimate dependency of the CAD Vendor and dates are subject to change)**	**417 days**	**Sun 1/1/23**	**Tue 8/6/24**
1	0%	**Stage 1: Start-Up Activities**	**37 days**	**Mon 1/2/23**	**Tue 2/21/23**
2	0%	Signed Contract/Quote Received	0 days	Mon 1/2/23	Mon 1/2/23
3	0%	PM Assigned	5 days	Mon 1/2/23	Fri 1/6/23
4	0%	PM/Client Introduction	3 days	Mon 1/9/23	Wed 1/11/23
5	0%	Setup Project Repository in Teams	0 days	Fri 1/6/23	Fri 1/6/23
6	0%	Sales to PM Transition Document Received	0 days	Mon 1/2/23	Mon 1/2/23
7	0%	Sales to PM Transition Meeting	2 days	Mon 1/9/23	Tue 1/10/23
8	0%	Internal Contract Review with Functional Managers	10 days	Wed 1/11/23	Tue 1/24/23
9	0%	Contract Review with Client	5 days	Thu 1/12/23	Wed 1/18/23
10	0%	Submit Draft Communication Plan to Client	5 days	Thu 1/19/23	Wed 1/25/23
11	0%	Kickoff Meeting with Client	2 days	Thu 1/26/23	Fri 1/27/23
12	0%	Project Setup Complete	5 days	Mon 1/9/23	Fri 1/13/23
13	0%	Draft Schedule	10 days	Wed 1/25/23	Tue 2/7/23
14	0%	Draft Budget	10 days	Wed 1/25/23	Tue 2/7/23
15	0%	Initial Resource Bookings Completed	5 days	Wed 2/8/23	Tue 2/14/23
16	0%	Initial Resource Bookings/Schedule Reviewed/Confirmed by Client	5 days	Wed 2/15/23	Tue 2/21/23
17	0%	Start-Up Activities Complete	0 days	Tue 2/21/23	Tue 2/21/23
18	0%	**CAD - CAD Unify Phase 1**	**324 days**	**Thu 1/19/23**	**Tue 4/16/24**
19	0%	**CAD-CAD Unify - Phase 1**	**323 days**	**Thu 1/19/23**	**Mon 4/15/24**
20	0%	**Stage 2a: Hardware and System Access**	**158 days**	**Thu 1/19/23**	**Mon 8/28/23**
21	0%	**Security Access:**	**20 days**	**Wed 2/15/23**	**Tue 3/14/23**
22	0%	CJIS/Agency clearance process (per each agency)	20 days	Wed 2/15/23	Tue 3/14/23
23	0%	CJIS Clearance Complete	0 days	Tue 3/14/23	Tue 3/14/23
24	0%	**Hardware/Software Procurement, Installation, Configuration**	**135 days**	**Thu 1/19/23**	**Wed 7/26/23**
25	0%	Technical kick-off (Internal)	1 day	Thu 1/19/23	Thu 1/19/23
26	0%	Installation Service Request (ISR) Delivered to Client	5 days	Fri 1/20/23	Thu 1/26/23
27	0%	Technical kick-off with Client (Infrastructure Design Meeting)	1 day	Mon 1/30/23	Mon 1/30/23
28	0%	Client Connection Document Delivered	2 days	Tue 1/31/23	Wed 2/1/23
29	0%	Installation Service Request (ISR) Received from Client	10 days	Tue 1/31/23	Mon 2/13/23
30	0%	Server Specs Available	0 days	Mon 1/30/23	Mon 1/30/23
31	0%	Server Orders Placed	7 days	Tue 1/31/23	Wed 2/8/23
32	0%	Server Procurement	90 days	Thu 2/9/23	Wed 6/14/23
33	0%	Server Installation/Networking	30 days	Thu 6/15/23	Wed 7/26/23
34	0%	Server Ready for CentralSquare Software Installation	0 days	Wed 7/26/23	Wed 7/26/23
35	0%	**Hub Software Installation**	**20 days**	**Thu 7/27/23**	**Wed 8/23/23**
36	0%	Database Server setup using VM Image or CentralSquare installation tool for db 1,2,3,4,5,6	5 days	Thu 7/27/23	Wed 8/2/23
37	0%	Network access for App1, App2	5 days	Thu 8/3/23	Wed 8/9/23
38	0%	App Server Hub software installation	5 days	Thu 8/10/23	Wed 8/16/23
39	0%	App Server Monitoring installation	5 days	Thu 8/17/23	Wed 8/23/23
40	0%	Configure & Test Load Balancer operation	3 days	Thu 8/24/23	Mon 8/28/23
41	0%	Host Setup Complete - Milestone	0 days	Mon 8/28/23	Mon 8/28/23
42	0%	**Stage 2b: Initial Discovery, Configuration**	**223 days**	**Wed 3/15/23**	**Fri 1/19/24**
43	0%	Gather names and prep for Subject Matter Expert (SME) Kick-off	5 days	Wed 3/15/23	Tue 3/21/23
44	0%	Conduct SME Kick-off (workshop #1)	1 day	Tue 8/29/23	Tue 8/29/23
45	0%	**Complete Client Questionnaire Forms -Gather Agency Contact Information -Mutual Aid Questionnaire -Code Gathering**	**20 days**	**Wed 8/30/23**	**Tue 9/26/23**



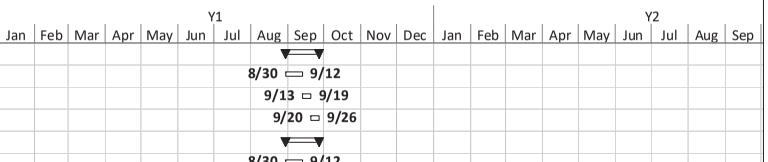
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
46	0%	**Miami-Dade Fire Rescue (SMS & Questionnaire)**	**20 days**	**Wed 8/30/23**	**Tue 9/26/23**
47	0%	Complete initial draft	10 days	Wed 8/30/23	Tue 9/12/23
48	0%	CST BA review time	5 days	Wed 9/13/23	Tue 9/19/23
49	0%	Review & refine as needed	5 days	Wed 9/20/23	Tue 9/26/23
50	0%	**Miami-Dade PD (SMS & Questionnaire)**	**20 days**	**Wed 8/30/23**	**Tue 9/26/23**
51	0%	Complete initial draft	10 days	Wed 8/30/23	Tue 9/12/23
52	0%	CST BA review time	5 days	Wed 9/13/23	Tue 9/19/23
53	0%	Review & refine as needed	5 days	Wed 9/20/23	Tue 9/26/23
54	0%	**Aventura PD (SMS & Questionnaire)**	**20 days**	**Wed 8/30/23**	**Tue 9/26/23**
55	0%	Complete initial draft	10 days	Wed 8/30/23	Tue 9/12/23
56	0%	CST BA review time	5 days	Wed 9/13/23	Tue 9/19/23
57	0%	Review & refine as needed	5 days	Wed 9/20/23	Tue 9/26/23
58	0%	**Pinecrest PD (SMS & Questionnaire)**	**20 days**	**Wed 8/30/23**	**Tue 9/26/23**
59	0%	Complete initial draft	10 days	Wed 8/30/23	Tue 9/12/23
60	0%	CST BA review time	5 days	Wed 9/13/23	Tue 9/19/23
61	0%	Review & refine as needed	5 days	Wed 9/20/23	Tue 9/26/23
62	0%	**AMR Ambulance Dispatch (SMS & Questionnaire)**	**20 days**	**Wed 8/30/23**	**Tue 9/26/23**
63	0%	Complete initial draft	10 days	Wed 8/30/23	Tue 9/12/23
64	0%	CST BA review time	5 days	Wed 9/13/23	Tue 9/19/23
65	0%	Review & refine as needed	5 days	Wed 9/20/23	Tue 9/26/23
66	0%	**Miami-Dade Ambulance (SMS & Questionnaire)**	**20 days**	**Wed 8/30/23**	**Tue 9/26/23**
67	0%	Complete initial draft	10 days	Wed 8/30/23	Tue 9/12/23
68	0%	CST BA review time	5 days	Wed 9/13/23	Tue 9/19/23
69	0%	Review & refine as needed	5 days	Wed 9/20/23	Tue 9/26/23
70	0%	Supply CST with GIS data for the Hub	20 days	Wed 9/27/23	Tue 10/24/23
71	0%	Document Findings in Operational Scenarios Document (OSD)	5 days	Wed 9/27/23	Tue 10/3/23
72	0%	Core Hub Configurations Setup (PSAPs, Agencies, Initial Users/Groups, GIS Data)	3 days	Wed 10/25/23	Fri 10/27/23
73	0%	**Client Code Mapping (Nature, Units, Unit Status)**	**60 days**	**Mon 10/30/...**	**Fri 1/19/24**
74	0%	**Miami-Dade Fire Rescue**	**5 days**	**Mon 10/30/...**	**Fri 11/3/23**
75	0%	SME Workshop #2: Code-mapping	5 days	Mon 10/30/23	Fri 11/3/23
76	0%	**Miami-Dade PD**	**5 days**	**Mon 11/6/23**	**Fri 11/10/23**
77	0%	SME Workshop #2: Code-mapping	5 days	Mon 11/6/23	Fri 11/10/23
78	0%	**Aventura PD**	**5 days**	**Mon 11/13/...**	**Fri 11/17/23**
79	0%	SME Workshop #2: Code-mapping	5 days	Mon 11/13/23	Fri 11/17/23
80	0%	**Pinecrest PD**	**5 days**	**Mon 11/20/...**	**Fri 11/24/23**
81	0%	SME Workshop #2: Code-mapping	5 days	Mon 11/20/23	Fri 11/24/23
82	0%	**AMR Ambulance Dispatch**	**5 days**	**Mon 11/27/...**	**Fri 12/1/23**
83	0%	SME Workshop #2: Code-mapping	5 days	Mon 11/27/23	Fri 12/1/23
84	0%	**Miami-Dade Ambulance**	**5 days**	**Mon 12/4/23**	**Fri 12/8/23**
85	0%	SME Workshop #2: Code-mapping	5 days	Mon 12/4/23	Fri 12/8/23
86	0%	All Agencies: Work on Code Mapping (CentralSquare provide assistance)	30 days	Mon 12/11/23	Fri 1/19/24
87	0%	System Build Phase Complete	0 days	Fri 1/19/24	Fri 1/19/24
88	0%	**Stage 2c: CAD Interface Implementation and Development**	**246 days**	**Mon 1/30/23**	**Mon 1/8/24**
89	0%	**CentralSquare Enterprise CAD Interface Deployments**	**42 days**	**Tue 8/29/23**	**Wed 10/25/23**
90	0%	**Client/CAD Provider Discussions**	**10 days**	**Tue 8/29/23**	**Mon 9/11/23**
91	0%	CentralSquare assist Client with Client/CAD Provider Discussions	10 days	Tue 8/29/23	Mon 9/11/23
92	0%	**CAD-to-Hub Networking**	**42 days**	**Tue 8/29/23**	**Wed 10/25/23**



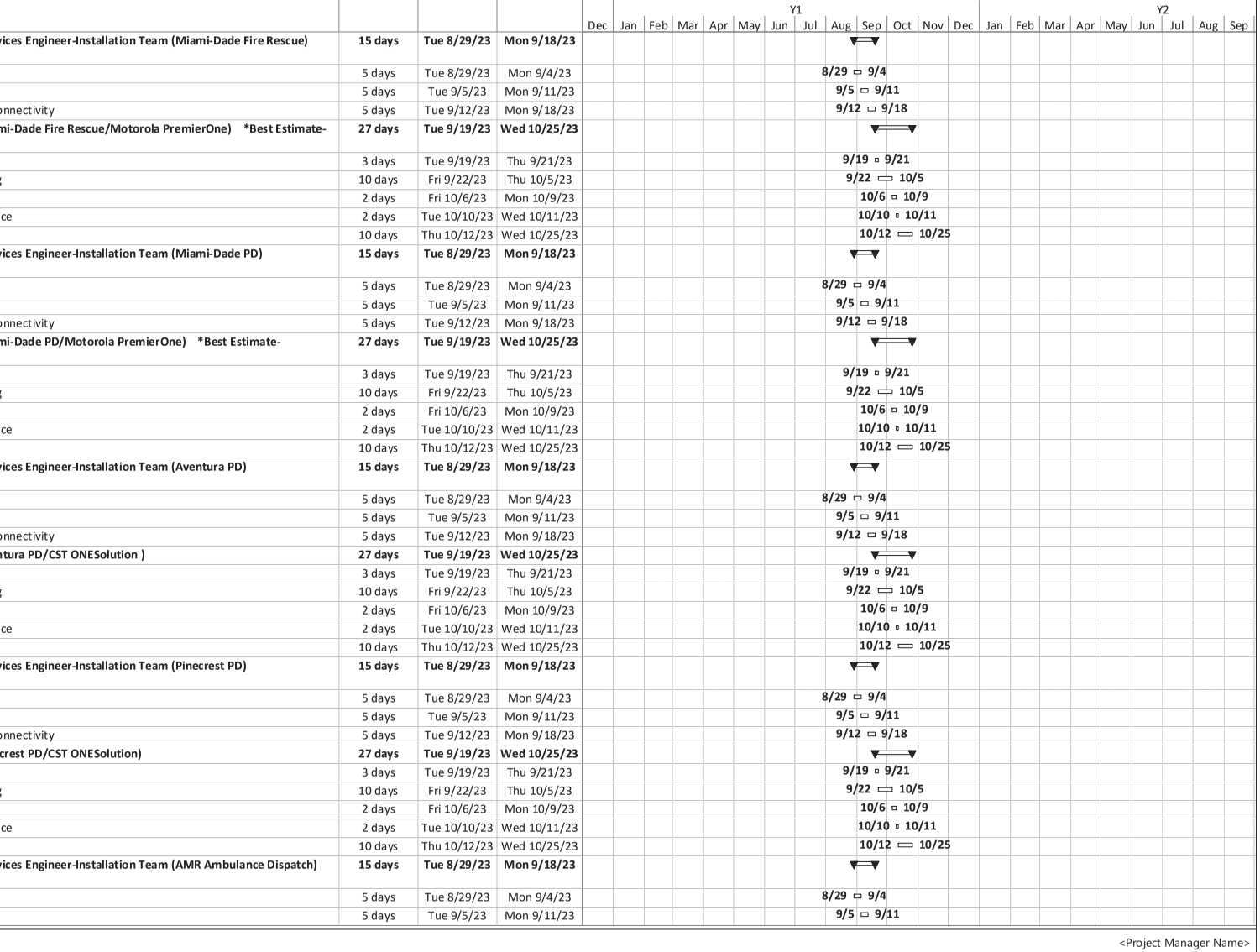
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
93	0%	**Technical kick-off call with CST Technical Services Engineer-Installation Team (Miami-Dade Fire Rescue)**	**15 days**	**Tue 8/29/23**	**Mon 9/18/23**
94	0%	Identify networking requirements	5 days	Tue 8/29/23	Mon 9/4/23
95	0%	Implement networking requirements	5 days	Tue 9/5/23	Mon 9/11/23
96	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 9/12/23	Mon 9/18/23
97	0%	**Adapter Installation in Agency Test Env (Miami-Dade Fire Rescue/Motorola PremierOne) *Best Estimate-Dependency of the CAD Vendor***	**27 days**	**Tue 9/19/23**	**Wed 10/25/23**
98	0%	Verify Successful Connection	3 days	Tue 9/19/23	Thu 9/21/23
99	0%	Installation of CAD interface and CAD config	10 days	Fri 9/22/23	Thu 10/5/23
100	0%	Conduct one-way Isolated Testing	2 days	Fri 10/6/23	Mon 10/9/23
101	0%	Setup and test Alerts from Monitoring Service	2 days	Tue 10/10/23	Wed 10/11/23
102	0%	Monitor feed for accuracy (ongoing)	10 days	Thu 10/12/23	Wed 10/25/23
103	0%	**Technical kick-off call with CST Technical Services Engineer-Installation Team (Miami-Dade PD)**	**15 days**	**Tue 8/29/23**	**Mon 9/18/23**
104	0%	Identify networking requirements	5 days	Tue 8/29/23	Mon 9/4/23
105	0%	Implement networking requirements	5 days	Tue 9/5/23	Mon 9/11/23
106	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 9/12/23	Mon 9/18/23
107	0%	**Adapter Installation in Agency Test Env (Miami-Dade PD/Motorola PremierOne) *Best Estimate-Dependency of the CAD Vendor***	**27 days**	**Tue 9/19/23**	**Wed 10/25/23**
108	0%	Verify Successful Connection	3 days	Tue 9/19/23	Thu 9/21/23
109	0%	Installation of CAD interface and CAD config	10 days	Fri 9/22/23	Thu 10/5/23
110	0%	Conduct one-way Isolated Testing	2 days	Fri 10/6/23	Mon 10/9/23
111	0%	Setup and test Alerts from Monitoring Service	2 days	Tue 10/10/23	Wed 10/11/23
112	0%	Monitor feed for accuracy (ongoing)	10 days	Thu 10/12/23	Wed 10/25/23
113	0%	**Technical kick-off call with CST Technical Services Engineer-Installation Team (Aventura PD)**	**15 days**	**Tue 8/29/23**	**Mon 9/18/23**
114	0%	Identify networking requirements	5 days	Tue 8/29/23	Mon 9/4/23
115	0%	Implement networking requirements	5 days	Tue 9/5/23	Mon 9/11/23
116	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 9/12/23	Mon 9/18/23
117	0%	**Adapter Installation in Agency Test Env (Aventura PD/CST ONESolution)**	**27 days**	**Tue 9/19/23**	**Wed 10/25/23**
118	0%	Verify Successful Connection	3 days	Tue 9/19/23	Thu 9/21/23
119	0%	Installation of CAD interface and CAD config	10 days	Fri 9/22/23	Thu 10/5/23
120	0%	Conduct one-way Isolated Testing	2 days	Fri 10/6/23	Mon 10/9/23
121	0%	Setup and test Alerts from Monitoring Service	2 days	Tue 10/10/23	Wed 10/11/23
122	0%	Monitor feed for accuracy (ongoing)	10 days	Thu 10/12/23	Wed 10/25/23
123	0%	**Technical kick-off call with CST Technical Services Engineer-Installation Team (Pinecrest PD)**	**15 days**	**Tue 8/29/23**	**Mon 9/18/23**
124	0%	Identify networking requirements	5 days	Tue 8/29/23	Mon 9/4/23
125	0%	Implement networking requirements	5 days	Tue 9/5/23	Mon 9/11/23
126	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 9/12/23	Mon 9/18/23
127	0%	**Adapter Installation in Agency Test Env (Pinecrest PD/CST ONESolution)**	**27 days**	**Tue 9/19/23**	**Wed 10/25/23**
128	0%	Verify Successful Connection	3 days	Tue 9/19/23	Thu 9/21/23
129	0%	Installation of CAD interface and CAD config	10 days	Fri 9/22/23	Thu 10/5/23
130	0%	Conduct one-way Isolated Testing	2 days	Fri 10/6/23	Mon 10/9/23
131	0%	Setup and test Alerts from Monitoring Service	2 days	Tue 10/10/23	Wed 10/11/23
132	0%	Monitor feed for accuracy (ongoing)	10 days	Thu 10/12/23	Wed 10/25/23
133	0%	**Technical kick-off call with CST Technical Services Engineer-Installation Team (AMR Ambulance Dispatch)**	**15 days**	**Tue 8/29/23**	**Mon 9/18/23**
134	0%	Identify networking requirements	5 days	Tue 8/29/23	Mon 9/4/23
135	0%	Implement networking requirements	5 days	Tue 9/5/23	Mon 9/11/23



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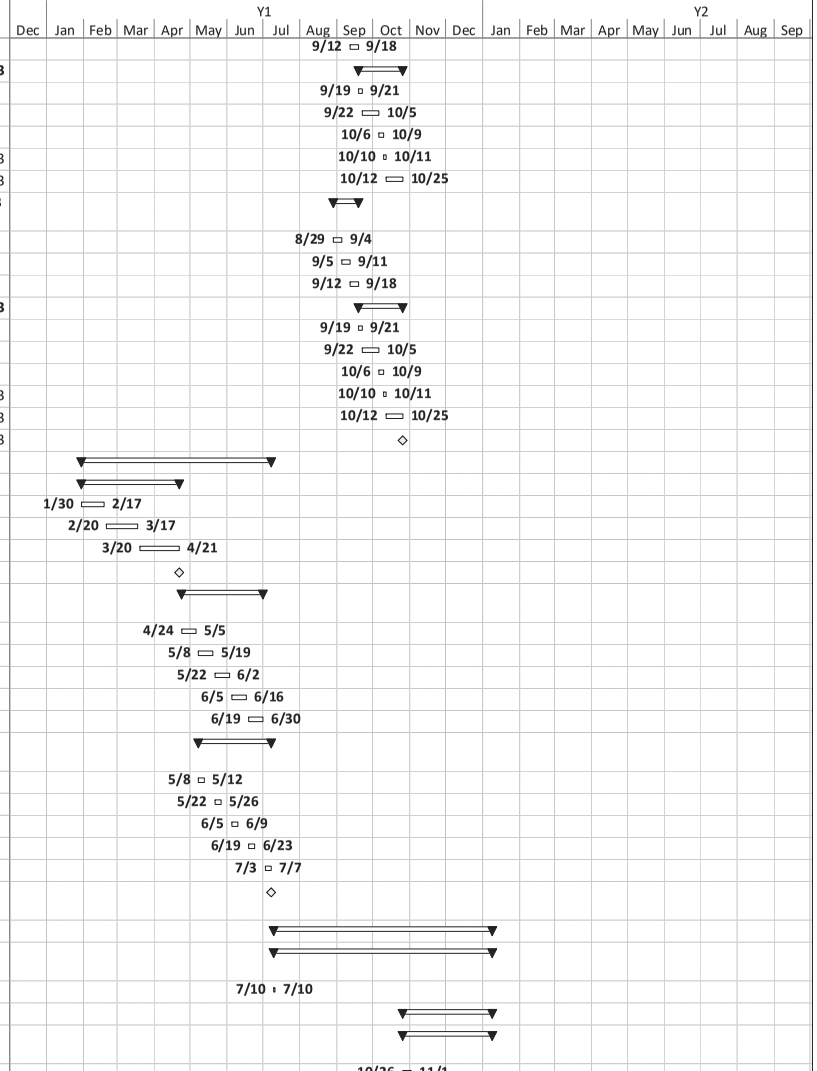
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
136	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 9/12/23	Mon 9/18/23
137	**0%**	**Adapter Installation in Agency Test Env (AMR Ambulance Dispatch/Logis Dispatch)**	**27 days**	**Tue 9/19/23**	**Wed 10/25/23**
138	0%	Verify Successful Connection	3 days	Tue 9/19/23	Thu 9/21/23
139	0%	Installation of CAD interface and CAD config	10 days	Fri 9/22/23	Thu 10/5/23
140	0%	Conduct one-way Isolated Testing	2 days	Fri 10/6/23	Mon 10/9/23
141	0%	Setup and test Alerts from Monitoring Service	2 days	Tue 10/10/23	Wed 10/11/23
142	0%	Monitor feed for accuracy (ongoing)	10 days	Thu 10/12/23	Wed 10/25/23
143	**0%**	**Technical kick-off call with CST Technical Services Engineer-Installation Team (Miami-Dade Ambulance Dispatch)**	**15 days**	**Tue 8/29/23**	**Mon 9/18/23**
144	0%	Identify networking requirements	5 days	Tue 8/29/23	Mon 9/4/23
145	0%	Implement networking requirements	5 days	Tue 9/5/23	Mon 9/11/23
146	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 9/12/23	Mon 9/18/23
147	**0%**	**Adapter Installation in Agency Test Env (Miami-Dade Ambulance/Zoll Data Rescuenet)**	**27 days**	**Tue 9/19/23**	**Wed 10/25/23**
148	0%	Verify Successful Connection	3 days	Tue 9/19/23	Thu 9/21/23
149	0%	Installation of CAD interface and CAD config	10 days	Fri 9/22/23	Thu 10/5/23
150	0%	Conduct one-way Isolated Testing	2 days	Fri 10/6/23	Mon 10/9/23
151	0%	Setup and test Alerts from Monitoring Service	2 days	Tue 10/10/23	Wed 10/11/23
152	0%	Monitor feed for accuracy (ongoing)	10 days	Thu 10/12/23	Wed 10/25/23
153	0%	All Adapter Connections Verified Complete	0 days	Wed 10/25/23	Wed 10/25/23
154	**0%**	**CAD Adapter Development**	**115 days**	**Mon 1/30/23**	**Fri 7/7/23**
155	**0%**	**Client/CAD Provider Contracts**	**60 days**	**Mon 1/30/23**	**Fri 4/21/23**
156	0%	All Agencies Negotiate Agreements With CAD Vendors	15 days	Mon 1/30/23	Fri 2/17/23
157	0%	All Agencies Contracts With CAD Vendor	20 days	Mon 2/20/23	Fri 3/17/23
158	0%	CST & All CAD Vendor NDAs Executed	25 days	Mon 3/20/23	Fri 4/21/23
159	0%	Start Date Determined	0 days	Fri 4/21/23	Fri 4/21/23
160	**0%**	**Motorola PremierOne Adapter Initial Development using CentralSquare SDK *Best Estimate- Dependency of the CAD Vendor***	**50 days**	**Mon 4/24/23**	**Fri 6/30/23**
161	0%	Weekly CentralSquare Development or Assistance Session 1	10 days	Mon 4/24/23	Fri 5/5/23
162	0%	Weekly CentralSquare Development or Assistance Session 2	10 days	Mon 5/8/23	Fri 5/19/23
163	0%	Weekly CentralSquare Development or Assistance Session 3	10 days	Mon 5/22/23	Fri 6/2/23
164	0%	Weekly CentralSquare Development or Assistance Session 4	10 days	Mon 6/5/23	Fri 6/16/23
165	0%	Weekly CentralSquare Development or Assistance Session 5	10 days	Mon 6/19/23	Fri 6/30/23
166	**0%**	**Motorola PremierOne Basic Testing/Rework/Modifications *Best Estimate- Dependency of the CAD Vendor***	**45 days**	**Mon 5/8/23**	**Fri 7/7/23**
167	0%	Weekly Testing Session with CentralSquare and Rework 1	5 days	Mon 5/8/23	Fri 5/12/23
168	0%	Weekly Testing Session with CentralSquare and Rework 2	5 days	Mon 5/22/23	Fri 5/26/23
169	0%	Weekly Testing Session with CentralSquare and Rework 3	5 days	Mon 6/5/23	Fri 6/9/23
170	0%	Weekly Testing Session with CentralSquare and Rework 4	5 days	Mon 6/19/23	Fri 6/23/23
171	0%	Weekly Testing Session with CentralSquare and Rework 5	5 days	Mon 7/3/23	Fri 7/7/23
172	0%	Motorola PremierOne Adapter Initial Development Completed *Best Estimate- Dependency of the CAD Vendor*	0 days	Fri 7/7/23	Fri 7/7/23
173	**0%**	**Test Bidirectional Installations**	**131 days**	**Mon 7/10/23**	**Mon 1/8/24**
174	**0%**	**Miami-Dade Fire Rescue (Motorola PremierOne) Test Bidirectional Installation *Best Estimate-Dependency of the CAD Vendor***	**131 days**	**Mon 7/10/23**	**Mon 1/8/24**
175	0%	CAD Vendor engagement & exploration call	1 day	Mon 7/10/23	Mon 7/10/23
176	**0%**	**CAD-to-Hub Networking**	**53 days**	**Thu 10/26/23**	**Mon 1/8/24**
177	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team & Miami-Dade Fire Rescue**	**53 days**	**Thu 10/26/23**	**Mon 1/8/24**
178	0%	Identify networking requirements	5 days	Thu 10/26/23	Wed 11/1/23



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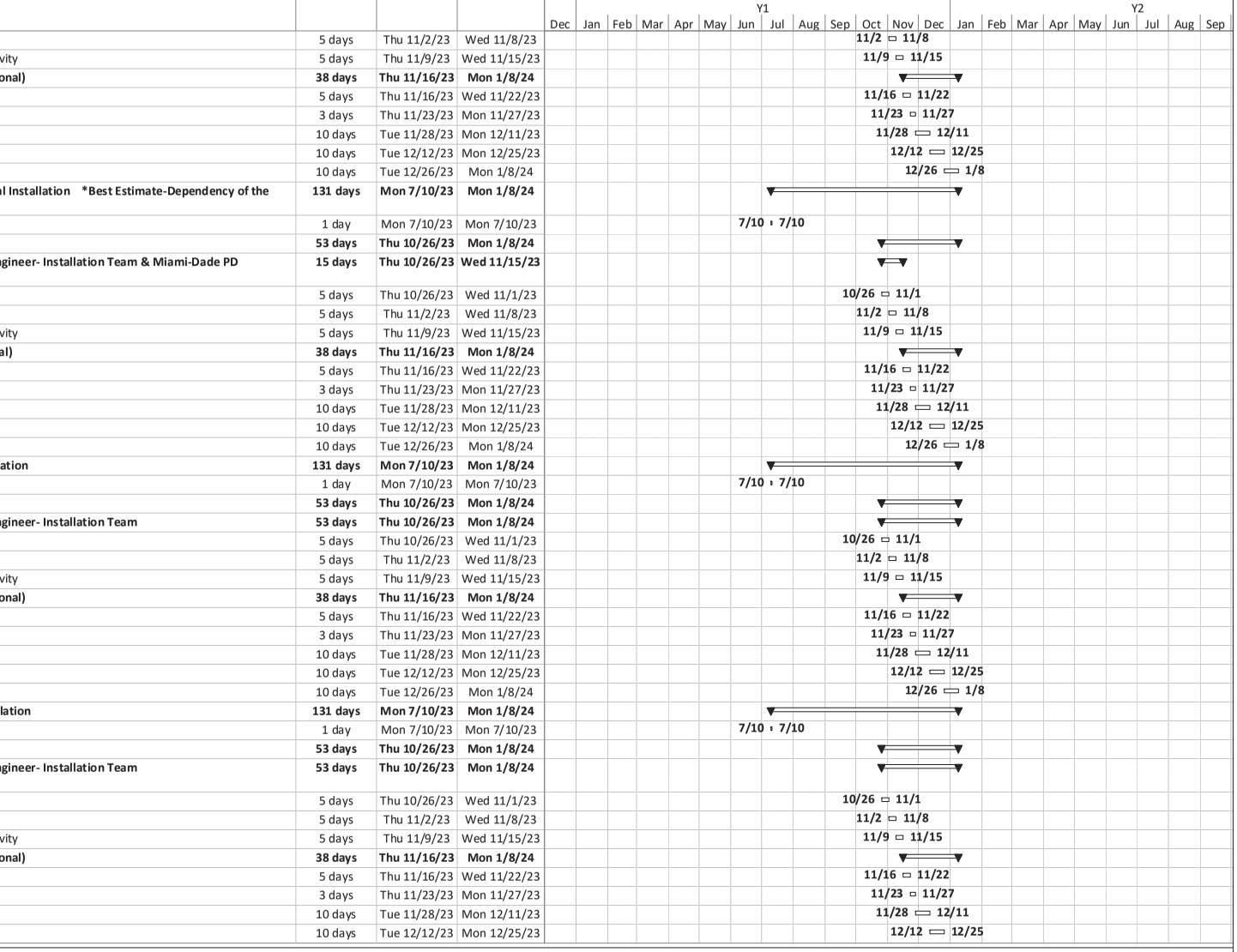
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
179	0%	Implement networking requirements	5 days	Thu 11/2/23	Wed 11/8/23
180	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 11/9/23	Wed 11/15/23
181	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Thu 11/16/23**	**Mon 1/8/24**
182	0%	Install of CAD interface and CAD config	5 days	Thu 11/16/23	Wed 11/22/23
183	0%	CentralSquare Verify Successful Connection	3 days	Thu 11/23/23	Mon 11/27/23
184	0%	Rework in Client TEST environment - Session 1	10 days	Tue 11/28/23	Mon 12/11/23
185	0%	Rework in Client TEST environment - Session 2	10 days	Tue 12/12/23	Mon 12/25/23
186	0%	Rework in Client TEST environment - Session 3	10 days	Tue 12/26/23	Mon 1/8/24
187	**0%**	**Miami-Dade PD (Motorola PremierOne) Test Bidirectional Installation *Best Estimate-Dependency of the CAD Vendor***	**131 days**	**Mon 7/10/23**	**Mon 1/8/24**
188	0%	CAD Vendor engagement & exploration call	1 day	Mon 7/10/23	Mon 7/10/23
189	**0%**	**CAD-to-Hub Networking**	**53 days**	**Thu 10/26/23**	**Mon 1/8/24**
190	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team & Miami-Dade PD**	**15 days**	**Thu 10/26/23**	**Wed 11/15/23**
191	0%	Identify networking requirements	5 days	Thu 10/26/23	Wed 11/1/23
192	0%	Implement networking requirements	5 days	Thu 11/2/23	Wed 11/8/23
193	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 11/9/23	Wed 11/15/23
194	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Thu 11/16/23**	**Mon 1/8/24**
195	0%	Install of CAD interface and CAD config	5 days	Thu 11/16/23	Wed 11/22/23
196	0%	CentralSquare Verify Successful Connection	3 days	Thu 11/23/23	Mon 11/27/23
197	0%	Rework in Client TEST environment - Session 1	10 days	Tue 11/28/23	Mon 12/11/23
198	0%	Rework in Client TEST environment - Session 2	10 days	Tue 12/12/23	Mon 12/25/23
199	0%	Rework in Client TEST environment - Session 3	10 days	Tue 12/26/23	Mon 1/8/24
200	**0%**	**Aventura PD (CST ONESolution) Test Bidirectional Installation**	**131 days**	**Mon 7/10/23**	**Mon 1/8/24**
201	0%	CAD Vendor engagement & exploration call	1 day	Mon 7/10/23	Mon 7/10/23
202	**0%**	**CAD-to-Hub Networking**	**53 days**	**Thu 10/26/23**	**Mon 1/8/24**
203	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team**	**53 days**	**Thu 10/26/23**	**Mon 1/8/24**
204	0%	Identify networking requirements	5 days	Thu 10/26/23	Wed 11/1/23
205	0%	Implement networking requirements	5 days	Thu 11/2/23	Wed 11/8/23
206	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 11/9/23	Wed 11/15/23
207	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Thu 11/16/23**	**Mon 1/8/24**
208	0%	Install of CAD interface and CAD config	5 days	Thu 11/16/23	Wed 11/22/23
209	0%	CentralSquare Verify Successful Connection	3 days	Thu 11/23/23	Mon 11/27/23
210	0%	Rework in cust TEST environment - Session 1	10 days	Tue 11/28/23	Mon 12/11/23
211	0%	Rework in cust TEST environment - Session 2	10 days	Tue 12/12/23	Mon 12/25/23
212	0%	Rework in cust TEST environment - Session 3	10 days	Tue 12/26/23	Mon 1/8/24
213	**0%**	**Pinecrest PD (CST ONESolution) Test Bidirectional Installation**	**131 days**	**Mon 7/10/23**	**Mon 1/8/24**
214	0%	CAD Vendor engagement & exploration call	1 day	Mon 7/10/23	Mon 7/10/23
215	**0%**	**CAD-to-Hub Networking**	**53 days**	**Thu 10/26/23**	**Mon 1/8/24**
216	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team**	**53 days**	**Thu 10/26/23**	**Mon 1/8/24**
217	0%	Identify networking requirements	5 days	Thu 10/26/23	Wed 11/1/23
218	0%	Implement networking requirements	5 days	Thu 11/2/23	Wed 11/8/23
219	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 11/9/23	Wed 11/15/23
220	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Thu 11/16/23**	**Mon 1/8/24**
221	0%	Install of CAD interface and CAD config	5 days	Thu 11/16/23	Wed 11/22/23
222	0%	CentralSquare Verify Successful Connection	3 days	Thu 11/23/23	Mon 11/27/23
223	0%	Rework in cust TEST environment - Session 1	10 days	Tue 11/28/23	Mon 12/11/23
224	0%	Rework in cust TEST environment - Session 2	10 days	Tue 12/12/23	Mon 12/25/23



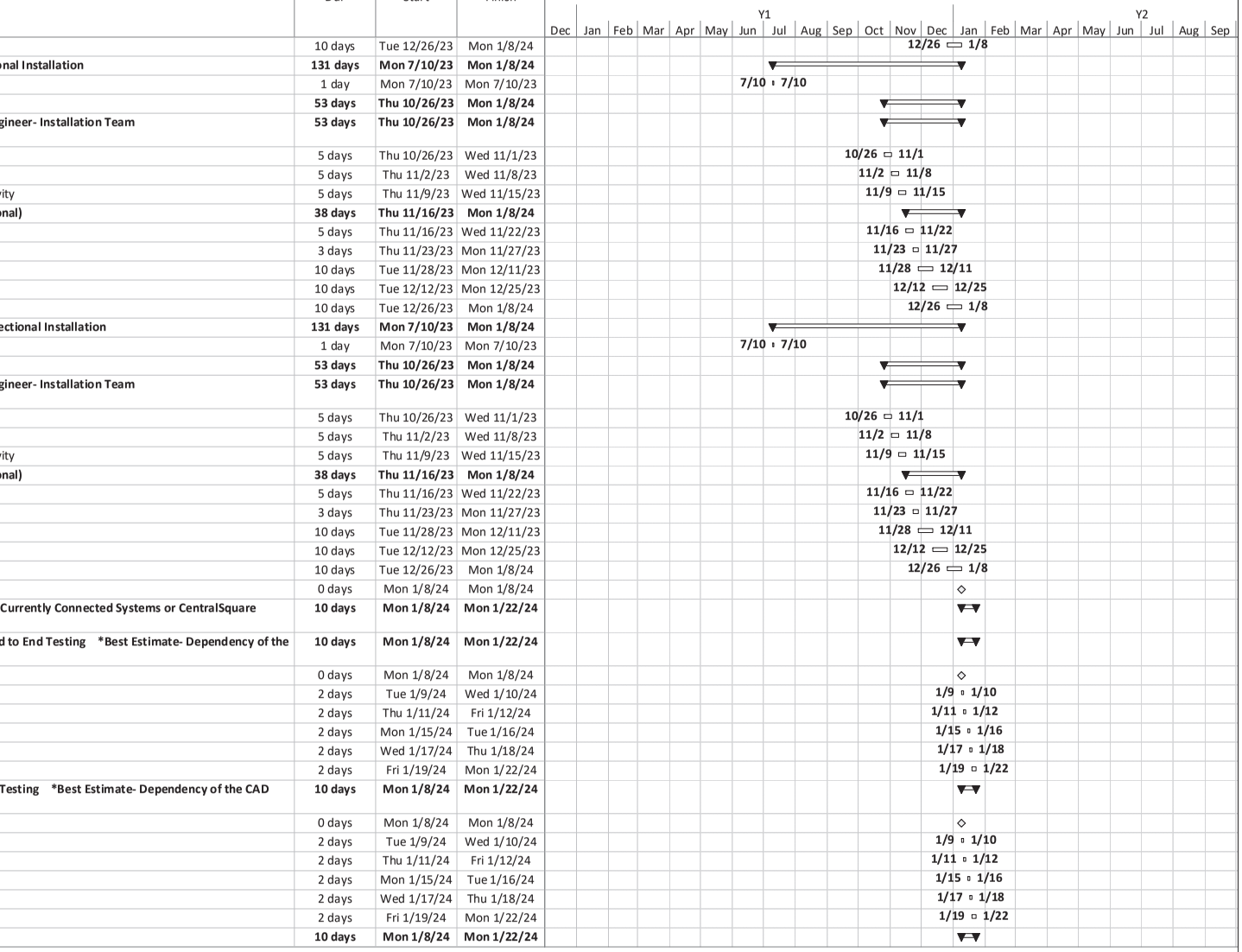
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
225	0%	Rework in cust TEST environment - Session 3	10 days	Tue 12/26/23	Mon 1/8/24
226	**0%**	**AMR Ambulance Dispatch (Logis Dispatch) Test Bidirectional Installation**	**131 days**	**Mon 7/10/23**	**Mon 1/8/24**
227	0%	CAD Vendor engagement & exploration call	1 day	Mon 7/10/23	Mon 7/10/23
228	**0%**	**CAD-to-Hub Networking**	**53 days**	**Thu 10/26/23**	**Mon 1/8/24**
229	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team**	**53 days**	**Thu 10/26/23**	**Mon 1/8/24**
230	0%	Identify networking requirements	5 days	Thu 10/26/23	Wed 11/1/23
231	0%	Implement networking requirements	5 days	Thu 11/2/23	Wed 11/8/23
232	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 11/9/23	Wed 11/15/23
233	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Thu 11/16/23**	**Mon 1/8/24**
234	0%	Install of CAD interface and CAD config	5 days	Thu 11/16/23	Wed 11/22/23
235	0%	CentralSquare Verify Successful Connection	3 days	Thu 11/23/23	Mon 11/27/23
236	0%	Rework in cust TEST environment - Session 1	10 days	Tue 11/28/23	Mon 12/11/23
237	0%	Rework in cust TEST environment - Session 2	10 days	Tue 12/12/23	Mon 12/25/23
238	0%	Rework in cust TEST environment - Session 3	10 days	Tue 12/26/23	Mon 1/8/24
239	**0%**	**Miami Dade Ambulance (Zoll Data Rescuenet) Test Bidirectional Installation**	**131 days**	**Mon 7/10/23**	**Mon 1/8/24**
240	0%	CAD Vendor engagement & exploration call	1 day	Mon 7/10/23	Mon 7/10/23
241	**0%**	**CAD-to-Hub Networking**	**53 days**	**Thu 10/26/23**	**Mon 1/8/24**
242	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team**	**53 days**	**Thu 10/26/23**	**Mon 1/8/24**
243	0%	Identify networking requirements	5 days	Thu 10/26/23	Wed 11/1/23
244	0%	Implement networking requirements	5 days	Thu 11/2/23	Wed 11/8/23
245	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 11/9/23	Wed 11/15/23
246	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Thu 11/16/23**	**Mon 1/8/24**
247	0%	Install of CAD interface and CAD config	5 days	Thu 11/16/23	Wed 11/22/23
248	0%	CentralSquare Verify Successful Connection	3 days	Thu 11/23/23	Mon 11/27/23
249	0%	Rework in cust TEST environment - Session 1	10 days	Tue 11/28/23	Mon 12/11/23
250	0%	Rework in cust TEST environment - Session 2	10 days	Tue 12/12/23	Mon 12/25/23
251	0%	Rework in cust TEST environment - Session 3	10 days	Tue 12/26/23	Mon 1/8/24
252	0%	CAD Vendor Testing Complete	0 days	Mon 1/8/24	Mon 1/8/24
253	**0%**	**Stage 3: Initial End-to-End Testing (In Test Environment - With Currently Connected Systems or CentralSquare SimulatorCAD)**	**10 days**	**Mon 1/8/24**	**Mon 1/22/24**
254	**0%**	**Miami-Dade Fire Rescue (Motorola PremierOne) - Initial End to End Testing *Best Estimate- Dependency of the CAD Vendor***	**10 days**	**Mon 1/8/24**	**Mon 1/22/24**
255	0%	Start Date [DTBS]	0 days	Mon 1/8/24	Mon 1/8/24
256	0%	Weekly Testing Session 1	2 days	Tue 1/9/24	Wed 1/10/24
257	0%	Weekly Testing Session 2	2 days	Thu 1/11/24	Fri 1/12/24
258	0%	Weekly Testing Session 3	2 days	Mon 1/15/24	Tue 1/16/24
259	0%	Weekly Testing Session 4	2 days	Wed 1/17/24	Thu 1/18/24
260	0%	Weekly Testing Session 5	2 days	Fri 1/19/24	Mon 1/22/24
261	**0%**	**Miami-Dade PD (Motorola PremierOne) - Initial End to End Testing *Best Estimate- Dependency of the CAD Vendor***	**10 days**	**Mon 1/8/24**	**Mon 1/22/24**
262	0%	Start Date [DTBS]	0 days	Mon 1/8/24	Mon 1/8/24
263	0%	Weekly Testing Session 1	2 days	Tue 1/9/24	Wed 1/10/24
264	0%	Weekly Testing Session 2	2 days	Thu 1/11/24	Fri 1/12/24
265	0%	Weekly Testing Session 3	2 days	Mon 1/15/24	Tue 1/16/24
266	0%	Weekly Testing Session 4	2 days	Wed 1/17/24	Thu 1/18/24
267	0%	Weekly Testing Session 5	2 days	Fri 1/19/24	Mon 1/22/24
268	**0%**	**Aventura PD (CST ONESolution) - Initial End to End Testing**	**10 days**	**Mon 1/8/24**	**Mon 1/22/24**



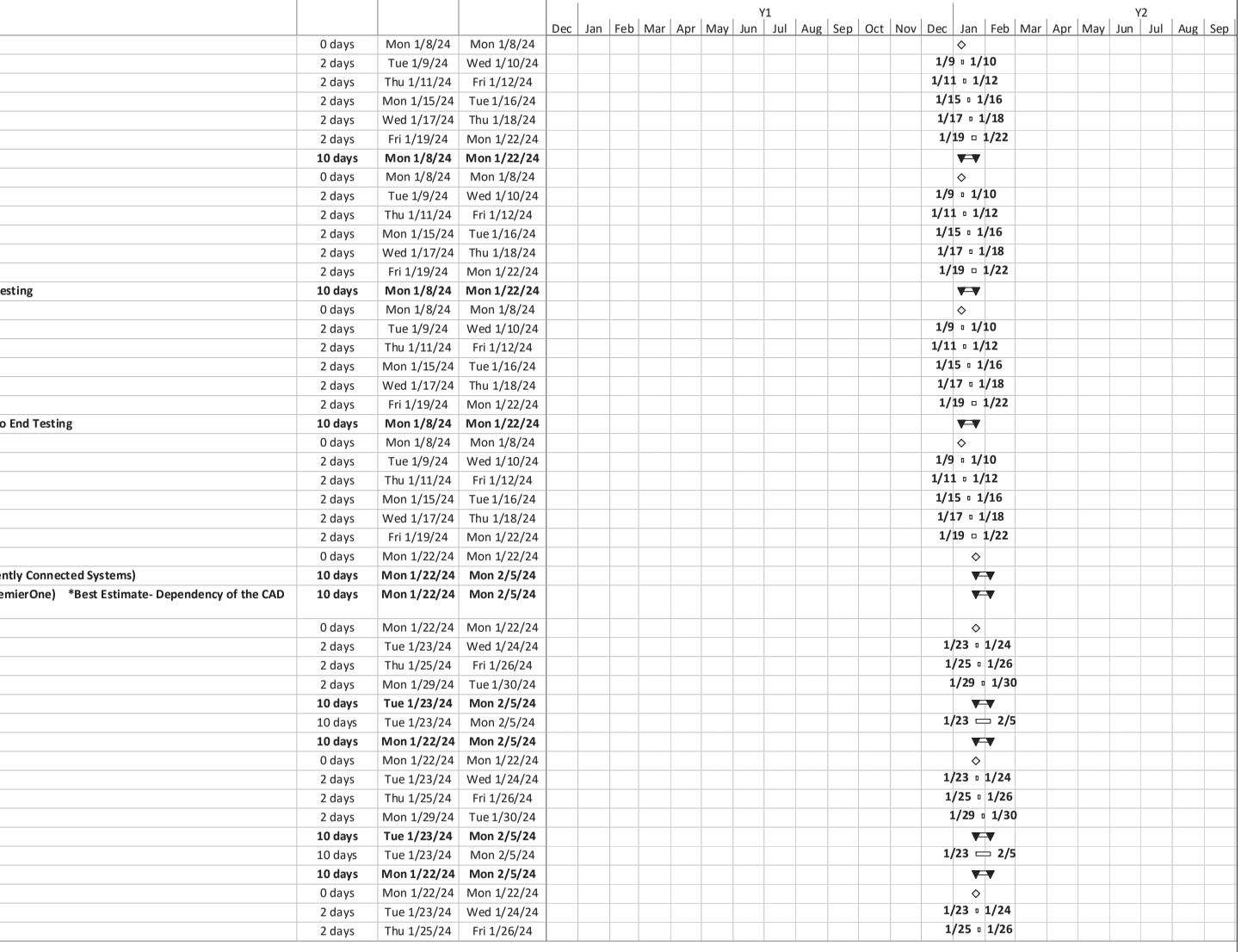
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
269	0%	Start Date [DTBS]	0 days	Mon 1/8/24	Mon 1/8/24
270	0%	Weekly Testing Session 1	2 days	Tue 1/9/24	Wed 1/10/24
271	0%	Weekly Testing Session 2	2 days	Thu 1/11/24	Fri 1/12/24
272	0%	Weekly Testing Session 3	2 days	Mon 1/15/24	Tue 1/16/24
273	0%	Weekly Testing Session 4	2 days	Wed 1/17/24	Thu 1/18/24
274	0%	Weekly Testing Session 5	2 days	Fri 1/19/24	Mon 1/22/24
275	**0%**	**Pinecrest PD (CST ONESolution) - Initial End to End Testing**	**10 days**	**Mon 1/8/24**	**Mon 1/22/24**
276	0%	Start Date [DTBS]	0 days	Mon 1/8/24	Mon 1/8/24
277	0%	Weekly Testing Session 1	2 days	Tue 1/9/24	Wed 1/10/24
278	0%	Weekly Testing Session 2	2 days	Thu 1/11/24	Fri 1/12/24
279	0%	Weekly Testing Session 3	2 days	Mon 1/15/24	Tue 1/16/24
280	0%	Weekly Testing Session 4	2 days	Wed 1/17/24	Thu 1/18/24
281	0%	Weekly Testing Session 5	2 days	Fri 1/19/24	Mon 1/22/24
282	**0%**	**AMR Ambulance (Zoll Data Rescuenet) - Initial End to End Testing**	**10 days**	**Mon 1/8/24**	**Mon 1/22/24**
283	0%	Start Date [DTBS]	0 days	Mon 1/8/24	Mon 1/8/24
284	0%	Weekly Testing Session 1	2 days	Tue 1/9/24	Wed 1/10/24
285	0%	Weekly Testing Session 2	2 days	Thu 1/11/24	Fri 1/12/24
286	0%	Weekly Testing Session 3	2 days	Mon 1/15/24	Tue 1/16/24
287	0%	Weekly Testing Session 4	2 days	Wed 1/17/24	Thu 1/18/24
288	0%	Weekly Testing Session 5	2 days	Fri 1/19/24	Mon 1/22/24
289	**0%**	**Miami Dade Ambulance (Zoll Data Rescuenet) - Initial End to End Testing**	**10 days**	**Mon 1/8/24**	**Mon 1/22/24**
290	0%	Start Date [DTBS]	0 days	Mon 1/8/24	Mon 1/8/24
291	0%	Weekly Testing Session 1	2 days	Tue 1/9/24	Wed 1/10/24
292	0%	Weekly Testing Session 2	2 days	Thu 1/11/24	Fri 1/12/24
293	0%	Weekly Testing Session 3	2 days	Mon 1/15/24	Tue 1/16/24
294	0%	Weekly Testing Session 4	2 days	Wed 1/17/24	Thu 1/18/24
295	0%	Weekly Testing Session 5	2 days	Fri 1/19/24	Mon 1/22/24
296	0%	CAD Provider End-to-End Testing Complete - Milestone	0 days	Mon 1/22/24	Mon 1/22/24
297	**0%**	**Stage 4: Acceptance Testing (In Test Environment - With Currently Connected Systems)**	**10 days**	**Mon 1/22/24**	**Mon 2/5/24**
298	**0%**	**Miami-Dade Fire Rescue - Acceptance Testing (Motorola PremierOne) *Best Estimate- Dependency of the CAD Vendor***	**10 days**	**Mon 1/22/24**	**Mon 2/5/24**
299	0%	Start Date [DTBS]	0 days	Mon 1/22/24	Mon 1/22/24
300	0%	Weekly Testing Session 1	2 days	Tue 1/23/24	Wed 1/24/24
301	0%	Weekly Testing Session 2	2 days	Thu 1/25/24	Fri 1/26/24
302	0%	Weekly Testing Session 3	2 days	Mon 1/29/24	Tue 1/30/24
303	**0%**	**Client Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Tue 1/23/24**	**Mon 2/5/24**
304	0%	CentralSquare Assistance with SOP's	10 days	Tue 1/23/24	Mon 2/5/24
305	**0%**	**Miami-Dade PD - Acceptance Testing**	**10 days**	**Mon 1/22/24**	**Mon 2/5/24**
306	0%	Start Date [DTBS]	0 days	Mon 1/22/24	Mon 1/22/24
307	0%	Weekly Testing Session 1	2 days	Tue 1/23/24	Wed 1/24/24
308	0%	Weekly Testing Session 2	2 days	Thu 1/25/24	Fri 1/26/24
309	0%	Weekly Testing Session 3	2 days	Mon 1/29/24	Tue 1/30/24
310	**0%**	**Client Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Tue 1/23/24**	**Mon 2/5/24**
311	0%	CentralSquare Assistance with SOP's	10 days	Tue 1/23/24	Mon 2/5/24
312	**0%**	**Aventura PD - Acceptance Testing**	**10 days**	**Mon 1/22/24**	**Mon 2/5/24**
313	0%	Start Date [DTBS]	0 days	Mon 1/22/24	Mon 1/22/24
314	0%	Weekly Testing Session 1	2 days	Tue 1/23/24	Wed 1/24/24
315	0%	Weekly Testing Session 2	2 days	Thu 1/25/24	Fri 1/26/24



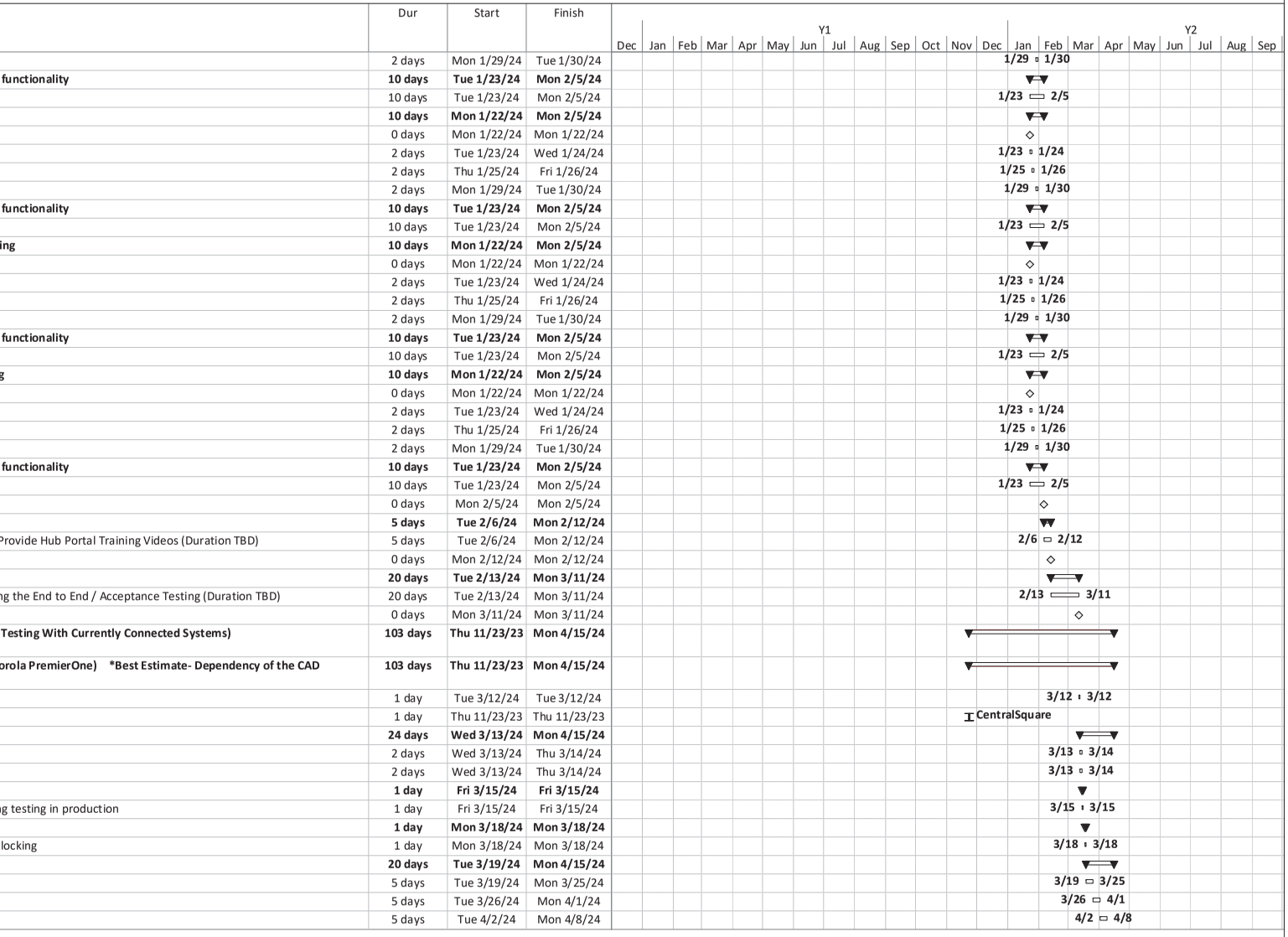
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
316	0%	Weekly Testing Session 3	2 days	Mon 1/29/24	Tue 1/30/24
317	**0%**	**Client Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Tue 1/23/24**	**Mon 2/5/24**
318	0%	CentralSquare Assistance with SOP's	10 days	Tue 1/23/24	Mon 2/5/24
319	**0%**	**Pinecrest PD - Acceptance Testing**	**10 days**	**Mon 1/22/24**	**Mon 2/5/24**
320	0%	Start Date [DTBS]	0 days	Mon 1/22/24	Mon 1/22/24
321	0%	Weekly Testing Session 1	2 days	Tue 1/23/24	Wed 1/24/24
322	0%	Weekly Testing Session 2	2 days	Thu 1/25/24	Fri 1/26/24
323	0%	Weekly Testing Session 3	2 days	Mon 1/29/24	Tue 1/30/24
324	**0%**	**Client Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Tue 1/23/24**	**Mon 2/5/24**
325	0%	CentralSquare Assistance with SOP's	10 days	Tue 1/23/24	Mon 2/5/24
326	**0%**	**AMR Ambulance Dispatch - Acceptance Testing**	**10 days**	**Mon 1/22/24**	**Mon 2/5/24**
327	0%	Start Date [DTBS]	0 days	Mon 1/22/24	Mon 1/22/24
328	0%	Weekly Testing Session 1	2 days	Tue 1/23/24	Wed 1/24/24
329	0%	Weekly Testing Session 2	2 days	Thu 1/25/24	Fri 1/26/24
330	0%	Weekly Testing Session 3	2 days	Mon 1/29/24	Tue 1/30/24
331	**0%**	**Client Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Tue 1/23/24**	**Mon 2/5/24**
332	0%	CentralSquare Assistance with SOP's	10 days	Tue 1/23/24	Mon 2/5/24
333	**0%**	**Miami Dade Ambulance - Acceptance Testing**	**10 days**	**Mon 1/22/24**	**Mon 2/5/24**
334	0%	Start Date [DTBS]	0 days	Mon 1/22/24	Mon 1/22/24
335	0%	Weekly Testing Session 1	2 days	Tue 1/23/24	Wed 1/24/24
336	0%	Weekly Testing Session 2	2 days	Thu 1/25/24	Fri 1/26/24
337	0%	Weekly Testing Session 3	2 days	Mon 1/29/24	Tue 1/30/24
338	**0%**	**Client Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Tue 1/23/24**	**Mon 2/5/24**
339	0%	CentralSquare Assistance with SOP's	10 days	Tue 1/23/24	Mon 2/5/24
340	0%	All Acceptance Testing Complete	0 days	Mon 2/5/24	Mon 2/5/24
341	**0%**	**CentralSquare Led Training**	**5 days**	**Tue 2/6/24**	**Mon 2/12/24**
342	0%	CAD-to-CAD Hub Administrator Training and Provide Hub Portal Training Videos (Duration TBD)	5 days	Tue 2/6/24	Mon 2/12/24
343	0%	CentralSquare Led Training Complete	0 days	Mon 2/12/24	Mon 2/12/24
344	**0%**	**County/Agency Led Training**	**20 days**	**Tue 2/13/24**	**Mon 3/11/24**
345	0%	Train Staff from Expanded SOPs Defined during the End to End / Acceptance Testing (Duration TBD)	20 days	Tue 2/13/24	Mon 3/11/24
346	0%	County/Agency Led Training Complete	0 days	Mon 3/11/24	Mon 3/11/24
347	**0%**	**Stage 5: Incremental Deployment (Production Testing With Currently Connected Systems)**	**103 days**	**Thu 11/23/23**	**Mon 4/15/24**
348	**0%**	**Deployment - Miami-Dade Fire Rescue (Motorola PremierOne) *Best Estimate- Dependency of the CAD Vendor***	**103 days**	**Thu 11/23/23**	**Mon 4/15/24**
349	0%	Start Date [DTBS]	1 day	Tue 3/12/24	Tue 3/12/24
350	0%	Support Overview and Connection Check	1 day	Thu 11/23/23	Thu 11/23/23
351	**0%**	**Incremental Deployment**	**24 days**	**Wed 3/13/24**	**Mon 4/15/24**
352	0%	Enable Unit Status Sharing & Monitor	2 days	Wed 3/13/24	Thu 3/14/24
353	0%	Enable AVL Updates & Monitor	2 days	Wed 3/13/24	Thu 3/14/24
354	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Fri 3/15/24**	**Fri 3/15/24**
355	0%	Conduct limited production call sharing testing in production	1 day	Fri 3/15/24	Fri 3/15/24
356	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Mon 3/18/24**	**Mon 3/18/24**
357	0%	Identify Unnecessary Comments for Blocking	1 day	Mon 3/18/24	Mon 3/18/24
358	**0%**	**Production Observation Period**	**20 days**	**Tue 3/19/24**	**Mon 4/15/24**
359	0%	Weekly Evaluation and Rework 1	5 days	Tue 3/19/24	Mon 3/25/24
360	0%	Weekly Evaluation and Rework 2	5 days	Tue 3/26/24	Mon 4/1/24
361	0%	Weekly Evaluation and Rework 3	5 days	Tue 4/2/24	Mon 4/8/24



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<Project Manager Name>

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
362	0%	Weekly Evaluation and Rework 4	5 days	Tue 4/9/24	Mon 4/15/24
363	0%	Development Rework as needed	20 days	Tue 3/19/24	Mon 4/15/24
364	0%	Configuration Adjustment as needed	20 days	Tue 3/19/24	Mon 4/15/24
365	0%	Business Adjustment Rework as needed	20 days	Tue 3/19/24	Mon 4/15/24
366	**0%**	**Deployment - Miami-Dade PD**	**78 days**	**Thu 11/23/23**	**Mon 3/11/24**
367	0%	Start Date [DTBS]	1 day	Tue 2/6/24	Tue 2/6/24
368	0%	Support Overview and Connection Check	1 day	Thu 11/23/23	Thu 11/23/23
369	**0%**	**Incremental Deployment**	**24 days**	**Wed 2/7/24**	**Mon 3/11/24**
370	0%	Enable Unit Status Sharing & Monitor	2 days	Wed 2/7/24	Thu 2/8/24
371	0%	Enable AVL Updates & Monitor	2 days	Wed 2/7/24	Thu 2/8/24
372	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Fri 2/9/24**	**Fri 2/9/24**
373	0%	Conduct limited production call sharing testing in production	1 day	Fri 2/9/24	Fri 2/9/24
374	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Mon 2/12/24**	**Mon 2/12/24**
375	0%	Identify Unnecessary Comments for Blocking	1 day	Mon 2/12/24	Mon 2/12/24
376	**0%**	**Production Observation Period**	**20 days**	**Tue 2/13/24**	**Mon 3/11/24**
377	0%	Weekly Evaluation and Rework 1	5 days	Tue 2/13/24	Mon 2/19/24
378	0%	Weekly Evaluation and Rework 2	5 days	Tue 2/20/24	Mon 2/26/24
379	0%	Weekly Evaluation and Rework 3	5 days	Tue 2/27/24	Mon 3/4/24
380	0%	Weekly Evaluation and Rework 4	5 days	Tue 3/5/24	Mon 3/11/24
381	0%	Development Rework as needed	20 days	Tue 2/13/24	Mon 3/11/24
382	0%	Configuration Adjustment as needed	20 days	Tue 2/13/24	Mon 3/11/24
383	0%	Business Adjustment Rework as needed	20 days	Tue 2/13/24	Mon 3/11/24
384	**0%**	**Deployment - Aventura PD**	**78 days**	**Thu 11/23/23**	**Mon 3/11/24**
385	0%	Start Date [DTBS]	1 day	Tue 2/6/24	Tue 2/6/24
386	0%	Support Overview and Connection Check	1 day	Thu 11/23/23	Thu 11/23/23
387	**0%**	**Incremental Deployment**	**24 days**	**Wed 2/7/24**	**Mon 3/11/24**
388	0%	Enable Unit Status Sharing & Monitor	2 days	Wed 2/7/24	Thu 2/8/24
389	0%	Enable AVL Updates & Monitor	2 days	Wed 2/7/24	Thu 2/8/24
390	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Fri 2/9/24**	**Fri 2/9/24**
391	0%	Conduct limited production call sharing testing in production	1 day	Fri 2/9/24	Fri 2/9/24
392	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Mon 2/12/24**	**Mon 2/12/24**
393	0%	Identify Unnecessary Comments for Blocking	1 day	Mon 2/12/24	Mon 2/12/24
394	**0%**	**Production Observation Period**	**20 days**	**Tue 2/13/24**	**Mon 3/11/24**
395	0%	Weekly Evaluation and Rework 1	5 days	Tue 2/13/24	Mon 2/19/24
396	0%	Weekly Evaluation and Rework 2	5 days	Tue 2/20/24	Mon 2/26/24
397	0%	Weekly Evaluation and Rework 3	5 days	Tue 2/27/24	Mon 3/4/24
398	0%	Weekly Evaluation and Rework 4	5 days	Tue 3/5/24	Mon 3/11/24
399	0%	Development Rework as needed	20 days	Tue 2/13/24	Mon 3/11/24
400	0%	Configuration Adjustment as needed	20 days	Tue 2/13/24	Mon 3/11/24
401	0%	Business Adjustment Rework as needed	20 days	Tue 2/13/24	Mon 3/11/24
402	**0%**	**Deployment - Pinecrest PD**	**61 days**	**Mon 12/18/...**	**Mon 3/11/24**
403	0%	Start Date [DTBS]	1 day	Tue 2/6/24	Tue 2/6/24
404	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
405	**0%**	**Incremental Deployment**	**24 days**	**Wed 2/7/24**	**Mon 3/11/24**
406	0%	Enable Unit Status Sharing & Monitor	2 days	Wed 2/7/24	Thu 2/8/24
407	0%	Enable AVL Updates & Monitor	2 days	Wed 2/7/24	Thu 2/8/24
408	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Fri 2/9/24**	**Fri 2/9/24**
409	0%	Conduct limited production call sharing testing in production	1 day	Fri 2/9/24	Fri 2/9/24

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
410	0%	**Enable Call Comments & Monitor**	**1 day**	**Mon 2/12/24**	**Mon 2/12/24**
411	0%	Identify Unnecessary Comments for Blocking	1 day	Mon 2/12/24	Mon 2/12/24
412	0%	**Production Observation Period**	**20 days**	**Tue 2/13/24**	**Mon 3/11/24**
413	0%	Weekly Evaluation and Rework 1	5 days	Tue 2/13/24	Mon 2/19/24
414	0%	Weekly Evaluation and Rework 2	5 days	Tue 2/20/24	Mon 2/26/24
415	0%	Weekly Evaluation and Rework 3	5 days	Tue 2/27/24	Mon 3/4/24
416	0%	Weekly Evaluation and Rework 4	5 days	Tue 3/5/24	Mon 3/11/24
417	0%	Development Rework as needed	20 days	Tue 2/13/24	Mon 3/11/24
418	0%	Configuration Adjustment as needed	20 days	Tue 2/13/24	Mon 3/11/24
419	0%	Business Adjustment Rework as needed	20 days	Tue 2/13/24	Mon 3/11/24
420	0%	**Deployment - AMR Ambulance Dispatch**	**61 days**	**Mon 12/18/...**	**Mon 3/11/24**
421	0%	Start Date [DTBS]	1 day	Tue 2/6/24	Tue 2/6/24
422	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
423	0%	**Incremental Deployment**	**24 days**	**Wed 2/7/24**	**Mon 3/11/24**
424	0%	Enable Unit Status Sharing & Monitor	2 days	Wed 2/7/24	Thu 2/8/24
425	0%	Enable AVL Updates & Monitor	2 days	Wed 2/7/24	Thu 2/8/24
426	0%	**Enable Call Sharing & Monitor**	**1 day**	**Fri 2/9/24**	**Fri 2/9/24**
427	0%	Conduct limited production call sharing testing in production	1 day	Fri 2/9/24	Fri 2/9/24
428	0%	**Enable Call Comments & Monitor**	**1 day**	**Mon 2/12/24**	**Mon 2/12/24**
429	0%	Identify Unnecessary Comments for Blocking	1 day	Mon 2/12/24	Mon 2/12/24
430	0%	**Production Observation Period**	**20 days**	**Tue 2/13/24**	**Mon 3/11/24**
431	0%	Weekly Evaluation and Rework 1	5 days	Tue 2/13/24	Mon 2/19/24
432	0%	Weekly Evaluation and Rework 2	5 days	Tue 2/20/24	Mon 2/26/24
433	0%	Weekly Evaluation and Rework 3	5 days	Tue 2/27/24	Mon 3/4/24
434	0%	Weekly Evaluation and Rework 4	5 days	Tue 3/5/24	Mon 3/11/24
435	0%	Development Rework as needed	20 days	Tue 2/13/24	Mon 3/11/24
436	0%	Configuration Adjustment as needed	20 days	Tue 2/13/24	Mon 3/11/24
437	0%	Business Adjustment Rework as needed	20 days	Tue 2/13/24	Mon 3/11/24
438	0%	**Deployment - Miami Dade Ambulance**	**61 days**	**Mon 12/18/...**	**Mon 3/11/24**
439	0%	Start Date [DTBS]	1 day	Tue 2/6/24	Tue 2/6/24
440	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
441	0%	**Incremental Deployment**	**24 days**	**Wed 2/7/24**	**Mon 3/11/24**
442	0%	Enable Unit Status Sharing & Monitor	2 days	Wed 2/7/24	Thu 2/8/24
443	0%	Enable AVL Updates & Monitor	2 days	Wed 2/7/24	Thu 2/8/24
444	0%	**Enable Call Sharing & Monitor**	**1 day**	**Fri 2/9/24**	**Fri 2/9/24**
445	0%	Conduct limited production call sharing testing in production	1 day	Fri 2/9/24	Fri 2/9/24
446	0%	**Enable Call Comments & Monitor**	**1 day**	**Mon 2/12/24**	**Mon 2/12/24**
447	0%	Identify Unnecessary Comments for Blocking	1 day	Mon 2/12/24	Mon 2/12/24
448	0%	**Production Observation Period**	**20 days**	**Tue 2/13/24**	**Mon 3/11/24**
449	0%	Weekly Evaluation and Rework 1	5 days	Tue 2/13/24	Mon 2/19/24
450	0%	Weekly Evaluation and Rework 2	5 days	Tue 2/20/24	Mon 2/26/24
451	0%	Weekly Evaluation and Rework 3	5 days	Tue 2/27/24	Mon 3/4/24
452	0%	Weekly Evaluation and Rework 4	5 days	Tue 3/5/24	Mon 3/11/24
453	0%	Development Rework as needed	20 days	Tue 2/13/24	Mon 3/11/24
454	0%	Configuration Adjustment as needed	20 days	Tue 2/13/24	Mon 3/11/24
455	0%	Business Adjustment Rework as needed	20 days	Tue 2/13/24	Mon 3/11/24
456	0%	Interface Ready for Go-Live	0 days	Mon 4/15/24	Mon 4/15/24
457	0%	**Go-Live Prep**	**128 days**	**Fri 10/20/23**	**Tue 4/16/24**

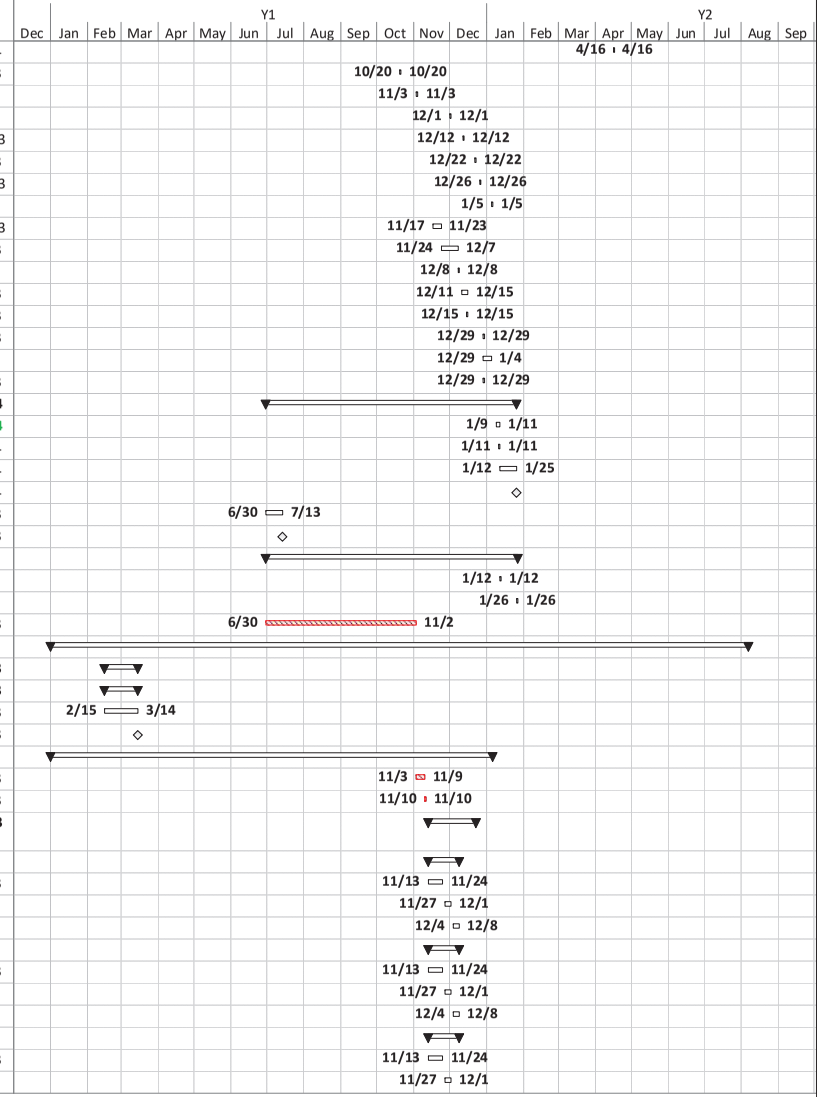
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
458	0%	All Systems Ready for Go Live	1 day	Tue 4/16/24	Tue 4/16/24
459	0%	Go-Live Leadership Meeting: 12 weeks prior (Internal)	1 day	Fri 10/20/23	Fri 10/20/23
460	0%	Go-Live Readiness (GLR) Review: 10 Weeks Prior to Go-Live (Internal)	1 day	Fri 11/3/23	Fri 11/3/23
461	0%	Go-Live Readiness (GLR) Review: 6 Weeks Prior to Go-Live (Internal)	1 day	Fri 12/1/23	Fri 12/1/23
462	0%	Go-Live Readiness (GLR) Review: 4 Weeks Prior to Go-Live (Internal)	1 day	Tue 12/12/23	Tue 12/12/23
463	0%	Go-Live Readiness (GLR) Review: 3 Weeks Prior to Go-Live (Internal)	1 day	Fri 12/22/23	Fri 12/22/23
464	0%	Go-Live Readiness (GLR) Review: 2 Weeks Prior to Go-Live (Internal) - Incl Support	1 day	Tue 12/26/23	Tue 12/26/23
465	0%	Go-Live Readiness (GLR) Review: 1 Week Prior to Go-Live (Internal) - Incl Support	1 day	Fri 1/5/24	Fri 1/5/24
466	0%	Draft/Submit Go-Live Plan	5 days	Fri 11/17/23	Thu 11/23/23
467	0%	Go-Live Plan Review	10 days	Fri 11/24/23	Thu 12/7/23
468	0%	Submit Go-Live Authorization Letter w/Go-Live Plan in Docusign	1 day	Fri 12/8/23	Fri 12/8/23
469	0%	Go-Live Authorization Letter Approved by Client	5 days	Mon 12/11/23	Fri 12/15/23
470	0%	Complete Go-Live Checklist (4 weeks prior)	1 day	Fri 12/15/23	Fri 12/15/23
471	0%	Complete Go-Live Checklist (2 weeks prior)	1 day	Fri 12/29/23	Fri 12/29/23
472	0%	Complete Transition to Support/CSM Presentation	5 days	Fri 12/29/23	Thu 1/4/24
473	0%	Verify Client Contacts and Designated Portal Administrator in Salesforce	1 day	Fri 12/29/23	Fri 12/29/23
474	**0%**	**Major Milestones**	**150 days**	**Fri 6/30/23**	**Thu 1/25/24**
475	0%	**CAD-to-CAD Unify - Group 1 Go-Live**	**3 days**	**Tue 1/9/24**	**Thu 1/11/24**
476	0%	Client Transition to Support/CSM Review	1 day	Thu 1/11/24	Thu 1/11/24
477	0%	Client Signs Task Completion Report (TCR) for Group 1 Go-Live	10 days	Fri 1/12/24	Thu 1/25/24
478	0%	Phase 1 Project Completed	0 days	Thu 1/25/24	Thu 1/25/24
479	0%	Client Signs Task Completion Report (TCR) for Group(s) 2 / 3 Go-Live's	10 days	Fri 6/30/23	Thu 7/13/23
480	0%	Phase 2 Project Completed	0 days	Thu 7/13/23	Thu 7/13/23
481	**0%**	**Post Go-Live Activities**	**151 days**	**Fri 6/30/23**	**Fri 1/26/24**
482	0%	Submit Go-Live Announcement	1 day	Fri 1/12/24	Fri 1/12/24
483	0%	Post Go-Live Transition Meeting (2 weeks after)	1 day	Fri 1/26/24	Fri 1/26/24
484	0%	System Reliability Period (when Group 2 goes live)	90 days	Fri 6/30/23	Thu 11/2/23
485	**0%**	**CAD-to-CAD Unify - Phase 2**	**417 days**	**Sun 1/1/23**	**Tue 8/6/24**
486	**0%**	**Hardware/Host Setup and System Access**	**20 days**	**Wed 2/15/23**	**Tue 3/14/23**
487	**0%**	**Security Access:**	**20 days**	**Wed 2/15/23**	**Tue 3/14/23**
488	0%	CJIS and Agency clearance process	20 days	Wed 2/15/23	Tue 3/14/23
489	0%	CJIS Clearance Complete	0 days	Tue 3/14/23	Tue 3/14/23
490	**0%**	**Initial Discovery, Configuration**	**265 days**	**Sun 1/1/23**	**Fri 1/5/24**
491	0%	Gather names and prep for Subject Matter Expert (SME) Kick-off	5 days	Fri 11/3/23	Thu 11/9/23
492	0%	Conduct SME Kick-off (workshop #1)	1 day	Fri 11/10/23	Fri 11/10/23
493	**0%**	**Complete Client Questionnaire Forms -Gather Agency Contact Information -Mutual Aid Questionnaire -Code Gathering**	**30 days**	**Mon 11/13/23**	**Fri 12/22/23**
494	**0%**	**Hatzalah South FL EMS (SMS & Questionnaire)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
495	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
496	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23
497	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
498	**0%**	**Miami Gardens PD (SMS & Questionnaire)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
499	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
500	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23
501	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
502	**0%**	**South Miami PD (SMS & Questionnaire)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
503	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
504	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23

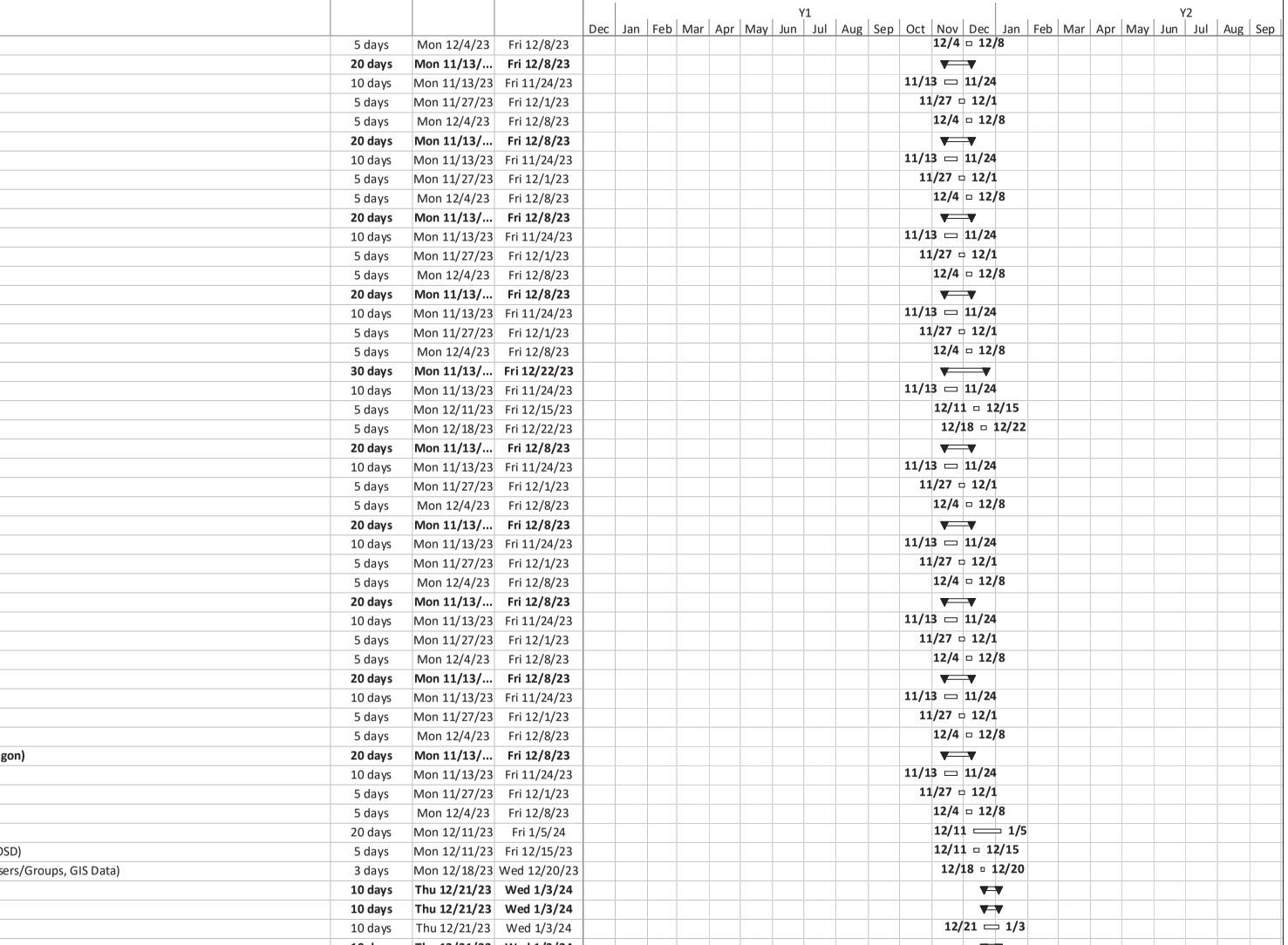


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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
505	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
506	**0%**	**Homestead PD (SMS & Questionnaire)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
507	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
508	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23
509	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
510	**0%**	**Miami Shores PD (SMS & Questionnaire)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
511	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
512	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23
513	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
514	**0%**	**City of Doral Police (SMS & Questionnaire)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
515	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
516	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23
517	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
518	**0%**	**City of Miami Police (SMS & Questionnaire)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
519	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
520	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23
521	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
522	**0%**	**City of Miami Fire Rescue (SMS & Questionnaire)**	**30 days**	**Mon 11/13/...**	**Fri 12/22/23**
523	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
524	0%	CST BA review time	5 days	Mon 12/11/23	Fri 12/15/23
525	0%	Review & refine as needed	5 days	Mon 12/18/23	Fri 12/22/23
526	**0%**	**City of Hialeah (SMS & Questionnaire)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
527	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
528	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23
529	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
530	**0%**	**City of Coral Gables (SMS & Questionnaire)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
531	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
532	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23
533	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
534	**0%**	**City of Miami Beach (SMS & Questionnaire)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
535	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
536	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23
537	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
538	**0%**	**Florida Power and Light (SMS & Questionnaire)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
539	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
540	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23
541	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
542	**0%**	**Miami-Dade Fire Rescue (SMS & Questionnaire) (Hexagon)**	**20 days**	**Mon 11/13/...**	**Fri 12/8/23**
543	0%	Complete initial draft	10 days	Mon 11/13/23	Fri 11/24/23
544	0%	CST BA review time	5 days	Mon 11/27/23	Fri 12/1/23
545	0%	Review & refine as needed	5 days	Mon 12/4/23	Fri 12/8/23
546	0%	Supply CST with GIS data for the Hub	20 days	Mon 12/11/23	Fri 1/5/24
547	0%	Document Findings in Operational Scenarios Document (OSD)	5 days	Mon 12/11/23	Fri 12/15/23
548	0%	Core Hub Configurations Setup (PSAPs, Agencies, Initial Users/Groups, GIS Data)	3 days	Mon 12/18/23	Wed 12/20/23
549	**0%**	**Client Code Mapping (Nature, Units, Unit Status)**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
550	**0%**	**Hatzalah South FL EMS**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
551	0%	SME Workshop #2: Code-mapping	10 days	Thu 12/21/23	Wed 1/3/24
552	**0%**	**Miami Gardens PD**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**



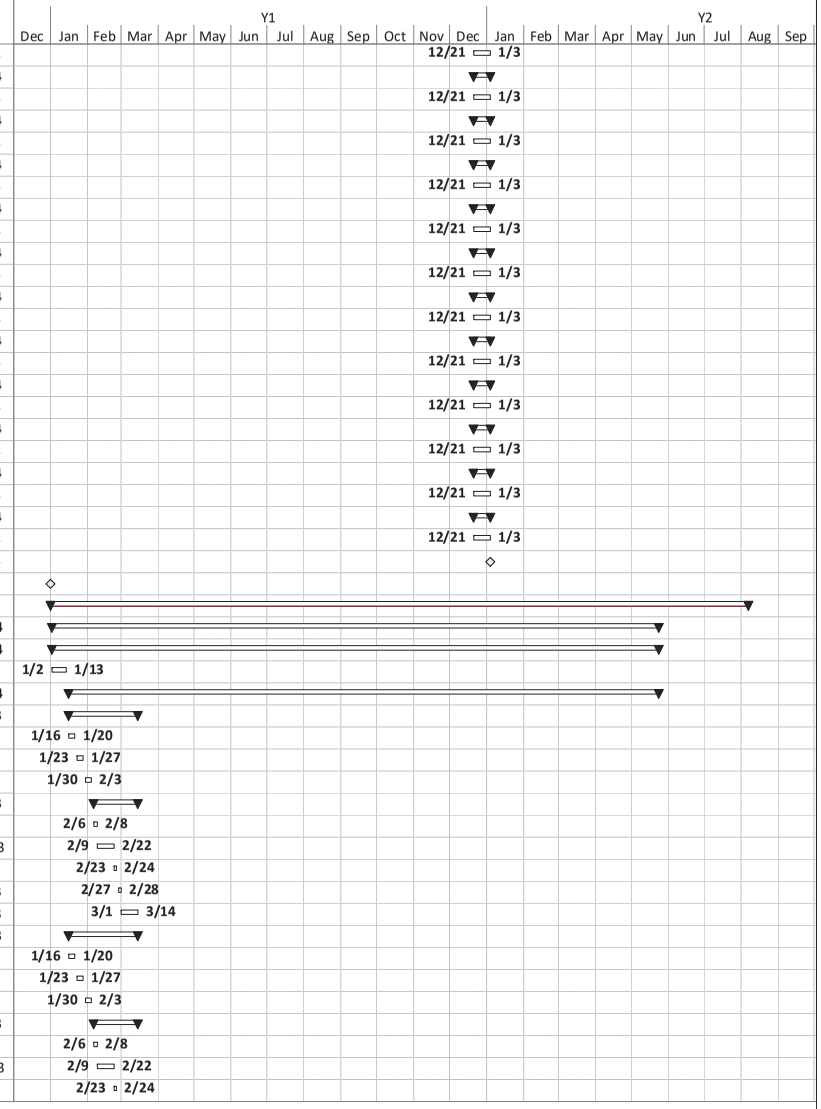
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
553	0%	SME Workshop #2: Code-mapping	10 days	Thu 12/21/23	Wed 1/3/24
554	**0%**	**South Miami PD**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
555	0%	SME Workshop #2: Code-mapping	10 days	Thu 12/21/23	Wed 1/3/24
556	**0%**	**Homestead PD**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
557	0%	SME Workshop #2: Code-mapping	10 days	Thu 12/21/23	Wed 1/3/24
558	**0%**	**Miami Shores PD**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
559	0%	SME Workshop #2: Code-mapping	10 days	Thu 12/21/23	Wed 1/3/24
560	**0%**	**City of Doral Police**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
561	0%	SME Workshop #2: Code-mapping	10 days	Thu 12/21/23	Wed 1/3/24
562	**0%**	**City of Miami PD**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
563	0%	SME Workshop #2: Code-mapping	10 days	Thu 12/21/23	Wed 1/3/24
564	**0%**	**City of Miami Fire Rescue**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
565	0%	SME Workshop #2: Code-Mapping	10 days	Thu 12/21/23	Wed 1/3/24
566	**0%**	**City of Hialeah**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
567	0%	SME Workshop #2: Code-Mapping	10 days	Thu 12/21/23	Wed 1/3/24
568	**0%**	**City of Coral Gables**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
569	0%	SME Workshop #2: Code-Mapping	10 days	Thu 12/21/23	Wed 1/3/24
570	**0%**	**City of Miami Beach**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
571	0%	SME Workshop #2: Code-Mapping	10 days	Thu 12/21/23	Wed 1/3/24
572	**0%**	**Florida Power and Light**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
573	0%	SME Workshop #2: Code-Mapping	10 days	Thu 12/21/23	Wed 1/3/24
574	**0%**	**Miami-Dade Fire Rescue (Hexagon)**	**10 days**	**Thu 12/21/23**	**Wed 1/3/24**
575	0%	SME Workshop #2: Code-Mapping	10 days	Thu 12/21/23	Wed 1/3/24
576	0%	Set up Client Code Mapping (Nature, Units, Unit Status)	0 days	Wed 1/3/24	Wed 1/3/24
577	0%	System Build Phase Complete	0 days	Sun 1/1/23	Sun 1/1/23
578	**0%**	**CAD Interface Implementation and Development**	**417 days**	**Sun 1/1/23**	**Tue 8/6/24**
579	**0%**	**CentralSquare Enterprise CAD Interface Deployments**	**364 days**	**Mon 1/2/23**	**Thu 5/23/24**
580	**0%**	**Technical/Connectivity Kickoff**	**364 days**	**Mon 1/2/23**	**Thu 5/23/24**
581	0%	Confirm Agencies readiness	10 days	Mon 1/2/23	Fri 1/13/23
582	**0%**	**CAD-to-Hub Networking**	**354 days**	**Mon 1/16/23**	**Thu 5/23/24**
583	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (Hatzalah South FL EMS)**	**42 days**	**Mon 1/16/23**	**Tue 3/14/23**
584	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
585	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
586	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
587	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**27 days**	**Mon 2/6/23**	**Tue 3/14/23**
588	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
589	0%	Install of CAD interface and CAD config	10 days	Thu 2/9/23	Wed 2/22/23
590	0%	Conduct one-way Isolated Testing	2 days	Thu 2/23/23	Fri 2/24/23
591	0%	Setup and test Alerts from Monitoring Service	2 days	Mon 2/27/23	Tue 2/28/23
592	0%	Monitor feed for accuracy (ongoing)	10 days	Wed 3/1/23	Tue 3/14/23
593	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (Miami Gardens PD)**	**42 days**	**Mon 1/16/23**	**Tue 3/14/23**
594	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
595	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
596	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
597	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**27 days**	**Mon 2/6/23**	**Tue 3/14/23**
598	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
599	0%	Install of CAD interface and CAD config	10 days	Thu 2/9/23	Wed 2/22/23
600	0%	Conduct one-way Isolated Testing	2 days	Thu 2/23/23	Fri 2/24/23



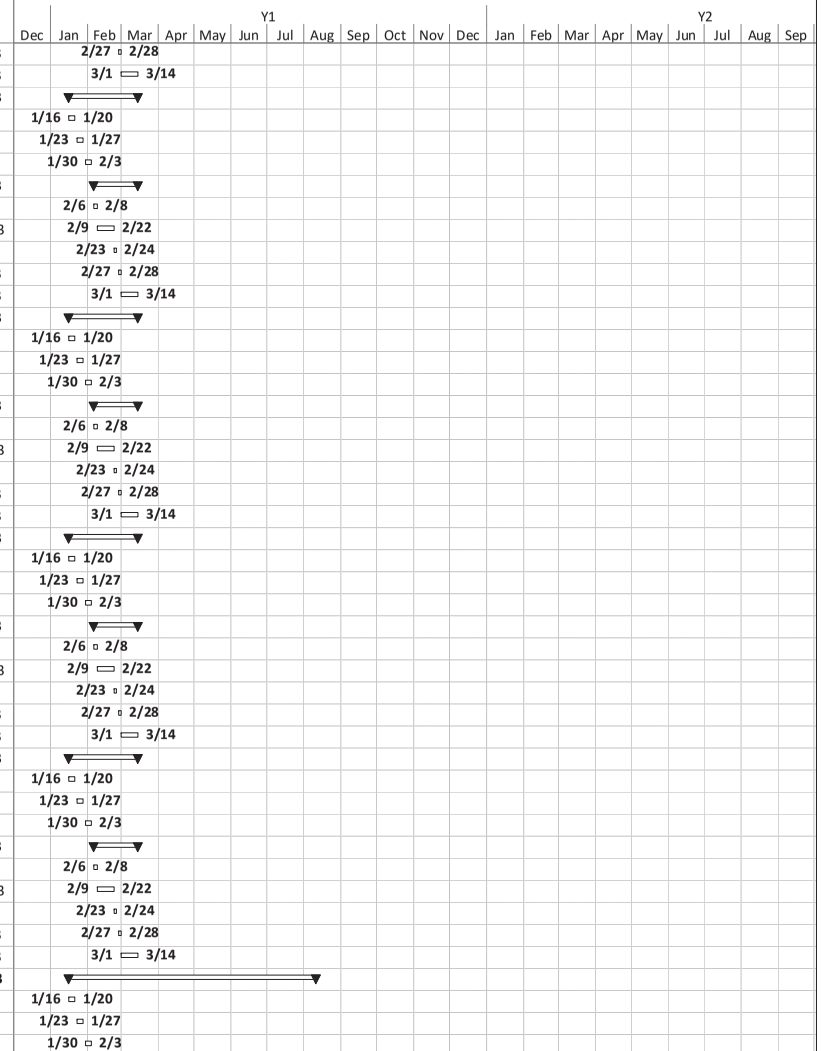
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
601	0%	Setup and test Alerts from Monitoring Service	2 days	Mon 2/27/23	Tue 2/28/23
602	0%	Monitor feed for accuracy (ongoing)	10 days	Wed 3/1/23	Tue 3/14/23
603	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (South Miami PD)**	**42 days**	**Mon 1/16/23**	**Tue 3/14/23**
604	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
605	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
606	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
607	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**27 days**	**Mon 2/6/23**	**Tue 3/14/23**
608	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
609	0%	Install of CAD interface and CAD config	10 days	Thu 2/9/23	Wed 2/22/23
610	0%	Conduct one-way Isolated Testing	2 days	Thu 2/23/23	Fri 2/24/23
611	0%	Setup and test Alerts from Monitoring Service	2 days	Mon 2/27/23	Tue 2/28/23
612	0%	Monitor feed for accuracy (ongoing)	10 days	Wed 3/1/23	Tue 3/14/23
613	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (Homestead PD)**	**42 days**	**Mon 1/16/23**	**Tue 3/14/23**
614	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
615	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
616	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
617	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**27 days**	**Mon 2/6/23**	**Tue 3/14/23**
618	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
619	0%	Install of CAD interface and CAD config	10 days	Thu 2/9/23	Wed 2/22/23
620	0%	Conduct one-way Isolated Testing	2 days	Thu 2/23/23	Fri 2/24/23
621	0%	Setup and test Alerts from Monitoring Service	2 days	Mon 2/27/23	Tue 2/28/23
622	0%	Monitor feed for accuracy (ongoing)	10 days	Wed 3/1/23	Tue 3/14/23
623	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (Miami Shores PD)**	**42 days**	**Mon 1/16/23**	**Tue 3/14/23**
624	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
625	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
626	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
627	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**27 days**	**Mon 2/6/23**	**Tue 3/14/23**
628	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
629	0%	Install of CAD interface and CAD config	10 days	Thu 2/9/23	Wed 2/22/23
630	0%	Conduct one-way Isolated Testing	2 days	Thu 2/23/23	Fri 2/24/23
631	0%	Setup and test Alerts from Monitoring Service	2 days	Mon 2/27/23	Tue 2/28/23
632	0%	Monitor feed for accuracy (ongoing)	10 days	Wed 3/1/23	Tue 3/14/23
633	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (City of Doral Police)**	**42 days**	**Mon 1/16/23**	**Tue 3/14/23**
634	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
635	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
636	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
637	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**27 days**	**Mon 2/6/23**	**Tue 3/14/23**
638	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
639	0%	Install of CAD interface and CAD config	10 days	Thu 2/9/23	Wed 2/22/23
640	0%	Conduct one-way Isolated Testing	2 days	Thu 2/23/23	Fri 2/24/23
641	0%	Setup and test Alerts from Monitoring Service	2 days	Mon 2/27/23	Tue 2/28/23
642	0%	Monitor feed for accuracy (ongoing)	10 days	Wed 3/1/23	Tue 3/14/23
643	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (City of Miami Police)**	**149 days**	**Mon 1/16/23**	**Thu 8/10/23**
644	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
645	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
646	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
647	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**134 days**	**Mon 2/6/23**	**Thu 8/10/23**
648	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23



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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

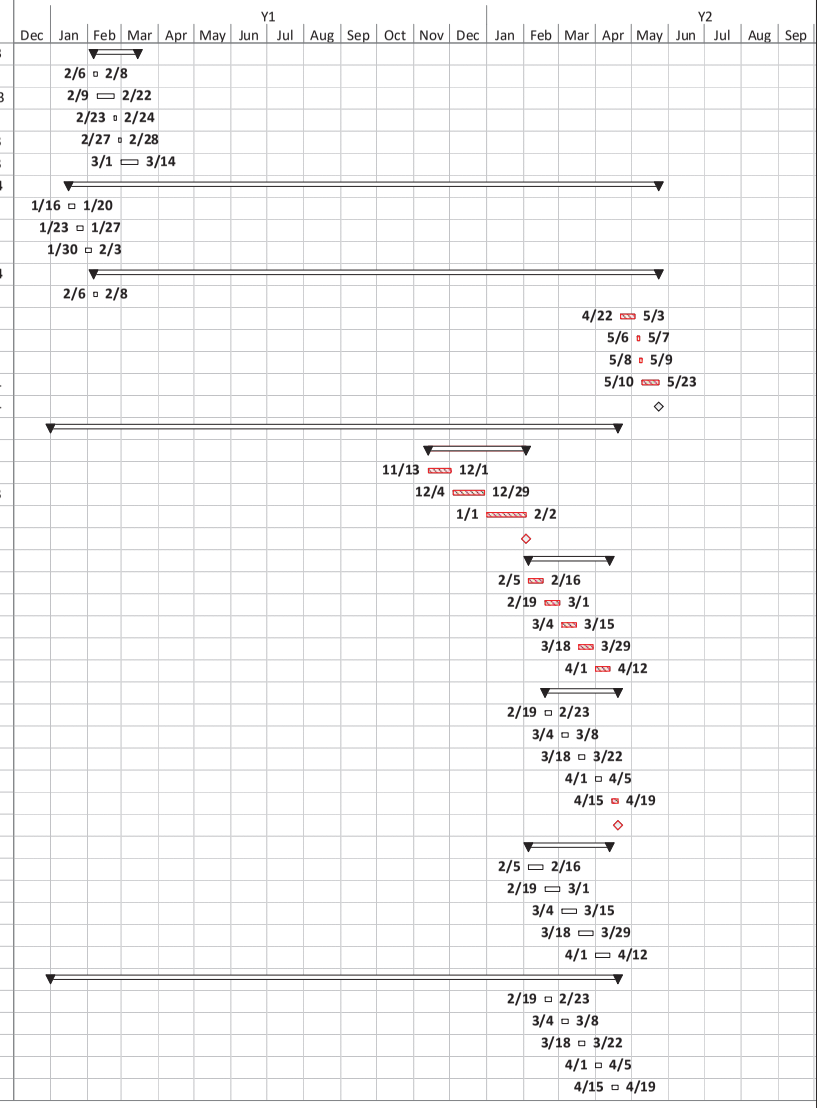
ID	% Comple	Task Name	Dur	Start	Finish
649	0%	Install of CAD interface and CAD config	10 days	Mon 7/10/23	Fri 7/21/23
650	0%	Conduct one-way Isolated Testing	2 days	Mon 7/24/23	Tue 7/25/23
651	0%	Setup and test Alerts from Monitoring Service	2 days	Wed 7/26/23	Thu 7/27/23
652	0%	Monitor feed for accuracy (ongoing)	10 days	Fri 7/28/23	Thu 8/10/23
653	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (City of Miami Fire Rescue)**	**42 days**	**Mon 1/16/23**	**Tue 3/14/23**
654	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
655	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
656	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
657	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**27 days**	**Mon 2/6/23**	**Tue 3/14/23**
658	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
659	0%	Install of CAD interface and CAD config	10 days	Thu 2/9/23	Wed 2/22/23
660	0%	Conduct one-way Isolated Testing	2 days	Thu 2/23/23	Fri 2/24/23
661	0%	Setup and test Alerts from Monitoring Service	2 days	Mon 2/27/23	Tue 2/28/23
662	0%	Monitor feed for accuracy (ongoing)	10 days	Wed 3/1/23	Tue 3/14/23
663	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (City of Hialeah)**	**42 days**	**Mon 1/16/23**	**Tue 3/14/23**
664	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
665	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
666	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
667	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**27 days**	**Mon 2/6/23**	**Tue 3/14/23**
668	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
669	0%	Install of CAD interface and CAD config	10 days	Thu 2/9/23	Wed 2/22/23
670	0%	Conduct one-way Isolated Testing	2 days	Thu 2/23/23	Fri 2/24/23
671	0%	Setup and test Alerts from Monitoring Service	2 days	Mon 2/27/23	Tue 2/28/23
672	0%	Monitor feed for accuracy (ongoing)	10 days	Wed 3/1/23	Tue 3/14/23
673	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (City of Coral Gables)**	**42 days**	**Mon 1/16/23**	**Tue 3/14/23**
674	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
675	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
676	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
677	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**27 days**	**Mon 2/6/23**	**Tue 3/14/23**
678	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
679	0%	Install of CAD interface and CAD config	10 days	Thu 2/9/23	Wed 2/22/23
680	0%	Conduct one-way Isolated Testing	2 days	Thu 2/23/23	Fri 2/24/23
681	0%	Setup and test Alerts from Monitoring Service	2 days	Mon 2/27/23	Tue 2/28/23
682	0%	Monitor feed for accuracy (ongoing)	10 days	Wed 3/1/23	Tue 3/14/23
683	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (City of Miami Beach)**	**42 days**	**Mon 1/16/23**	**Tue 3/14/23**
684	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
685	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
686	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
687	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**27 days**	**Mon 2/6/23**	**Tue 3/14/23**
688	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
689	0%	Install of CAD interface and CAD config	10 days	Thu 2/9/23	Wed 2/22/23
690	0%	Conduct one-way Isolated Testing	2 days	Thu 2/23/23	Fri 2/24/23
691	0%	Setup and test Alerts from Monitoring Service	2 days	Mon 2/27/23	Tue 2/28/23
692	0%	Monitor feed for accuracy (ongoing)	10 days	Wed 3/1/23	Tue 3/14/23
693	**0%**	**Technical kick-off call with CST Technical Services Engineer- Installation Team (FL Power and Light)**	**42 days**	**Mon 1/16/23**	**Tue 3/14/23**
694	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
695	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
696	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
697	0%	**Adapter Installation in agency TEST env (Bidirectional)**	**27 days**	**Mon 2/6/23**	**Tue 3/14/23**
698	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
699	0%	Install of CAD interface and CAD config	10 days	Thu 2/9/23	Wed 2/22/23
700	0%	Conduct one-way Isolated Testing	2 days	Thu 2/23/23	Fri 2/24/23
701	0%	Setup and test Alerts from Monitoring Service	2 days	Mon 2/27/23	Tue 2/28/23
702	0%	Monitor feed for accuracy (ongoing)	10 days	Wed 3/1/23	Tue 3/14/23
703	0%	**Technical kick-off call with CST Technical Services Engineer- Installation Team (Miami-Dade Fire Rescue (Hex**	**354 days**	**Mon 1/16/23**	**Thu 5/23/24**
704	0%	Identify networking requirements	5 days	Mon 1/16/23	Fri 1/20/23
705	0%	Implement networking requirements	5 days	Mon 1/23/23	Fri 1/27/23
706	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 1/30/23	Fri 2/3/23
707	0%	**Adapter Installation in agency TEST env (Bidirectional)**	**339 days**	**Mon 2/6/23**	**Thu 5/23/24**
708	0%	CentralSquare Verify Successful Connection	3 days	Mon 2/6/23	Wed 2/8/23
709	0%	Install of CAD interface and CAD config	10 days	Mon 4/22/24	Fri 5/3/24
710	0%	Conduct one-way Isolated Testing	2 days	Mon 5/6/24	Tue 5/7/24
711	0%	Setup and test Alerts from Monitoring Service	2 days	Wed 5/8/24	Thu 5/9/24
712	0%	Monitor feed for accuracy (ongoing)	10 days	Fri 5/10/24	Thu 5/23/24
713	0%	All Adapter Connections Verified Complete	0 days	Thu 5/23/24	Thu 5/23/24
714	0%	**CAD Adapter Development**	**340 days**	**Sun 1/1/23**	**Fri 4/19/24**
715	0%	**Customer/CAD Provider Discussions**	**60 days**	**Mon 11/13/...**	**Fri 2/2/24**
716	0%	All Agencies Negotiate Agreements With CAD Vendors	15 days	Mon 11/13/23	Fri 12/1/23
717	0%	All Agencies Contracts With CAD Vendor	20 days	Mon 12/4/23	Fri 12/29/23
718	0%	CST & CAD Vendor NDAs Executed	25 days	Mon 1/1/24	Fri 2/2/24
719	0%	Start Date Determined	0 days	Fri 2/2/24	Fri 2/2/24
720	0%	**Hexagon Adapter Initial Development using CentralSquare SDK**	**50 days**	**Mon 2/5/24**	**Fri 4/12/24**
721	0%	Weekly CentralSquare Development or Assistance Session 1	10 days	Mon 2/5/24	Fri 2/16/24
722	0%	Weekly CentralSquare Development or Assistance Session 2	10 days	Mon 2/19/24	Fri 3/1/24
723	0%	Weekly CentralSquare Development or Assistance Session 3	10 days	Mon 3/4/24	Fri 3/15/24
724	0%	Weekly CentralSquare Development or Assistance Session 4	10 days	Mon 3/18/24	Fri 3/29/24
725	0%	Weekly CentralSquare Development or Assistance Session 5	10 days	Mon 4/1/24	Fri 4/12/24
726	0%	**Hexagon Basic Testing/Rework/Modifications**	**45 days**	**Mon 2/19/24**	**Fri 4/19/24**
727	0%	Weekly Testing Session with CentralSquare and Rework 1	5 days	Mon 2/19/24	Fri 2/23/24
728	0%	Weekly Testing Session with CentralSquare and Rework 2	5 days	Mon 3/4/24	Fri 3/8/24
729	0%	Weekly Testing Session with CentralSquare and Rework 3	5 days	Mon 3/18/24	Fri 3/22/24
730	0%	Weekly Testing Session with CentralSquare and Rework 4	5 days	Mon 4/1/24	Fri 4/5/24
731	0%	Weekly Testing Session with CentralSquare and Rework 5	5 days	Mon 4/15/24	Fri 4/19/24
732	0%	Hexagon Adapter Initial Development Completed *Best Estimate- Dependency of the CAD Vendor*	0 days	Fri 4/19/24	Fri 4/19/24
733	0%	**Mark43 and TBD Adapter Initial Development using CentralSquare SDK**	**50 days**	**Mon 2/5/24**	**Fri 4/12/24**
734	0%	Weekly CentralSquare Development or Assistance Session 1	10 days	Mon 2/5/24	Fri 2/16/24
735	0%	Weekly CentralSquare Development or Assistance Session 2	10 days	Mon 2/19/24	Fri 3/1/24
736	0%	Weekly CentralSquare Development or Assistance Session 3	10 days	Mon 3/4/24	Fri 3/15/24
737	0%	Weekly CentralSquare Development or Assistance Session 4	10 days	Mon 3/18/24	Fri 3/29/24
738	0%	Weekly CentralSquare Development or Assistance Session 5	10 days	Mon 4/1/24	Fri 4/12/24
739	0%	**Mark43 and TBD Basic Testing/Rework/Modifications**	**340 days**	**Sun 1/1/23**	**Fri 4/19/24**
740	0%	Weekly Testing Session with CentralSquare and Rework 1	5 days	Mon 2/19/24	Fri 2/23/24
741	0%	Weekly Testing Session with CentralSquare and Rework 2	5 days	Mon 3/4/24	Fri 3/8/24
742	0%	Weekly Testing Session with CentralSquare and Rework 3	5 days	Mon 3/18/24	Fri 3/22/24
743	0%	Weekly Testing Session with CentralSquare and Rework 4	5 days	Mon 4/1/24	Fri 4/5/24
744	0%	Weekly Testing Session with CentralSquare and Rework 5	5 days	Mon 4/15/24	Fri 4/19/24



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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

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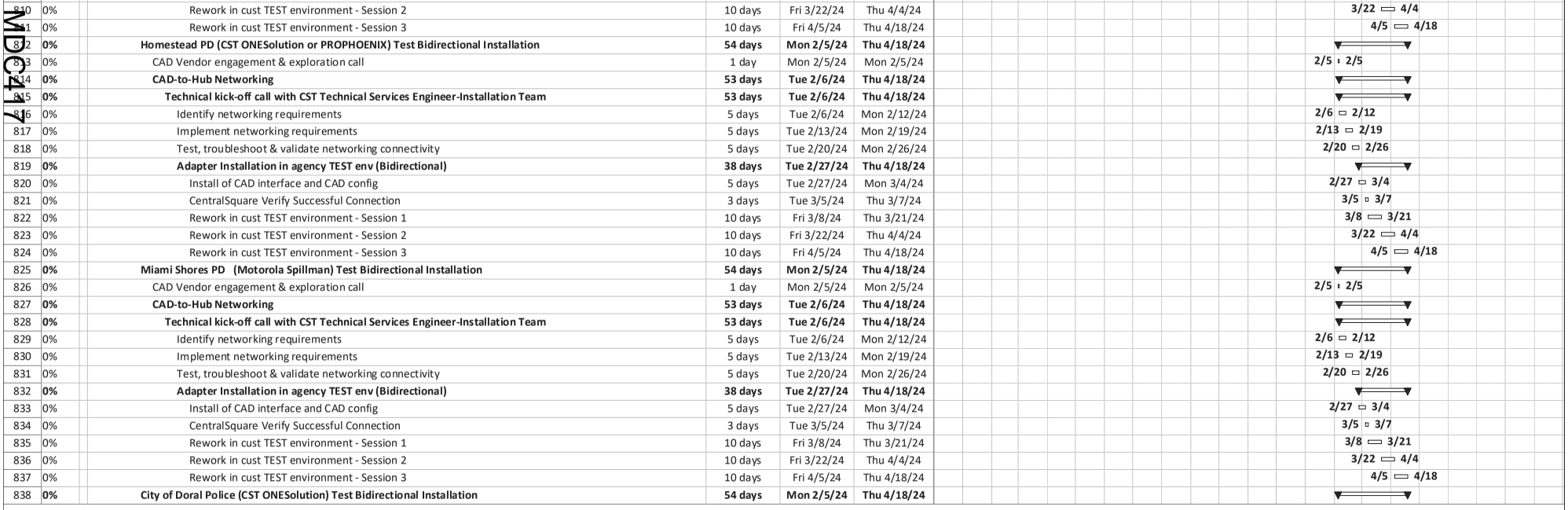
ID	% Comple	Task Name	Dur	Start	Finish
745	0%	Mark43 and TBD Adapter Initial Development Completed *Best Estimate- Dependency of the CAD Vendor*	0 days	Sun 1/1/23	Sun 1/1/23
746	**0%**	**Infor EnRoute and Tyler Technologies Adapter Initial Development using CentralSquare SDK**	**50 days**	**Mon 2/5/24**	**Fri 4/12/24**
747	0%	Weekly CentralSquare Development or Assistance Session 1	10 days	Mon 2/5/24	Fri 2/16/24
748	0%	Weekly CentralSquare Development or Assistance Session 2	10 days	Mon 2/19/24	Fri 3/1/24
749	0%	Weekly CentralSquare Development or Assistance Session 3	10 days	Mon 3/4/24	Fri 3/15/24
750	0%	Weekly CentralSquare Development or Assistance Session 4	10 days	Mon 3/18/24	Fri 3/29/24
751	0%	Weekly CentralSquare Development or Assistance Session 5	10 days	Mon 4/1/24	Fri 4/12/24
752	**0%**	**Infor EnRoute and Tyler Technologies Basic Testing/Rework/Modifications**	**340 days**	**Sun 1/1/23**	**Fri 4/19/24**
753	0%	Weekly Testing Session with CentralSquare and Rework 1	5 days	Mon 2/19/24	Fri 2/23/24
754	0%	Weekly Testing Session with CentralSquare and Rework 2	5 days	Mon 3/4/24	Fri 3/8/24
755	0%	Weekly Testing Session with CentralSquare and Rework 3	5 days	Mon 3/18/24	Fri 3/22/24
756	0%	Weekly Testing Session with CentralSquare and Rework 4	5 days	Mon 4/1/24	Fri 4/5/24
757	0%	Weekly Testing Session with CentralSquare and Rework 5	5 days	Mon 4/15/24	Fri 4/19/24
758	0%	Infor and Tyler Technologies Adapter Initial Development Completed *Best Estimate- Dependency of the CAD Vendor*	0 days	Sun 1/1/23	Sun 1/1/23
759	**0%**	**Motorola Spillman and Homegrown Adapter Initial Development using CentralSquare SDK**	**50 days**	**Mon 2/5/24**	**Fri 4/12/24**
760	0%	Weekly CentralSquare Development or Assistance Session 1	10 days	Mon 2/5/24	Fri 2/16/24
761	0%	Weekly CentralSquare Development or Assistance Session 2	10 days	Mon 2/19/24	Fri 3/1/24
762	0%	Weekly CentralSquare Development or Assistance Session 3	10 days	Mon 3/4/24	Fri 3/15/24
763	0%	Weekly CentralSquare Development or Assistance Session 4	10 days	Mon 3/18/24	Fri 3/29/24
764	0%	Weekly CentralSquare Development or Assistance Session 5	10 days	Mon 4/1/24	Fri 4/12/24
765	**0%**	**Motorola Spillman and Homegrown Basic Testing/Rework/Modifications**	**340 days**	**Sun 1/1/23**	**Fri 4/19/24**
766	0%	Weekly Testing Session with CentralSquare and Rework 1	5 days	Mon 2/19/24	Fri 2/23/24
767	0%	Weekly Testing Session with CentralSquare and Rework 2	5 days	Mon 3/4/24	Fri 3/8/24
768	0%	Weekly Testing Session with CentralSquare and Rework 3	5 days	Mon 3/18/24	Fri 3/22/24
769	0%	Weekly Testing Session with CentralSquare and Rework 4	5 days	Mon 4/1/24	Fri 4/5/24
770	0%	Weekly Testing Session with CentralSquare and Rework 5	5 days	Mon 4/15/24	Fri 4/19/24
771	0%	Motorola Spillman and Homegrown Adapter Initial Development Completed *Best Estimate- Dependency of the CAD Vendor*	0 days	Sun 1/1/23	Sun 1/1/23
772	**0%**	**Test Bidirectional Installations**	**132 days**	**Mon 2/5/24**	**Tue 8/6/24**
773	**0%**	**Hatzalah South FL EMS (TBD) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**
774	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
775	**0%**	**CAD-to-Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
776	**0%**	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
777	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24
778	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
779	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
780	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
781	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
782	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24
783	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
784	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
785	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
786	**0%**	**Miami Gardens PD (Mark43) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**
787	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
788	**0%**	**CAD-to-Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
789	**0%**	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
790	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
791	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
792	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
793	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
794	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
795	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24
796	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
797	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
798	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
799	**0%**	**South Miami PD (CST ONESolution) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**
800	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
801	**0%**	**CAD-to-Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
802	**0%**	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
803	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24
804	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
805	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
806	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
807	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
808	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24
809	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
810	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
811	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
812	**0%**	**Homestead PD (CST ONESolution or PROPHOENIX) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**
813	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
814	**0%**	**CAD-to-Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
815	**0%**	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
816	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24
817	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
818	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
819	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
820	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
821	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24
822	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
823	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
824	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
825	**0%**	**Miami Shores PD (Motorola Spillman) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**
826	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
827	**0%**	**CAD-to-Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
828	**0%**	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
829	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24
830	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
831	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
832	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
833	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
834	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24
835	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
836	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
837	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
838	**0%**	**City of Doral Police (CST ONESolution) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**



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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
839	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
840	0%	**CAD-to-Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
841	0%	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
842	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24
843	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
844	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
845	0%	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
846	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
847	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24
848	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
849	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
850	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
851	0%	**City of Miami Police (Tyler) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**
852	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
853	0%	**CAD-to-Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
854	0%	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
855	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24
856	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
857	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
858	0%	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
859	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
860	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24
861	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
862	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
863	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
864	0%	**City of Miami Fire Rescue (Homegrown) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**
865	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
866	0%	**CAD-to-Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
867	0%	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
868	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24
869	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
870	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
871	0%	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
872	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
873	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24
874	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
875	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
876	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
877	0%	**City of Hialeah (Infor EnRoute) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**
878	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
879	0%	**CAD-to-Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
880	0%	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
881	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24
882	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
883	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
884	0%	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
885	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
886	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24

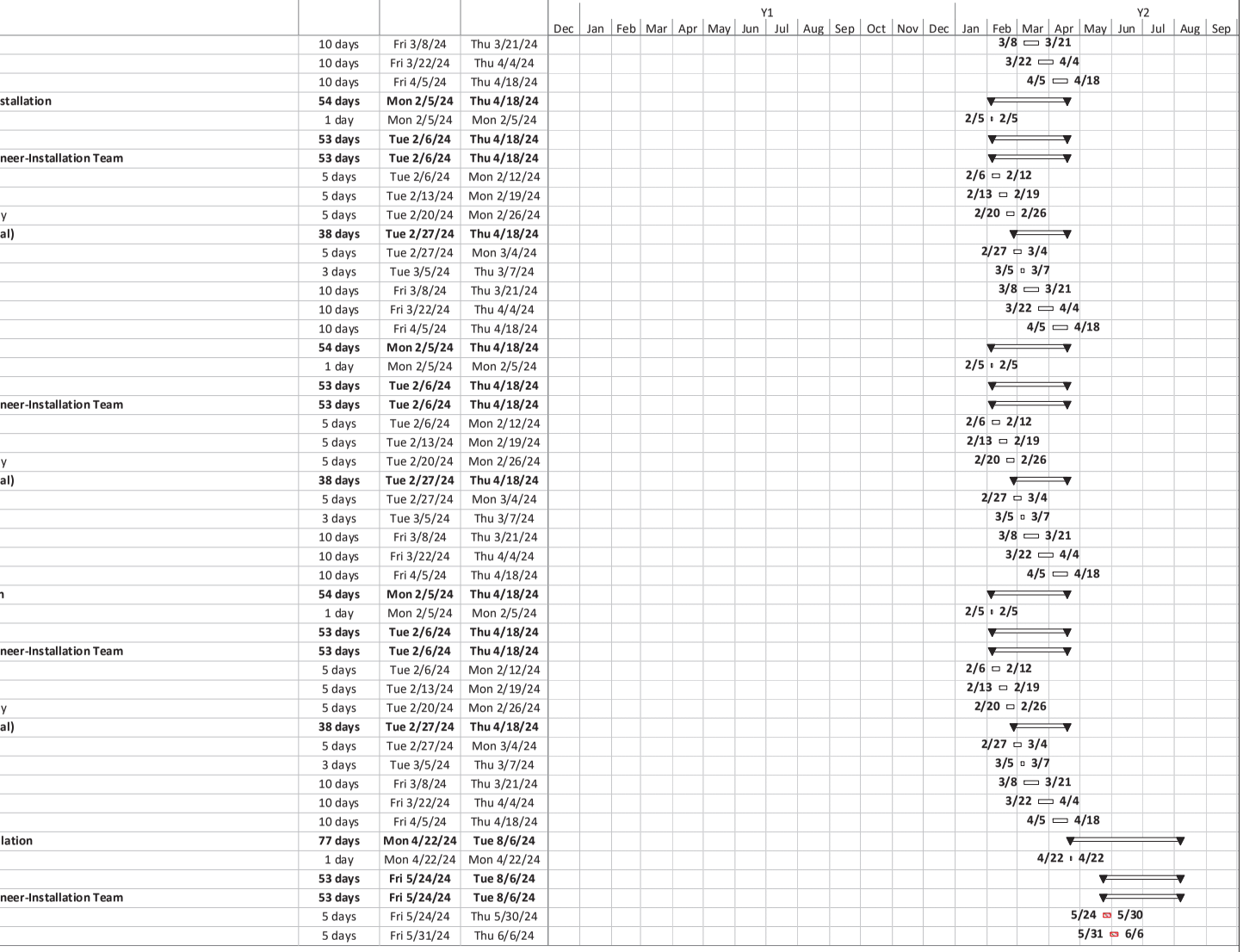
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
887	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
888	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
889	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
890	**0%**	**City of Coral Gables (CST ONESolution) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**
891	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
892	**0%**	**CAD-to-Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
893	**0%**	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
894	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24
895	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
896	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
897	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
898	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
899	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24
900	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
901	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
902	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
903	**0%**	**City of Miami Beach (Tyler) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**
904	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
905	**0%**	**CAD-to-Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
906	**0%**	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
907	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24
908	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
909	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
910	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
911	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
912	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24
913	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
914	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
915	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
916	**0%**	**Florida Power and Light (TBD) Test Bidirectional Installation**	**54 days**	**Mon 2/5/24**	**Thu 4/18/24**
917	0%	CAD Vendor engagement & exploration call	1 day	Mon 2/5/24	Mon 2/5/24
918	**0%**	**CAD-to-CAD Hub Networking**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
919	**0%**	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Tue 2/6/24**	**Thu 4/18/24**
920	0%	Identify networking requirements	5 days	Tue 2/6/24	Mon 2/12/24
921	0%	Implement networking requirements	5 days	Tue 2/13/24	Mon 2/19/24
922	0%	Test, troubleshoot & validate networking connectivity	5 days	Tue 2/20/24	Mon 2/26/24
923	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Tue 2/27/24**	**Thu 4/18/24**
924	0%	Install of CAD interface and CAD config	5 days	Tue 2/27/24	Mon 3/4/24
925	0%	CentralSquare Verify Successful Connection	3 days	Tue 3/5/24	Thu 3/7/24
926	0%	Rework in cust TEST environment - Session 1	10 days	Fri 3/8/24	Thu 3/21/24
927	0%	Rework in cust TEST environment - Session 2	10 days	Fri 3/22/24	Thu 4/4/24
928	0%	Rework in cust TEST environment - Session 3	10 days	Fri 4/5/24	Thu 4/18/24
929	**0%**	**Miami-Dade Fire Rescue (Hexagon) Test Bidirectional Installation**	**77 days**	**Mon 4/22/24**	**Tue 8/6/24**
930	0%	CAD Vendor engagement & exploration call	1 day	Mon 4/22/24	Mon 4/22/24
931	**0%**	**CAD-to-CAD Hub Networking**	**53 days**	**Fri 5/24/24**	**Tue 8/6/24**
932	**0%**	**Technical kick-off call with CST Technical Services Engineer-Installation Team**	**53 days**	**Fri 5/24/24**	**Tue 8/6/24**
933	0%	Identify networking requirements	5 days	Fri 5/24/24	Thu 5/30/24
934	0%	Implement networking requirements	5 days	Fri 5/31/24	Thu 6/6/24



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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
935	0%	Test, troubleshoot& validate networking connectivity	5 days	Fri 6/7/24	Thu 6/13/24
936	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Fri 6/14/24**	**Tue 8/6/24**
937	0%	Install of CAD interface and CAD config	5 days	Fri 6/14/24	Thu 6/20/24
938	0%	CentralSquare Verify Successful Connection	3 days	Fri 6/21/24	Tue 6/25/24
939	0%	Rework in cust TEST environment - Session 1	10 days	Wed 6/26/24	Tue 7/9/24
940	0%	Rework in cust TEST environment - Session 2	10 days	Wed 7/10/24	Tue 7/23/24
941	0%	Rework in cust TEST environment - Session 3	10 days	Wed 7/24/24	Tue 8/6/24
942	0%	CAD Vendor Testing Complete	0 days	Tue 8/6/24	Tue 8/6/24
943	**0%**	**Stage 3: Initial End-to-End Testing (In Test Environment - With Currently Connected Systems or CentralSquare SimulatorCAD)**	**13 days**	**Sun 1/1/23**	**Wed 1/18/23**
944	**0%**	**Hatzalah South FL EMS (TBD) - Initial End to End Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
945	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
946	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
947	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
948	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
949	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
950	0%	Weekly Testing Session 5	2 days	Thu 1/12/23	Fri 1/13/23
951	**0%**	**Miami Gardens PD (Mark43) - Initial End to End Testing**	**13 days**	**Sun 1/1/23**	**Wed 1/18/23**
952	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
953	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
954	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
955	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
956	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
957	0%	Weekly Testing Session 5	5 days	Thu 1/12/23	Wed 1/18/23
958	**0%**	**South Miami PD (CST ONESolution)- Initial End to End Testing**	**13 days**	**Sun 1/1/23**	**Wed 1/18/23**
959	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
960	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
961	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
962	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
963	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
964	0%	Weekly Testing Session 5	5 days	Thu 1/12/23	Wed 1/18/23
965	**0%**	**Homestead PD (CST ONESolution or PROPHOENIX) - Initial End to End Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
966	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
967	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
968	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
969	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
970	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
971	0%	Weekly Testing Session 5	2 days	Thu 1/12/23	Fri 1/13/23
972	**0%**	**Miami Shores PD (Motorola Spillman) - Initial End to End Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
973	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
974	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
975	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
976	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
977	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
978	0%	Weekly Testing Session 5	2 days	Thu 1/12/23	Fri 1/13/23
979	**0%**	**City of Doral Police (CST ONESolution) - Initial End to End Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
980	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
981	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23

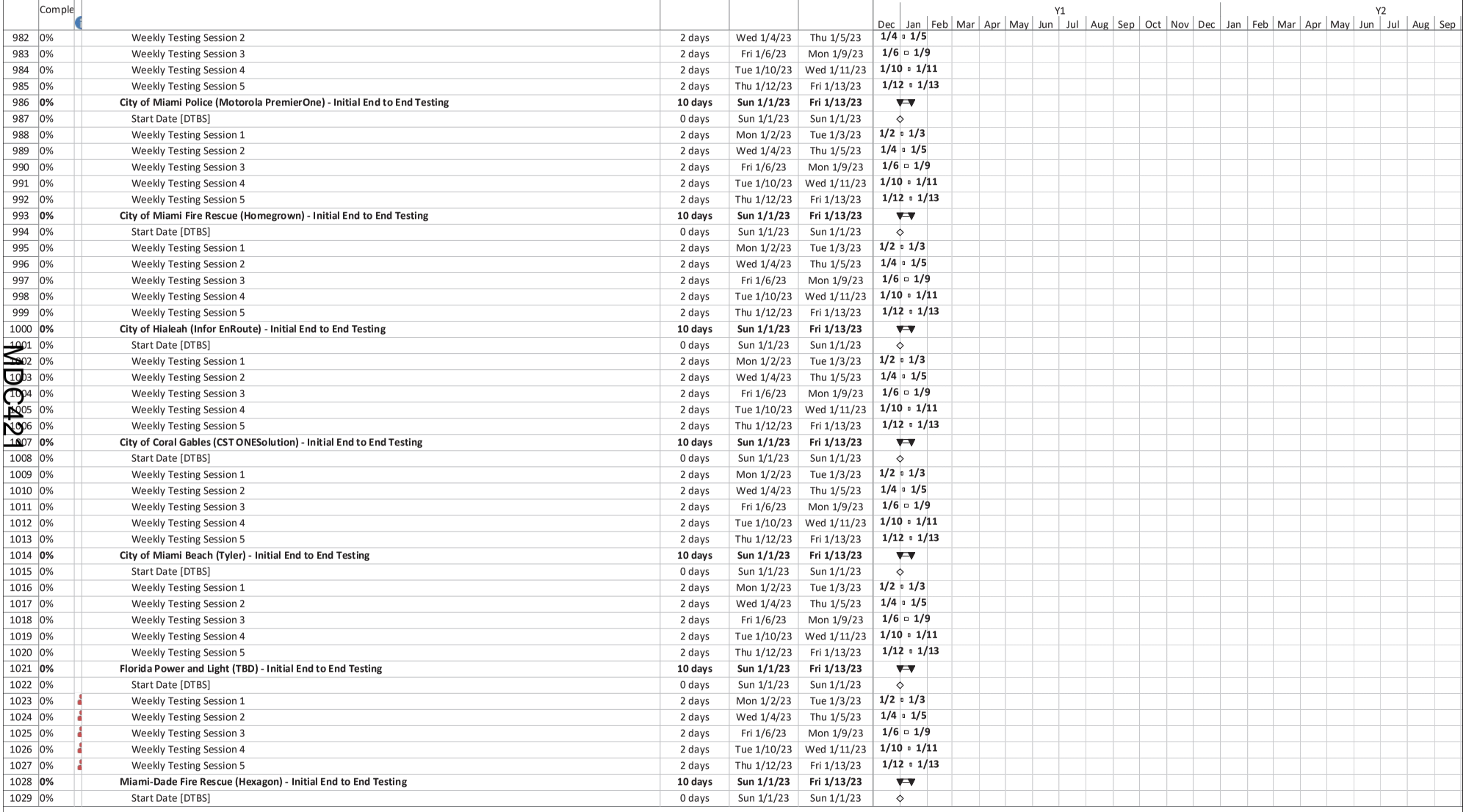
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
982	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
983	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
984	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
985	0%	Weekly Testing Session 5	2 days	Thu 1/12/23	Fri 1/13/23
986	**0%**	**City of Miami Police (Motorola PremierOne) - Initial End to End Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
987	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
988	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
989	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
990	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
991	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
992	0%	Weekly Testing Session 5	2 days	Thu 1/12/23	Fri 1/13/23
993	**0%**	**City of Miami Fire Rescue (Homegrown) - Initial End to End Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
994	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
995	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
996	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
997	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
998	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
999	0%	Weekly Testing Session 5	2 days	Thu 1/12/23	Fri 1/13/23
1000	**0%**	**City of Hialeah (Infor EnRoute) - Initial End to End Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
1001	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
1002	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
1003	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
1004	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
1005	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
1006	0%	Weekly Testing Session 5	2 days	Thu 1/12/23	Fri 1/13/23
1007	**0%**	**City of Coral Gables (CSTONESolution) - Initial End to End Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
1008	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
1009	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
1010	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
1011	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
1012	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
1013	0%	Weekly Testing Session 5	2 days	Thu 1/12/23	Fri 1/13/23
1014	**0%**	**City of Miami Beach (Tyler) - Initial End to End Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
1015	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
1016	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
1017	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
1018	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
1019	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
1020	0%	Weekly Testing Session 5	2 days	Thu 1/12/23	Fri 1/13/23
1021	**0%**	**Florida Power and Light (TBD) - Initial End to End Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
1022	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
1023	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
1024	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
1025	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
1026	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
1027	0%	Weekly Testing Session 5	2 days	Thu 1/12/23	Fri 1/13/23
1028	**0%**	**Miami-Dade Fire Rescue (Hexagon) - Initial End to End Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
1029	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23



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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
1030	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
1031	0%	Weekly Testing Session 2	2 days	Wed 1/4/23	Thu 1/5/23
1032	0%	Weekly Testing Session 3	2 days	Fri 1/6/23	Mon 1/9/23
1033	0%	Weekly Testing Session 4	2 days	Tue 1/10/23	Wed 1/11/23
1034	0%	Weekly Testing Session 5	2 days	Thu 1/12/23	Fri 1/13/23
1035	0%	CAD Provider End-to-End Testing Complete	0 days	Wed 1/18/23	Wed 1/18/23
1036	**0%**	**Stage 4: Acceptance Testing (In Test Environment - With Currently Connected Systems)**	**23 days**	**Sun 1/1/23**	**Wed 2/1/23**
1037	**0%**	**Hatzalah South FL EMS - Acceptance Testing**	**10 days**	**Fri 1/13/23**	**Fri 1/27/23**
1038	0%	Start Date [DTBS]	0 days	Fri 1/13/23	Fri 1/13/23
1039	0%	Weekly Testing Session 1	2 days	Mon 1/16/23	Tue 1/17/23
1040	0%	Weekly Testing Session 2	2 days	Wed 1/18/23	Thu 1/19/23
1041	0%	Weekly Testing Session 3	2 days	Fri 1/20/23	Mon 1/23/23
1042	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Mon 1/16/23**	**Fri 1/27/23**
1043	0%	CentralSquare Assistance with SOP's	10 days	Mon 1/16/23	Fri 1/27/23
1044	**0%**	**Miami Gardens PD - Acceptance Testing**	**10 days**	**Wed 1/18/23**	**Wed 2/1/23**
1045	0%	Start Date [DTBS]	0 days	Wed 1/18/23	Wed 1/18/23
1046	0%	Weekly Testing Session 1	2 days	Thu 1/19/23	Fri 1/20/23
1047	0%	Weekly Testing Session 2	2 days	Mon 1/23/23	Tue 1/24/23
1048	0%	Weekly Testing Session 3	2 days	Wed 1/25/23	Thu 1/26/23
1049	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Thu 1/19/23**	**Wed 2/1/23**
1050	0%	CentralSquare Assistance with SOP's	10 days	Thu 1/19/23	Wed 2/1/23
1051	**0%**	**South Miami PD - Acceptance Testing**	**10 days**	**Wed 1/18/23**	**Wed 2/1/23**
1052	0%	Start Date [DTBS]	0 days	Wed 1/18/23	Wed 1/18/23
1053	0%	Weekly Testing Session 1	2 days	Thu 1/19/23	Fri 1/20/23
1054	0%	Weekly Testing Session 2	2 days	Mon 1/23/23	Tue 1/24/23
1055	0%	Weekly Testing Session 3	2 days	Wed 1/25/23	Thu 1/26/23
1056	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Thu 1/19/23**	**Wed 2/1/23**
1057	0%	CentralSquare Assistance with SOP's	10 days	Thu 1/19/23	Wed 2/1/23
1058	**0%**	**Homestead PD - Acceptance Testing**	**10 days**	**Fri 1/13/23**	**Fri 1/27/23**
1059	0%	Start Date [DTBS]	0 days	Fri 1/13/23	Fri 1/13/23
1060	0%	Weekly Testing Session 1	2 days	Mon 1/16/23	Tue 1/17/23
1061	0%	Weekly Testing Session 2	2 days	Wed 1/18/23	Thu 1/19/23
1062	0%	Weekly Testing Session 3	2 days	Fri 1/20/23	Mon 1/23/23
1063	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Mon 1/16/23**	**Fri 1/27/23**
1064	0%	CentralSquare Assistance with SOP's	10 days	Mon 1/16/23	Fri 1/27/23
1065	**0%**	**Miami Shores PD - Acceptance Testing**	**10 days**	**Fri 1/13/23**	**Fri 1/27/23**
1066	0%	Start Date [DTBS]	0 days	Fri 1/13/23	Fri 1/13/23
1067	0%	Weekly Testing Session 1	2 days	Mon 1/16/23	Tue 1/17/23
1068	0%	Weekly Testing Session 2	2 days	Wed 1/18/23	Thu 1/19/23
1069	0%	Weekly Testing Session 3	2 days	Fri 1/20/23	Mon 1/23/23
1070	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Mon 1/16/23**	**Fri 1/27/23**
1071	0%	CentralSquare Assistance with SOP's	10 days	Mon 1/16/23	Fri 1/27/23
1072	**0%**	**City of Doral Police - Acceptance Testing**	**10 days**	**Fri 1/13/23**	**Fri 1/27/23**
1073	0%	Start Date [DTBS]	0 days	Fri 1/13/23	Fri 1/13/23
1074	0%	Weekly Testing Session 1	2 days	Mon 1/16/23	Tue 1/17/23
1075	0%	Weekly Testing Session 2	2 days	Wed 1/18/23	Thu 1/19/23
1076	0%	Weekly Testing Session 3	2 days	Fri 1/20/23	Mon 1/23/23
1077	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Mon 1/16/23**	**Fri 1/27/23**

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
1078	0%	CentralSquare Assistance with SOP's	10 days	Mon 1/16/23	Fri 1/27/23
1079	**0%**	**City of Miami Police - Acceptance Testing**	**10 days**	**Fri 1/13/23**	**Fri 1/27/23**
1080	0%	Start Date [DTBS]	0 days	Fri 1/13/23	Fri 1/13/23
1081	0%	Weekly Testing Session 1	2 days	Mon 1/16/23	Tue 1/17/23
1082	0%	Weekly Testing Session 2	2 days	Wed 1/18/23	Thu 1/19/23
1083	0%	Weekly Testing Session 3	2 days	Fri 1/20/23	Mon 1/23/23
1084	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Mon 1/16/23**	**Fri 1/27/23**
1085	0%	CentralSquare Assistance with SOP's	10 days	Mon 1/16/23	Fri 1/27/23
1086	**0%**	**City of Miami Fire Rescue - Acceptance Testing**	**10 days**	**Fri 1/13/23**	**Fri 1/27/23**
1087	0%	Start Date [DTBS]	0 days	Fri 1/13/23	Fri 1/13/23
1088	0%	Weekly Testing Session 1	2 days	Mon 1/16/23	Tue 1/17/23
1089	0%	Weekly Testing Session 2	2 days	Wed 1/18/23	Thu 1/19/23
1090	0%	Weekly Testing Session 3	2 days	Fri 1/20/23	Mon 1/23/23
1091	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Mon 1/16/23**	**Fri 1/27/23**
1092	0%	CentralSquare Assistance with SOP's	10 days	Mon 1/16/23	Fri 1/27/23
1093	**0%**	**City of Hialeah - Acceptance Testing**	**10 days**	**Fri 1/13/23**	**Fri 1/27/23**
1094	0%	Start Date [DTBS]	0 days	Fri 1/13/23	Fri 1/13/23
1095	0%	Weekly Testing Session 1	2 days	Mon 1/16/23	Tue 1/17/23
1096	0%	Weekly Testing Session 2	2 days	Wed 1/18/23	Thu 1/19/23
1097	0%	Weekly Testing Session 3	2 days	Fri 1/20/23	Mon 1/23/23
1098	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Mon 1/16/23**	**Fri 1/27/23**
1099	0%	CentralSquare Assistance with SOP's	10 days	Mon 1/16/23	Fri 1/27/23
1100	**0%**	**City of Coral Gables - Acceptance Testing**	**10 days**	**Fri 1/13/23**	**Fri 1/27/23**
1101	0%	Start Date [DTBS]	0 days	Fri 1/13/23	Fri 1/13/23
1102	0%	Weekly Testing Session 1	2 days	Mon 1/16/23	Tue 1/17/23
1103	0%	Weekly Testing Session 2	2 days	Wed 1/18/23	Thu 1/19/23
1104	0%	Weekly Testing Session 3	2 days	Fri 1/20/23	Mon 1/23/23
1105	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Mon 1/16/23**	**Fri 1/27/23**
1106	0%	CentralSquare Assistance with SOP's	10 days	Mon 1/16/23	Fri 1/27/23
1107	**0%**	**City of Miami Beach - Acceptance Testing**	**10 days**	**Fri 1/13/23**	**Fri 1/27/23**
1108	0%	Start Date [DTBS]	0 days	Fri 1/13/23	Fri 1/13/23
1109	0%	Weekly Testing Session 1	2 days	Mon 1/16/23	Tue 1/17/23
1110	0%	Weekly Testing Session 2	2 days	Wed 1/18/23	Thu 1/19/23
1111	0%	Weekly Testing Session 3	2 days	Fri 1/20/23	Mon 1/23/23
1112	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Mon 1/16/23**	**Fri 1/27/23**
1113	0%	CentralSquare Assistance with SOP's	10 days	Mon 1/16/23	Fri 1/27/23
1114	**0%**	**Florida Power and Light - Acceptance Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
1115	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
1116	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
1117	0%	Weekly Testing Session 2	2 days	Mon 1/2/23	Tue 1/3/23
1118	0%	Weekly Testing Session 3	2 days	Mon 1/2/23	Tue 1/3/23
1119	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Mon 1/2/23**	**Fri 1/13/23**
1120	0%	CentralSquare Assistance with SOP's	10 days	Mon 1/2/23	Fri 1/13/23
1121	**0%**	**Miami-Dade Fire Rescue (Hexagon) - Acceptance Testing**	**10 days**	**Sun 1/1/23**	**Fri 1/13/23**
1122	0%	Start Date [DTBS]	0 days	Sun 1/1/23	Sun 1/1/23
1123	0%	Weekly Testing Session 1	2 days	Mon 1/2/23	Tue 1/3/23
1124	0%	Weekly Testing Session 2	2 days	Mon 1/2/23	Tue 1/3/23
1125	0%	Weekly Testing Session 3	2 days	Mon 1/2/23	Tue 1/3/23

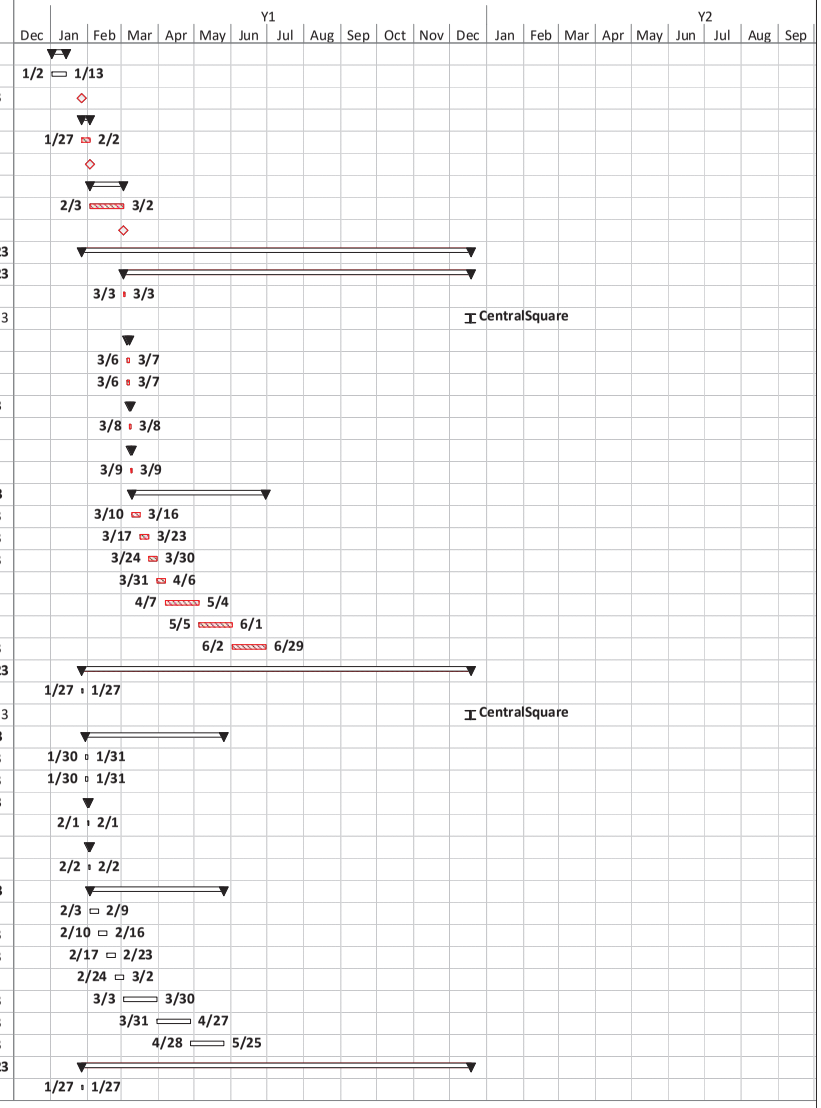
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
1126	0%	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Mon 1/2/23**	**Fri 1/13/23**
1127	0%	CentralSquare Assistance with SOP's	10 days	Mon 1/2/23	Fri 1/13/23
1128	0%	All Acceptance Testing Complete	0 days	Thu 1/26/23	Thu 1/26/23
1129	0%	**CentralSquare Led Training**	**5 days**	**Fri 1/27/23**	**Thu 2/2/23**
1130	0%	CAD-to-CAD Hub Administrator Training and Provide Hub Portal Training Videos (Duration TBD)	5 days	Fri 1/27/23	Thu 2/2/23
1131	0%	CentralSquare Led Training Complete	0 days	Thu 2/2/23	Thu 2/2/23
1132	0%	**County/Agency Led Training**	**20 days**	**Fri 2/3/23**	**Thu 3/2/23**
1133	0%	Train Staff from Expanded SOPs during the End to End / Acceptance Testing (Duration TBD)	20 days	Fri 2/3/23	Thu 3/2/23
1134	0%	County/Agency Led Training Complete	0 days	Thu 3/2/23	Thu 3/2/23
1135	0%	**Stage 5: Incremental Deployment (Production Testing With Currently Connected Systems)**	**232 days**	**Fri 1/27/23**	**Mon 12/18/23**
1136	0%	**Deployment - Hatzalah South FL EMS**	**207 days**	**Fri 3/3/23**	**Mon 12/18/23**
1137	0%	Start Date [DTBS]	1 day	Fri 3/3/23	Fri 3/3/23
1138	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
1139	0%	**Incremental Deployment**	**2 days**	**Mon 3/6/23**	**Tue 3/7/23**
1140	0%	Enable Unit Status Sharing & Monitor	2 days	Mon 3/6/23	Tue 3/7/23
1141	0%	Enable AVL Updates & Monitor	2 days	Mon 3/6/23	Tue 3/7/23
1142	0%	**Enable Call Sharing & Monitor**	**1 day**	**Wed 3/8/23**	**Wed 3/8/23**
1143	0%	Conduct limited production call sharing testing in production	1 day	Wed 3/8/23	Wed 3/8/23
1144	0%	**Enable Call Comments & Monitor**	**1 day**	**Thu 3/9/23**	**Thu 3/9/23**
1145	0%	Identify Unnecessary Comments for Blocking	1 day	Thu 3/9/23	Thu 3/9/23
1146	0%	**Production Observation Period**	**80 days**	**Fri 3/10/23**	**Thu 6/29/23**
1147	0%	Weekly Evaluation and Rework 1	5 days	Fri 3/10/23	Thu 3/16/23
1148	0%	Weekly Evaluation and Rework 2	5 days	Fri 3/17/23	Thu 3/23/23
1149	0%	Weekly Evaluation and Rework 3	5 days	Fri 3/24/23	Thu 3/30/23
1150	0%	Weekly Evaluation and Rework 4	5 days	Fri 3/31/23	Thu 4/6/23
1151	0%	Development Rework as needed	20 days	Fri 4/7/23	Thu 5/4/23
1152	0%	Configuration Adjustment as needed	20 days	Fri 5/5/23	Thu 6/1/23
1153	0%	Business Adjustment Rework as needed	20 days	Fri 6/2/23	Thu 6/29/23
1154	0%	**Deployment - Miami Gardens PD**	**232 days**	**Fri 1/27/23**	**Mon 12/18/23**
1155	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23
1156	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
1157	0%	**Incremental Deployment**	**84 days**	**Mon 1/30/23**	**Thu 5/25/23**
1158	0%	Enable Unit Status Sharing & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1159	0%	Enable AVL Updates & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1160	0%	**Enable Call Sharing & Monitor**	**1 day**	**Wed 2/1/23**	**Wed 2/1/23**
1161	0%	Conduct limited production call sharing testing in production	1 day	Wed 2/1/23	Wed 2/1/23
1162	0%	**Enable Call Comments & Monitor**	**1 day**	**Thu 2/2/23**	**Thu 2/2/23**
1163	0%	Identify Unnecessary Comments for Blocking	1 day	Thu 2/2/23	Thu 2/2/23
1164	0%	**Production Observation Period**	**80 days**	**Fri 2/3/23**	**Thu 5/25/23**
1165	0%	Weekly Evaluation and Rework 1	5 days	Fri 2/3/23	Thu 2/9/23
1166	0%	Weekly Evaluation and Rework 2	5 days	Fri 2/10/23	Thu 2/16/23
1167	0%	Weekly Evaluation and Rework 3	5 days	Fri 2/17/23	Thu 2/23/23
1168	0%	Weekly Evaluation and Rework 4	5 days	Fri 2/24/23	Thu 3/2/23
1169	0%	Development Rework as needed	20 days	Fri 3/3/23	Thu 3/30/23
1170	0%	Configuration Adjustment as needed	20 days	Fri 3/31/23	Thu 4/27/23
1171	0%	Business Adjustment Rework as needed	20 days	Fri 4/28/23	Thu 5/25/23
1172	0%	**Deployment - South Miami PD**	**232 days**	**Fri 1/27/23**	**Mon 12/18/23**
1173	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23



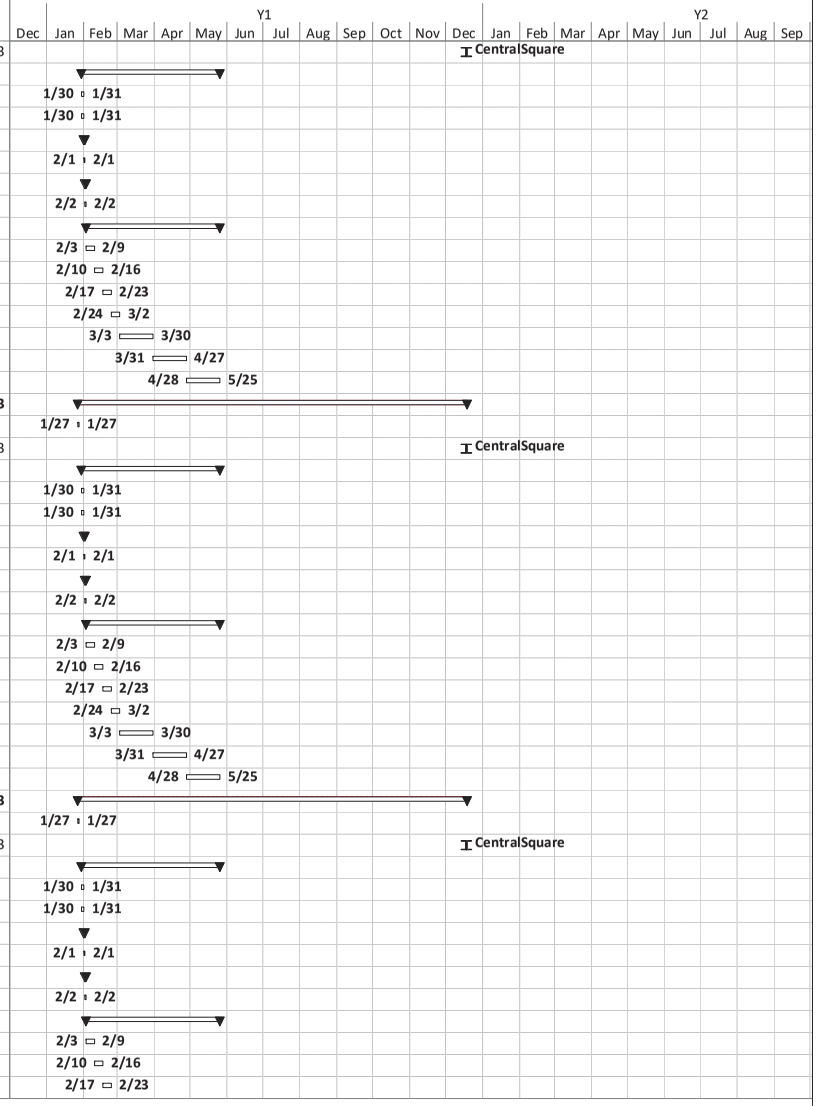
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
1174	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
1175	**0%**	**Incremental Deployment**	**84 days**	**Mon 1/30/23**	**Thu 5/25/23**
1176	0%	Enable Unit Status Sharing & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1177	0%	Enable AVL Updates & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1178	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Wed 2/1/23**	**Wed 2/1/23**
1179	0%	Conduct limited production call sharing testing in production	1 day	Wed 2/1/23	Wed 2/1/23
1180	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Thu 2/2/23**	**Thu 2/2/23**
1181	0%	Identify Unnecessary Comments for Blocking	1 day	Thu 2/2/23	Thu 2/2/23
1182	**0%**	**Production Observation Period**	**80 days**	**Fri 2/3/23**	**Thu 5/25/23**
1183	0%	Weekly Evaluation and Rework 1	5 days	Fri 2/3/23	Thu 2/9/23
1184	0%	Weekly Evaluation and Rework 2	5 days	Fri 2/10/23	Thu 2/16/23
1185	0%	Weekly Evaluation and Rework 3	5 days	Fri 2/17/23	Thu 2/23/23
1186	0%	Weekly Evaluation and Rework 4	5 days	Fri 2/24/23	Thu 3/2/23
1187	0%	Development Rework as needed	20 days	Fri 3/3/23	Thu 3/30/23
1188	0%	Configuration Adjustment as needed	20 days	Fri 3/31/23	Thu 4/27/23
1189	0%	Business Adjustment Rework as needed	20 days	Fri 4/28/23	Thu 5/25/23
1190	**0%**	**Deployment - Homestead PD**	**232 days**	**Fri 1/27/23**	**Mon 12/18/23**
1191	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23
1192	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
1193	**0%**	**Incremental Deployment**	**84 days**	**Mon 1/30/23**	**Thu 5/25/23**
1194	0%	Enable Unit Status Sharing & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1195	0%	Enable AVL Updates & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1196	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Wed 2/1/23**	**Wed 2/1/23**
1197	0%	Conduct limited production call sharing testing in production	1 day	Wed 2/1/23	Wed 2/1/23
1198	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Thu 2/2/23**	**Thu 2/2/23**
1199	0%	Identify Unnecessary Comments for Blocking	1 day	Thu 2/2/23	Thu 2/2/23
1200	**0%**	**Production Observation Period**	**80 days**	**Fri 2/3/23**	**Thu 5/25/23**
1201	0%	Weekly Evaluation and Rework 1	5 days	Fri 2/3/23	Thu 2/9/23
1202	0%	Weekly Evaluation and Rework 2	5 days	Fri 2/10/23	Thu 2/16/23
1203	0%	Weekly Evaluation and Rework 3	5 days	Fri 2/17/23	Thu 2/23/23
1204	0%	Weekly Evaluation and Rework 4	5 days	Fri 2/24/23	Thu 3/2/23
1205	0%	Development Rework as needed	20 days	Fri 3/3/23	Thu 3/30/23
1206	0%	Configuration Adjustment as needed	20 days	Fri 3/31/23	Thu 4/27/23
1207	0%	Business Adjustment Rework as needed	20 days	Fri 4/28/23	Thu 5/25/23
1208	**0%**	**Deployment - Miami Shores PD**	**232 days**	**Fri 1/27/23**	**Mon 12/18/23**
1209	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23
1210	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
1211	**0%**	**Incremental Deployment**	**84 days**	**Mon 1/30/23**	**Thu 5/25/23**
1212	0%	Enable Unit Status Sharing & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1213	0%	Enable AVL Updates & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1214	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Wed 2/1/23**	**Wed 2/1/23**
1215	0%	Conduct limited production call sharing testing in production	1 day	Wed 2/1/23	Wed 2/1/23
1216	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Thu 2/2/23**	**Thu 2/2/23**
1217	0%	Identify Unnecessary Comments for Blocking	1 day	Thu 2/2/23	Thu 2/2/23
1218	**0%**	**Production Observation Period**	**80 days**	**Fri 2/3/23**	**Thu 5/25/23**
1219	0%	Weekly Evaluation and Rework 1	5 days	Fri 2/3/23	Thu 2/9/23
1220	0%	Weekly Evaluation and Rework 2	5 days	Fri 2/10/23	Thu 2/16/23
1221	0%	Weekly Evaluation and Rework 3	5 days	Fri 2/17/23	Thu 2/23/23



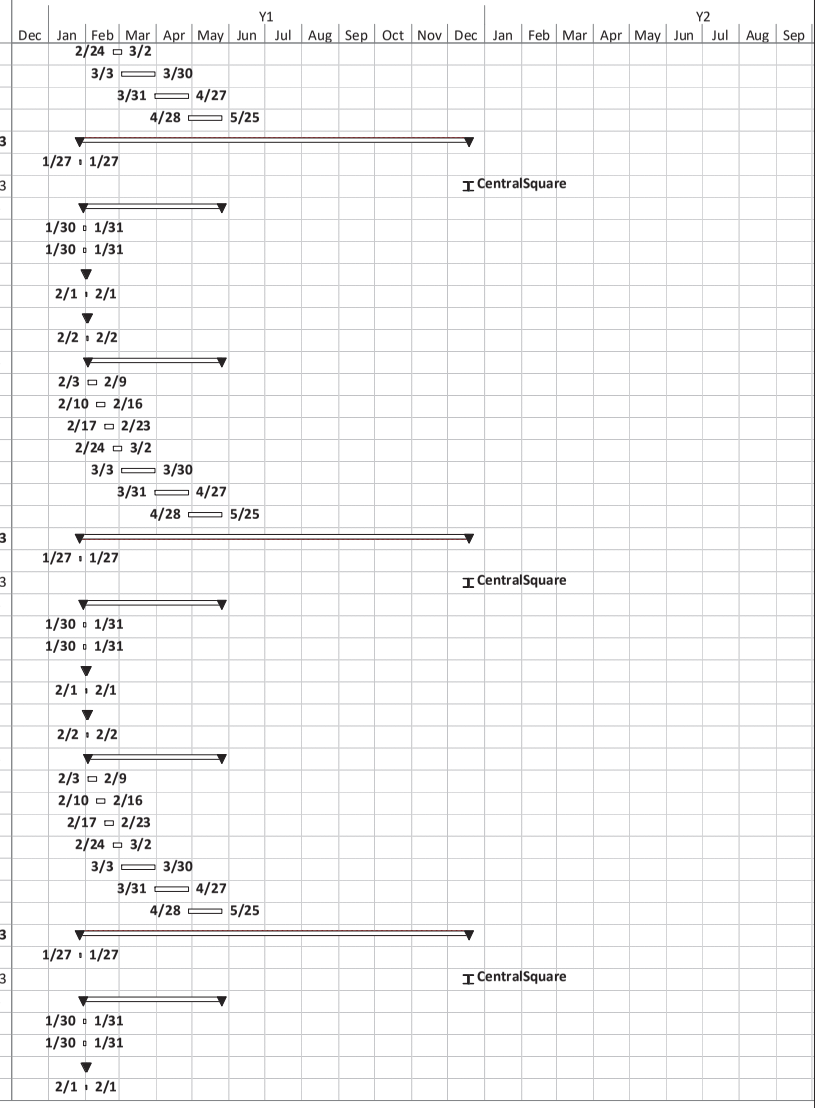
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
1222	0%	Weekly Evaluation and Rework 4	5 days	Fri 2/24/23	Thu 3/2/23
1223	0%	Development Rework as needed	20 days	Fri 3/3/23	Thu 3/30/23
1224	0%	Configuration Adjustment as needed	20 days	Fri 3/31/23	Thu 4/27/23
1225	0%	Business Adjustment Rework as needed	20 days	Fri 4/28/23	Thu 5/25/23
1226	**0%**	**Deployment - City of Doral Police**	**232 days**	**Fri 1/27/23**	**Mon 12/18/23**
1227	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23
1228	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
1229	**0%**	**Incremental Deployment**	**84 days**	**Mon 1/30/23**	**Thu 5/25/23**
1230	0%	Enable Unit Status Sharing & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1231	0%	Enable AVL Updates & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1232	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Wed 2/1/23**	**Wed 2/1/23**
1233	0%	Conduct limited production call sharing testing in production	1 day	Wed 2/1/23	Wed 2/1/23
1234	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Thu 2/2/23**	**Thu 2/2/23**
1235	0%	Identify Unnecessary Comments for Blocking	1 day	Thu 2/2/23	Thu 2/2/23
1236	**0%**	**Production Observation Period**	**80 days**	**Fri 2/3/23**	**Thu 5/25/23**
1237	0%	Weekly Evaluation and Rework 1	5 days	Fri 2/3/23	Thu 2/9/23
1238	0%	Weekly Evaluation and Rework 2	5 days	Fri 2/10/23	Thu 2/16/23
1239	0%	Weekly Evaluation and Rework 3	5 days	Fri 2/17/23	Thu 2/23/23
1240	0%	Weekly Evaluation and Rework 4	5 days	Fri 2/24/23	Thu 3/2/23
1241	0%	Development Rework as needed	20 days	Fri 3/3/23	Thu 3/30/23
1242	0%	Configuration Adjustment as needed	20 days	Fri 3/31/23	Thu 4/27/23
1243	0%	Business Adjustment Rework as needed	20 days	Fri 4/28/23	Thu 5/25/23
1244	**0%**	**Deployment - City of Miami Police**	**232 days**	**Fri 1/27/23**	**Mon 12/18/23**
1245	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23
1246	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
1247	**0%**	**Incremental Deployment**	**84 days**	**Mon 1/30/23**	**Thu 5/25/23**
1248	0%	Enable Unit Status Sharing & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1249	0%	Enable AVL Updates & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1250	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Wed 2/1/23**	**Wed 2/1/23**
1251	0%	Conduct limited production call sharing testing in production	1 day	Wed 2/1/23	Wed 2/1/23
1252	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Thu 2/2/23**	**Thu 2/2/23**
1253	0%	Identify Unnecessary Comments for Blocking	1 day	Thu 2/2/23	Thu 2/2/23
1254	**0%**	**Production Observation Period**	**80 days**	**Fri 2/3/23**	**Thu 5/25/23**
1255	0%	Weekly Evaluation and Rework 1	5 days	Fri 2/3/23	Thu 2/9/23
1256	0%	Weekly Evaluation and Rework 2	5 days	Fri 2/10/23	Thu 2/16/23
1257	0%	Weekly Evaluation and Rework 3	5 days	Fri 2/17/23	Thu 2/23/23
1258	0%	Weekly Evaluation and Rework 4	5 days	Fri 2/24/23	Thu 3/2/23
1259	0%	Development Rework as needed	20 days	Fri 3/3/23	Thu 3/30/23
1260	0%	Configuration Adjustment as needed	20 days	Fri 3/31/23	Thu 4/27/23
1261	0%	Business Adjustment Rework as needed	20 days	Fri 4/28/23	Thu 5/25/23
1262	**0%**	**Deployment - City of Miami Fire Rescue**	**232 days**	**Fri 1/27/23**	**Mon 12/18/23**
1263	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23
1264	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
1265	**0%**	**Incremental Deployment**	**84 days**	**Mon 1/30/23**	**Thu 5/25/23**
1266	0%	Enable Unit Status Sharing & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1267	0%	Enable AVL Updates & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1268	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Wed 2/1/23**	**Wed 2/1/23**
1269	0%	Conduct limited production call sharing testing in production	1 day	Wed 2/1/23	Wed 2/1/23



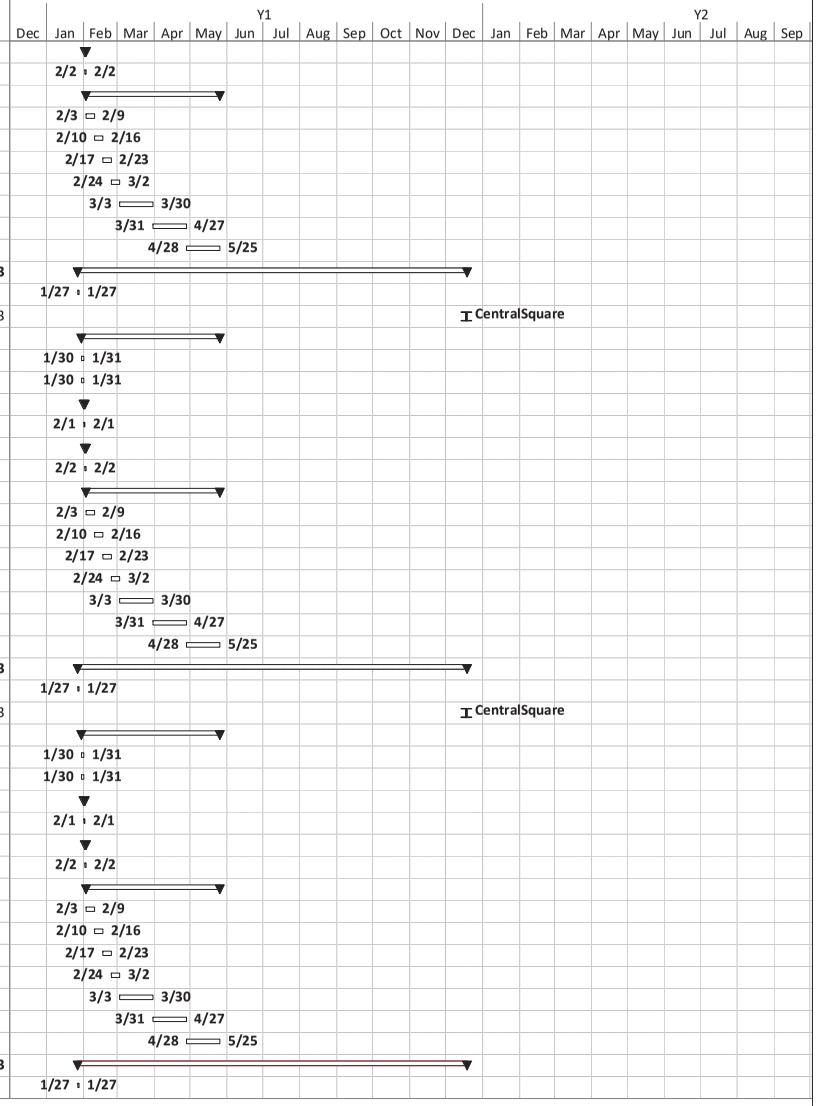
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
1270	0%	**Enable Call Comments & Monitor**	**1 day**	**Thu 2/2/23**	**Thu 2/2/23**
1271	0%	Identify Unnecessary Comments for Blocking	1 day	Thu 2/2/23	Thu 2/2/23
1272	0%	**Production Observation Period**	**80 days**	**Fri 2/3/23**	**Thu 5/25/23**
1273	0%	Weekly Evaluation and Rework 1	5 days	Fri 2/3/23	Thu 2/9/23
1274	0%	Weekly Evaluation and Rework 2	5 days	Fri 2/10/23	Thu 2/16/23
1275	0%	Weekly Evaluation and Rework 3	5 days	Fri 2/17/23	Thu 2/23/23
1276	0%	Weekly Evaluation and Rework 4	5 days	Fri 2/24/23	Thu 3/2/23
1277	0%	Development Rework as needed	20 days	Fri 3/3/23	Thu 3/30/23
1278	0%	Configuration Adjustment as needed	20 days	Fri 3/31/23	Thu 4/27/23
1279	0%	Business Adjustment Rework as needed	20 days	Fri 4/28/23	Thu 5/25/23
1280	0%	**Deployment - City of Hialeah**	**232 days**	**Fri 1/27/23**	**Mon 12/18/23**
1281	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23
1282	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
1283	0%	**Incremental Deployment**	**84 days**	**Mon 1/30/23**	**Thu 5/25/23**
1284	0%	Enable Unit Status Sharing & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1285	0%	Enable AVL Updates & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1286	0%	**Enable Call Sharing & Monitor**	**1 day**	**Wed 2/1/23**	**Wed 2/1/23**
1287	0%	Conduct limited production call sharing testing in production	1 day	Wed 2/1/23	Wed 2/1/23
1288	0%	**Enable Call Comments & Monitor**	**1 day**	**Thu 2/2/23**	**Thu 2/2/23**
1289	0%	Identify Unnecessary Comments for Blocking	1 day	Thu 2/2/23	Thu 2/2/23
1290	0%	**Production Observation Period**	**80 days**	**Fri 2/3/23**	**Thu 5/25/23**
1291	0%	Weekly Evaluation and Rework 1	5 days	Fri 2/3/23	Thu 2/9/23
1292	0%	Weekly Evaluation and Rework 2	5 days	Fri 2/10/23	Thu 2/16/23
1293	0%	Weekly Evaluation and Rework 3	5 days	Fri 2/17/23	Thu 2/23/23
1294	0%	Weekly Evaluation and Rework 4	5 days	Fri 2/24/23	Thu 3/2/23
1295	0%	Development Rework as needed	20 days	Fri 3/3/23	Thu 3/30/23
1296	0%	Configuration Adjustment as needed	20 days	Fri 3/31/23	Thu 4/27/23
1297	0%	Business Adjustment Rework as needed	20 days	Fri 4/28/23	Thu 5/25/23
1298	0%	**Deployment - City of Coral Gables**	**232 days**	**Fri 1/27/23**	**Mon 12/18/23**
1299	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23
1300	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
1301	0%	**Incremental Deployment**	**84 days**	**Mon 1/30/23**	**Thu 5/25/23**
1302	0%	Enable Unit Status Sharing & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1303	0%	Enable AVL Updates & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1304	0%	**Enable Call Sharing & Monitor**	**1 day**	**Wed 2/1/23**	**Wed 2/1/23**
1305	0%	Conduct limited production call sharing testing in production	1 day	Wed 2/1/23	Wed 2/1/23
1306	0%	**Enable Call Comments & Monitor**	**1 day**	**Thu 2/2/23**	**Thu 2/2/23**
1307	0%	Identify Unnecessary Comments for Blocking	1 day	Thu 2/2/23	Thu 2/2/23
1308	0%	**Production Observation Period**	**80 days**	**Fri 2/3/23**	**Thu 5/25/23**
1309	0%	Weekly Evaluation and Rework 1	5 days	Fri 2/3/23	Thu 2/9/23
1310	0%	Weekly Evaluation and Rework 2	5 days	Fri 2/10/23	Thu 2/16/23
1311	0%	Weekly Evaluation and Rework 3	5 days	Fri 2/17/23	Thu 2/23/23
1312	0%	Weekly Evaluation and Rework 4	5 days	Fri 2/24/23	Thu 3/2/23
1313	0%	Development Rework as needed	20 days	Fri 3/3/23	Thu 3/30/23
1314	0%	Configuration Adjustment as needed	20 days	Fri 3/31/23	Thu 4/27/23
1315	0%	Business Adjustment Rework as needed	20 days	Fri 4/28/23	Thu 5/25/23
1316	0%	**Deployment - City of Miami Beach**	**232 days**	**Fri 1/27/23**	**Mon 12/18/23**
1317	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23



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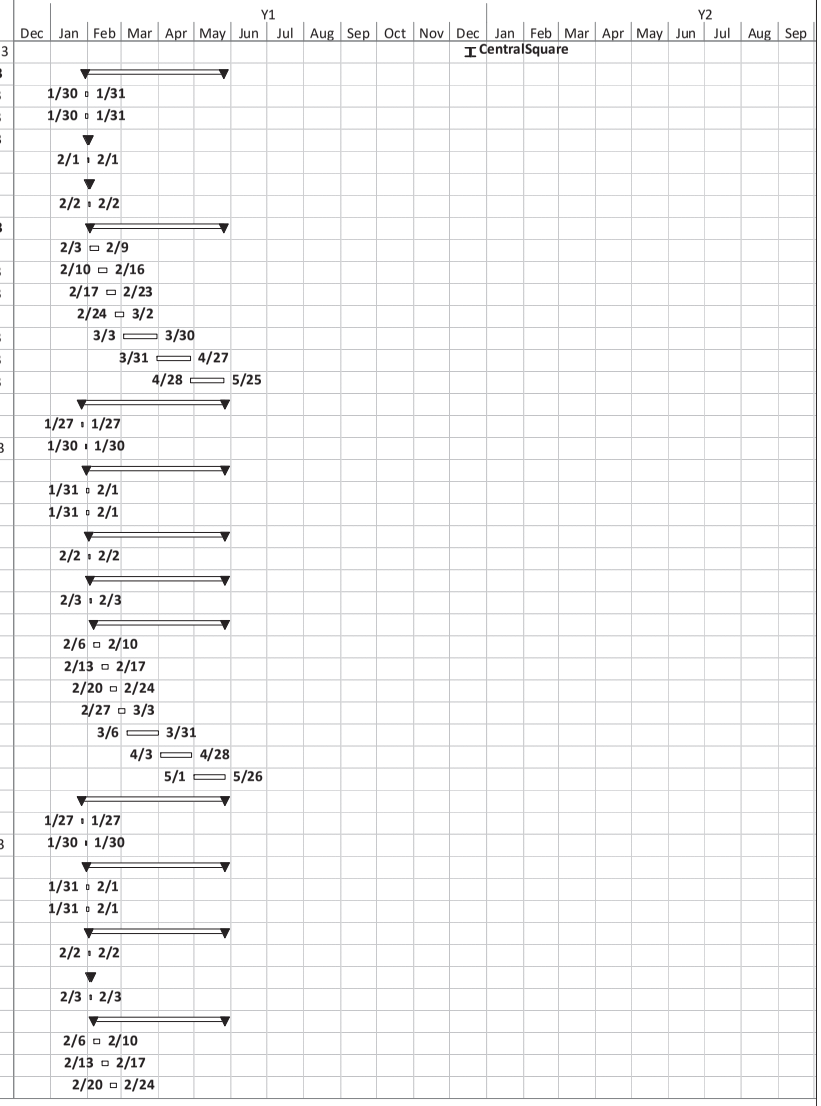
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Miami Dade Fire Rescue DRAFT Project Schedule v 1.4 Dated 9-16-22

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish
1318	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23
1319	**0%**	**Incremental Deployment**	**84 days**	**Mon 1/30/23**	**Thu 5/25/23**
1320	0%	Enable Unit Status Sharing & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1321	0%	Enable AVL Updates & Monitor	2 days	Mon 1/30/23	Tue 1/31/23
1322	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Wed 2/1/23**	**Wed 2/1/23**
1323	0%	Conduct limited production call sharing testing in production	1 day	Wed 2/1/23	Wed 2/1/23
1324	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Thu 2/2/23**	**Thu 2/2/23**
1325	0%	Identify Unnecessary Comments for Blocking	1 day	Thu 2/2/23	Thu 2/2/23
1326	**0%**	**Production Observation Period**	**80 days**	**Fri 2/3/23**	**Thu 5/25/23**
1327	0%	Weekly Evaluation and Rework 1	5 days	Fri 2/3/23	Thu 2/9/23
1328	0%	Weekly Evaluation and Rework 2	5 days	Fri 2/10/23	Thu 2/16/23
1329	0%	Weekly Evaluation and Rework 3	5 days	Fri 2/17/23	Thu 2/23/23
1330	0%	Weekly Evaluation and Rework 4	5 days	Fri 2/24/23	Thu 3/2/23
1331	0%	Development Rework as needed	20 days	Fri 3/3/23	Thu 3/30/23
1332	0%	Configuration Adjustment as needed	20 days	Fri 3/31/23	Thu 4/27/23
1333	0%	Business Adjustment Rework as needed	20 days	Fri 4/28/23	Thu 5/25/23
1334	**0%**	**Deployment - Florida Power and Light**	**86 days**	**Fri 1/27/23**	**Fri 5/26/23**
1335	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23
1336	0%	Support Overview and Connection Check	1 day	Mon 1/30/23	Mon 1/30/23
1337	**0%**	**Incremental Deployment**	**84 days**	**Tue 1/31/23**	**Fri 5/26/23**
1338	0%	Enable Unit Status Sharing & Monitor	2 days	Tue 1/31/23	Wed 2/1/23
1339	0%	Enable AVL Updates & Monitor	2 days	Tue 1/31/23	Wed 2/1/23
1340	**0%**	**Enable Call Sharing & Monitor**	**82 days**	**Thu 2/2/23**	**Fri 5/26/23**
1341	0%	Conduct limited production call sharing testing in production	1 day	Thu 2/2/23	Thu 2/2/23
1342	**0%**	**Enable Call Comments & Monitor**	**81 days**	**Fri 2/3/23**	**Fri 5/26/23**
1343	0%	Identify Unnecessary Comments for Blocking	1 day	Fri 2/3/23	Fri 2/3/23
1344	**0%**	**Production Observation Period**	**80 days**	**Mon 2/6/23**	**Fri 5/26/23**
1345	0%	Weekly Evaluation and Rework 1	5 days	Mon 2/6/23	Fri 2/10/23
1346	0%	Weekly Evaluation and Rework 2	5 days	Mon 2/13/23	Fri 2/17/23
1347	0%	Weekly Evaluation and Rework 3	5 days	Mon 2/20/23	Fri 2/24/23
1348	0%	Weekly Evaluation and Rework 4	5 days	Mon 2/27/23	Fri 3/3/23
1349	0%	Development Rework as needed	20 days	Mon 3/6/23	Fri 3/31/23
1350	0%	Configuration Adjustment as needed	20 days	Mon 4/3/23	Fri 4/28/23
1351	0%	Business Adjustment Rework as needed	20 days	Mon 5/1/23	Fri 5/26/23
1352	**0%**	**Deployment - Miami-Dade Fire Rescue (Hexagon)**	**86 days**	**Fri 1/27/23**	**Fri 5/26/23**
1353	0%	Start Date [DTBS]	1 day	Fri 1/27/23	Fri 1/27/23
1354	0%	Support Overview and Connection Check	1 day	Mon 1/30/23	Mon 1/30/23
1355	**0%**	**Incremental Deployment**	**84 days**	**Tue 1/31/23**	**Fri 5/26/23**
1356	0%	Enable Unit Status Sharing & Monitor	2 days	Tue 1/31/23	Wed 2/1/23
1357	0%	Enable AVL Updates & Monitor	2 days	Tue 1/31/23	Wed 2/1/23
1358	**0%**	**Enable Call Sharing & Monitor**	**82 days**	**Thu 2/2/23**	**Fri 5/26/23**
1359	0%	Conduct limited production call sharing testing in production	1 day	Thu 2/2/23	Thu 2/2/23
1360	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Fri 2/3/23**	**Fri 2/3/23**
1361	0%	Identify Unnecessary Comments for Blocking	1 day	Fri 2/3/23	Fri 2/3/23
1362	**0%**	**Production Observation Period**	**80 days**	**Mon 2/6/23**	**Fri 5/26/23**
1363	0%	Weekly Evaluation and Rework 1	5 days	Mon 2/6/23	Fri 2/10/23
1364	0%	Weekly Evaluation and Rework 2	5 days	Mon 2/13/23	Fri 2/17/23
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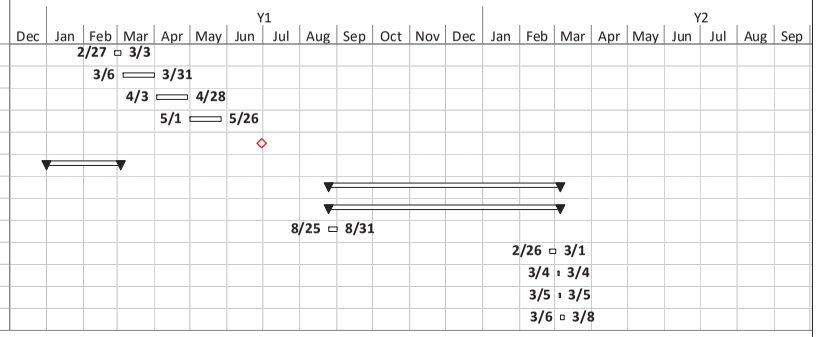
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CENTRALSQUARE

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1366	0%	Weekly Evaluation and Rework 4	5 days	Mon 2/27/23	Fri 3/3/23
1367	0%	Development Rework as needed	20 days	Mon 3/6/23	Fri 3/31/23
1368	0%	Configuration Adjustment as needed	20 days	Mon 4/3/23	Fri 4/28/23
1369	0%	Business Adjustment Rework as needed	20 days	Mon 5/1/23	Fri 5/26/23
1370	0%	Interface Ready for Go-Live for Remaining Agencies	0 days	Thu 6/29/23	Thu 6/29/23
1371	**0%**	**Billing Milestones (To be amended per contract)**	**45 days**	**Sun 1/1/23**	**Fri 3/3/23**
1402	**0%**	**Project Closeout**	**138 days**	**Fri 8/25/23**	**Tue 3/5/24**
1403	**0%**	**Issue Final Report/Lessons Learned**	**138 days**	**Fri 8/25/23**	**Tue 3/5/24**
1404	0%	Final Report/Lessons Learned Drafted	5 days	Fri 8/25/23	Thu 8/31/23
1405	0%	Team Review	5 days	Mon 2/26/24	Fri 3/1/24
1406	0%	Lessons Learned Review	1 day	Mon 3/4/24	Mon 3/4/24
1407	0%	Final Report Complete - Distributed to Team	1 day	Tue 3/5/24	Tue 3/5/24
1408	0%	Closeout Project in Financial Force	3 days	Wed 3/6/24	Fri 3/8/24



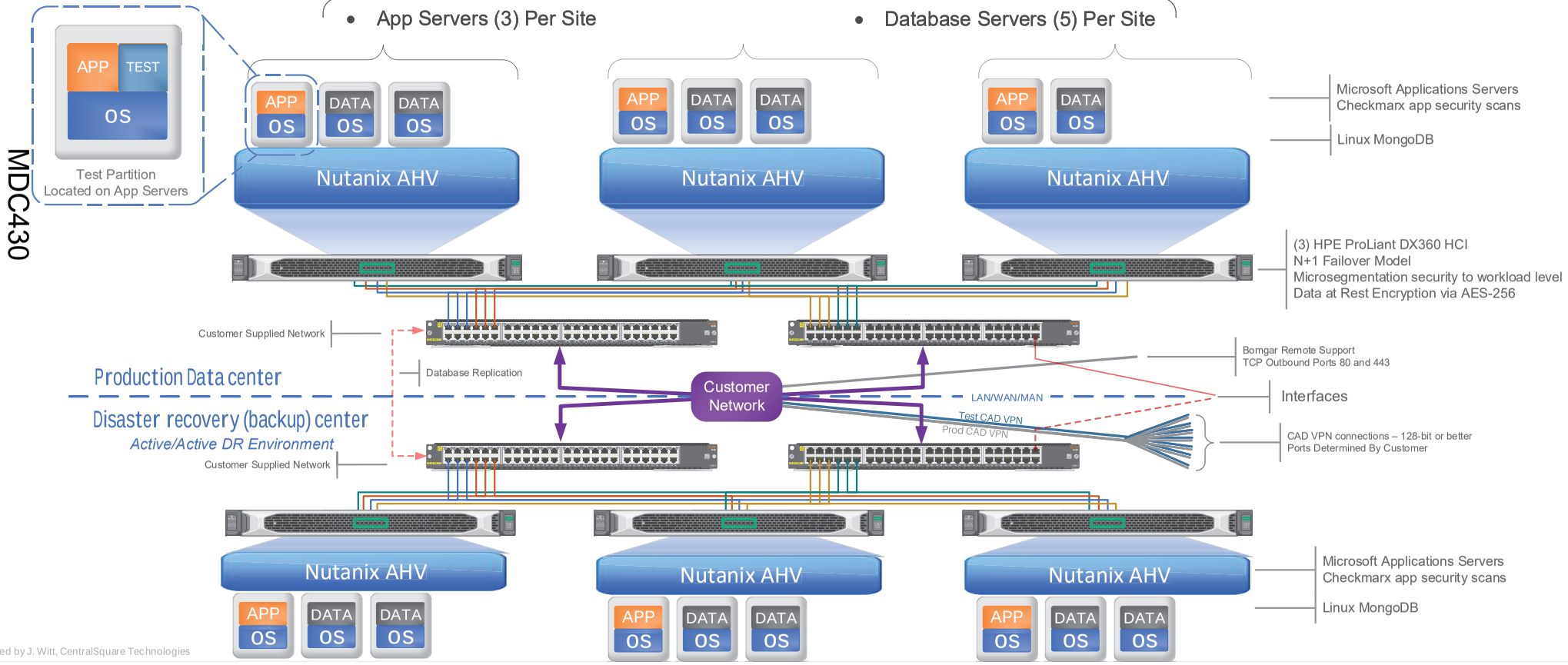
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Appendix A Exhibit 2 Network Diagram

Miami-Dade Fire rescue
Cad to cad solution

Representative system diagram

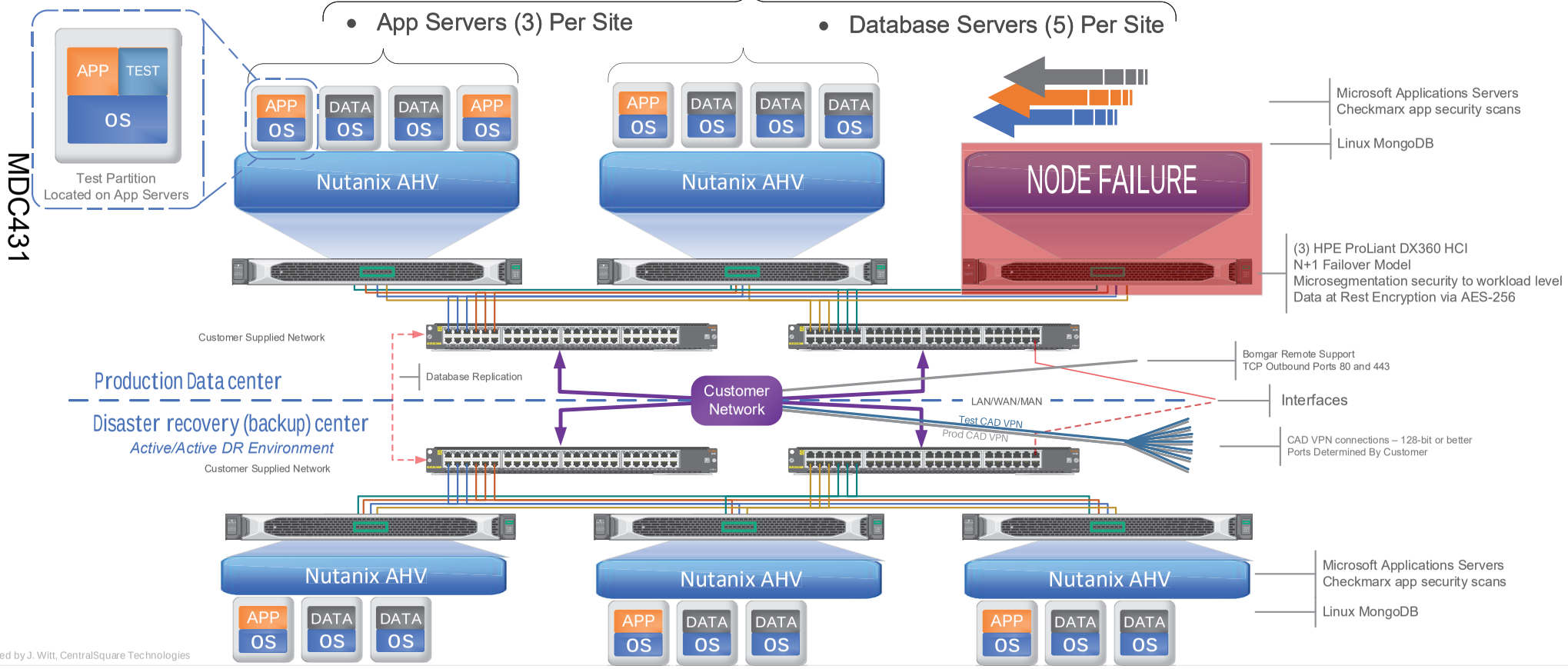


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Miami-Dade Fire rescue
Cad to cad solution

N+1 Failover Diagram

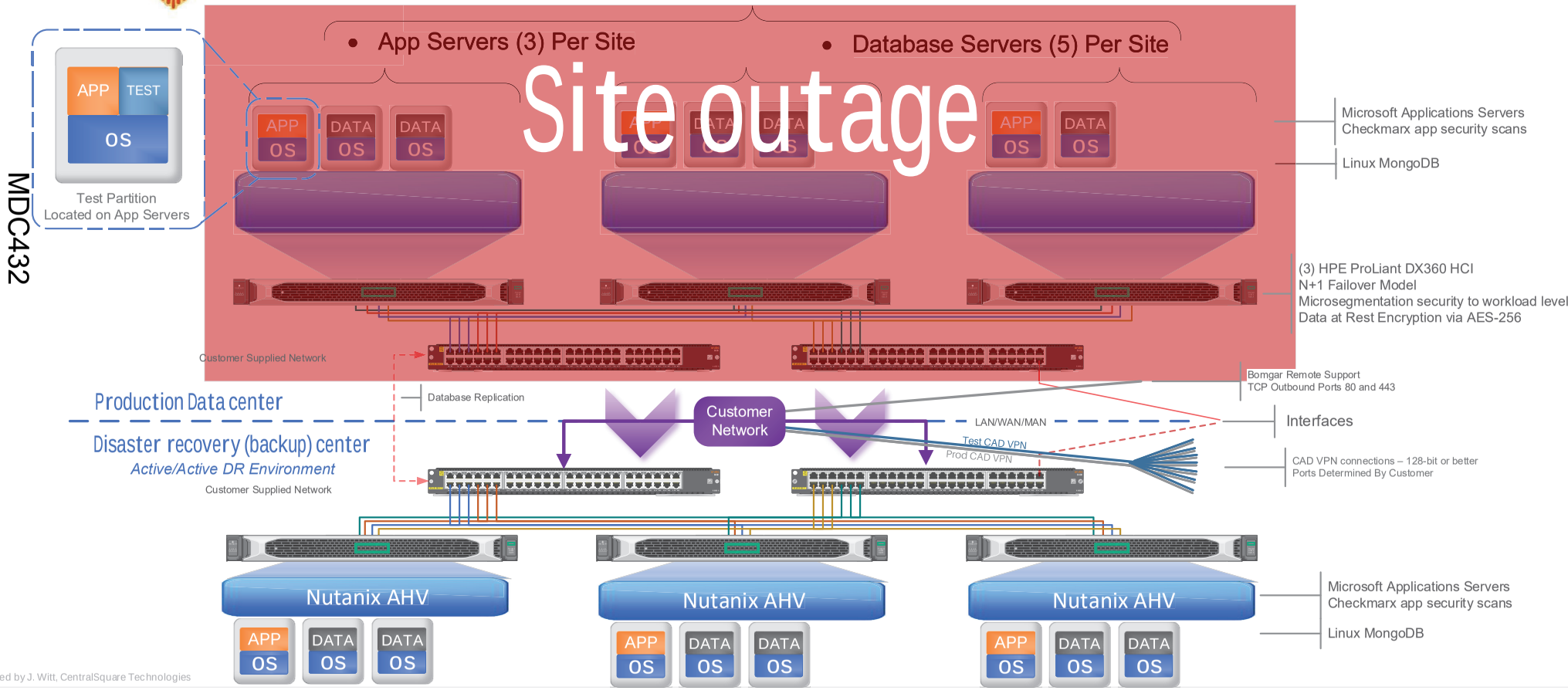


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Miami-Dade Fire rescue
Cad to cad solution

DR Failover Diagram



Prepared by J. Witt, CentralSquare Technologies

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Appendix A

Exhibit 3. Unify Standard Implementation Document

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Exhibit 3: Unify Standard Implementation Document (SID)

Overview

The CentralSquare CAD-to-CAD Hub (or simply the "Hub") provides intelligent options for sharing data between disparate CAD systems including call and unit information. Use of the Hub as a CAD-to-CAD solution reduces the use of phones and radio traffic while reducing response times and increasing information accuracy. The following documentation provides scope, processes, and deliverables necessary to implement a successful Unify system. This documentation provides the basis for an accompanying Statement of Work for the Unify product package integration to the Hub.

Unify provides the deepest system integration by interfacing bidirectionally to and from the connecting system. This allows users to send and receive incident and unit data to and from the Hub using their existing CAD or other system. The Unify product package also provides user access to the Hub Portal Incident Viewer and Hub Notifications typically associated with the Aware and Notify product packages.

CAD-to-CAD Unify Solution

1.0 Unify Standard Scope

The features listed below are available components within CAD-to-CAD Hub's core functionality. Each feature requires effort to train personnel, discover needs, configure, test and deploy the system. This document is accompanied by a Statement of Work which govern the supported features, the number of configurations allowed, and the maximum effort that will be expended by CentralSquare personnel to implement these features. Not all capabilities described herein will be deployed with every Unify Hub integration project. Features and components not listed below are not included in the project. Additional customizations must be expressly detailed in the SOW, Section 7.4 Modifications.

1.1 Business Rules, Filters, and Data Translations

A. **Business Rules to Exchange Call and Unit Information:** The CAD-to-CAD Hub may be configured to share information automatically using business rules based on pre-defined criteria determined by the County and agencies. Each business rule identifies call or unit criteria which will act as a trigger to a subsequent information sharing action. Business rules are configurable without the need for customized coding or scripting.

   a. The following are supported criteria for triggering a business rule:
      i. Call or unit meets the criteria of a defined Filter in the Hub Portal
      ii. Call or unit stops meeting the criteria of a defined Filter in the Hub Portal
      iii. Comment added to a call containing pre-configured text string or keyword
      iv. External resource is requested. The call information will be shared with the CAD system that owns the requested physical resource.
      v. Resource request is granted, denied, or cancelled
      vi. Error (network or notification error) is received from an interface
      vii. Unit is assigned or unassigned from a call
      viii. Call or unit field updated

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ix. Non-incident CAD message is received

b. The following are actions that may be taken by a business rule:
   i. Share a call
   ii. Request a Resource
   iii. Grant/Deny/Cancel a resource request
   iv. Grant/Deny a resource request based on availability
   v. Send an email or SMS alert to a user or user group
   vi. Create an on-screen toast notification

c. The following are some sample scenarios that can be implemented using a business rule:
   i. Dispatcher initiated comment of "##WV" triggers a call share with another agency that is connected to the hub
   ii. Call share triggers a comment to be added to the shared call containing the originating dispatch center and call number
   iii. Resource request triggers an on-screen toast notification for a user group at the dispatch center owning the requested resource
   iv. Network error when attempting a call share generates a toast notification at the corresponding dispatch center

d. *Business rules require effort to define needs, configure, test, and refine. Even simple business rules may have unintended interactions with the connecting system or policies of the dispatch center. Testing is required to refine rules as necessary. The time associated will increase with the complexity of the business rule. Refer to the SOW to identify the number of Business Rules and the maximum effort to be expended by CentralSquare personnel to implement those rules.*

B. **Filters:** Filters are used to define criteria to be met for information sharing including business rules, restrict viewing for user groups, and other built-in configurations. Determining and configuring filter criteria is the responsibility of the County and agencies with assistance from CentralSquare.

a. Filters may be created based on:

   i. Incoming Common Data Mappings for Supported CAD Incident Fields as defined in this document
   ii. Incoming Common Data Mappings for Supported Unit Update Fields as defined in this document
   iii. Time and Date parameters

b. The following are sample use cases for which filters may be used to restrict viewing or trigger business rules:

   i. Calls originating from a particular dispatch center
   ii. Calls mapped to a single or multiple common nature code(s)
   iii. Calls of a particular discipline such as Law, Fire, or EMS
   iv. Calls shared with other dispatch centers
   v. Calls located in a particular geographic area (geofence)
   vi. Units dispatched to shared calls

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c. *Filters are created through the standard menu-driven functionality of the Hub Portal. Complex filtering scenarios may require additional effort involving defining needs, configuring the filter, test, and refinement.*

C. **Code Mappings/Translations:** The CAD-to-CAD Hub includes the ability to translate incident and unit field values such as Call Nature between sharing CAD systems by mapping codes through a common code set. The County and agencies are responsible for defining the common code set, inputting local codes and mapping them to the common codes, and maintaining the entire set of codes using the Hub Portal. Code mapping is supported for the following codes:

a. Agency Name
b. City
c. Dispatch Center
d. Nature/Response Type
e. Response Area/Zone
f. Station
g. Transport Destination (Code)
h. Unit/Resource
i. Unit Status
j. Zone (Map Data)
k. Discipline (i.e. Fire, Law, EMS)
l. Priority
m. Response Type

D. *This document is limited to standard menu-driven code mapping functionality. Complex mappings that require custom scripts is not included as standard functionality. The following are examples of non-standard customizations which will need to be scoped separately:*

a. Using a combination of factors to determine which code to send on a shared incident. For example, sending a Call Nature of "Structure Fire" for Fire calls and "Fire Assistance" for Law calls when a shared Incident has spawned two or more incidents in a separate CAD system.

b. Changing the Call Nature based on which unit is requested.

E. **Custom Scripts:** If customization is necessary, this will generally be done using custom scripts. Writing of any custom script is not included as part of standard functionality and will be scoped separately.

1.2 Call/Incident Related Data

A. **Supported CAD Incident Fields:** The following CAD Incident fields are supported for sharing by the CAD-to-CAD Hub. CentralSquare will not support fields that are not provided or accepted by the CAD system.

a. Agency Name
b. Discipline (i.e. Fire, Law, EMS)
c. Call Nature (Accident, Structure Fire, Heart Condition, etc.)
d. Call Priority (P1, P2, P3, etc.)

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e. Street Address
f. Apartment Number
g. Building Number
h. Cross Street
i. Location (common place name- Central Park, County Library, etc.)
j. City
k. State
l. Latitude/Longitude (Decimal Format)
m. Radio Channel
n. Response Area/Zone
o. Caller Name
p. Caller Number
q. Caller Address
r. Comments
s. Dispatch Center
t. Disposition
u. Zip
v. Zone (Map Data)
w. Time Stamps
x. Standard functionality is limited to sharing of text and translated codes. If the CAD system reacts in an undesirable way to updates (such as by spamming the narrative with unnecessary comments) the data field causing the problem should be disabled. Services to provide more complex manipulation of data sharing will need to be scoped separately.

B. **Updates and Synchronization of Shared Incident Data**: Updates to the following event fields may be configured to share either as a direct update to the call record or as a pre-formatted comment added to the narrative.

a. Call Nature
b. Street Address
c. Cross Street
d. Apartment Number
e. Building Number
f. Radio Channel
g. Comments
h. Standard functionality is limited to simple updates of the call data. If the CAD system reacts in an undesirable way to updates (such as by spamming the narrative with unnecessary comments) the data field update causing the problem should be disabled. Services to provide more complex manipulation of data updates will need to be scoped separately.

C. **Address Validation:** Each CAD system may store address location information differently creating the potential for shared addresses to not validate. It is expected that some addresses may not validate automatically and may require some manual intervention by a dispatcher to correct.

Standard functionality is limited to the exchange of text-based address fields. Services to provide more complex manipulation of address data such as changing "St" to "Street" in order to improve shared address validation will need to be scoped separately.

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D. **Comment Sharing:** Comments refers to any notes, remarks, or narrative entered in your CAD system that are sent to the CAD-to-CAD Hub and potentially shared with other CAD systems. If implemented in the Adapter and supported by the CAD, sharing of comments can convey critical information and be very useful. However, excessive sharing of non-critical comments runs the risk of overloading dispatchers with unnecessary information. It is highly recommended to limit comment sharing using configuration options in the Hub.

   a. One of the following options may be used to determine how comments will be shared.

      i. Only share comments that contain a key text string, such as "##SHARE"
      ii. Removing comments that follow a specific pattern. This feature may be used to remove automatic system messages that are not useful to other dispatch centers.
      iii. Share all comments (not recommended)
      iv. Disable comment sharing entirely

   b. The County and agencies are responsible to configure the Hub to limit comment delivery, including determining which text strings will be used to filter comments and adding them to the system.

   c. CAD system may have different sources of incident comments. For example, a CAD may provide a static information from "Basic Notes" completely separate from a "Running Comment Log." Usually only comments from the "Running Comment Log" are implemented in the Adapter shared by your CAD. The County and agencies, working with the Provider are responsible to configure that Adapter to share the appropriate comment data.

   d. Similarly, if there are confidential comments that should not be shared by your system, configurations can be set to block those from being viewed by other CAD systems or in the Hub.

   e. Due to inconsistencies in how each CAD system generates additional system comments as well as how each CAD processes comments and messages coming from the Hub, it is possible that some duplicate or redundant comments may result. While the Hub has been designed to reduce unnecessary comments as much as possible, some edge cases may still result in unwanted comments. Customizations needed to remove duplicate or unwanted comments outside of the standard features mentioned here will need to be scoped separately.

1.3 Unit/Resource Related Data

A. **Supported Unit Update Fields:** The following unit fields are supported for CAD-to-CAD sharing by the CAD-to-CAD Hub system. CentralSquare will not support fields not provided by the CAD system.

   a. Agency Name
   b. Unit Number
   c. Unique Unit ID
   d. Assigned Call Number (when assigned to a call)
   e. Assigned Call Unique ID (when assigned to a call)
   f. Status
   g. Time at Current Status

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h. Signed On Status
i. Latitude/Longitude (Decimal format)
j. Heading
k. Speed
l. Time at Coordinate
m. Transport Destination (Code)
n. Station
o. Location
p. Type of Unit

B. **Unit Status Sharing:** Real-time unit status updates can be shared between connected CAD systems, including AVL data (if available) by mapping physical to external units in the Hub. (External means placeholder or virtual units defined in a system that represent a physical unit in another system.)

a. **Available/Unavailable Status:** When a physical unit is assigned to a non-shared incident in the unit's owning CAD, other systems with an external mapping to that unit receive unit status updates that the unit is unavailable. Once the unit clears the scene or is otherwise available for dispatch, an available status will be sent for that unit to other systems.

b. **True Unit Status for Shared Incidents:** When a physical unit is on a shared incident, detailed unit updates (whether the unit is dispatched, enroute, arrived, etc.) will be shared with the other systems sharing incident.

c. **Unit Control:** Once a resource request for a unit has been granted, either explicitly or implicitly, control of that unit is shared with the requesting system/agency. If implemented in the adapter and supported by the requesting CAD, the status of that unit can be set by the requester. A system-to-system message containing the updated unit status will be sent to the unit's owning system. If implemented in the adapter and supported by the owning CAD, the true status of the unit is updated.

d. **Limiting AVL Updates:** Due to the potential for high volumes of unit status and avl updates, CentralSquare reserves the right to restrict the frequency of such updates in order to maximize overall system performance.

e. **CAD System Dependencies Regarding Unit Statuses:** The Hub is dependent on the adapter and the CAD system to provide and consume up-to-date information. Unit status syncing can be impacted by momentary network outages, system processing delays, or other temporary issues. It is not uncommon for units to occasionally be out of sync between systems for short intervals but is quickly corrected by a subsequent successful unit status update. If a unit is requested by a system/agency in error due to out-of-sync unit information, denial of the resource request by the owning CAD system will override the out-of-sync status and notify the requester the unit is unavailable. Otherwise, manual dispatcher intervention may be required either through exchange of incident comments or a phone call.

f. This document is limited to sharing standard translated unit status updates and AVL data. The following are examples of non-standard customizations which will need to be scoped separately:

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i. *Sending different unit status updates based on the unit type being updated such as 'On Scene' for law units and 'On Scene Staging' for fire units.*

ii. *Sending fabricated progressive unit status updates in order to satisfy the unit status progression requirements of the target CAD system. For example, sending multiple unit status updates such as 'Dispatched', 'Enroute' and 'On Scene' in order to reflect a single status update of 'On Scene' from the sharing CAD. Handling these out-of-scope requirements should be part of the receiving CAD adapter.*

1.4 System Administration

A. **System Administration** - System Administrators have access to the full setup and configuration of the CAD-to-CAD Hub for all connected CAD systems and participating agencies. Changes made by the administrator can potentially affect another agency inadvertently. For this reason, System Administrators should regularly consult and coordinate together before making configuration changes to the Hub.

a. It is the responsibility of the County and agencies to determine which individuals will be assigned as System Administrators.

b. When an administrator change is made, a log entry is created that describes the change made, the date and time, and the user that made the change.

c. System Administrators can create new users and assign permissions.

B. **User Administration** – Users are administered at both the system and agency level. System administrators may create users and assign permissions for all users. Agency User Administrators, which are created by System Administrators, may only do so for the agencies to which they are assigned.

a. It is the responsibility of the County and agencies to determine which individuals will be assigned as Agency User Administrators at the agency level.

b. Some configuration settings may be reset for all users across all agencies. These include:

i. The amount of time that inactive calls are displayed
ii. The amount of time that toast notifications are displayed (if used)
iii. Users may change these settings on an individual basis if desired.

c. User administration tasks such as creating new users and user groups, assigning permissions, resetting passwords, and Portal configuration settings are the responsibility of the County and agencies.

d. User groups may be configured using Filters so that only certain calls and units are visible. Incident comments may also be configured so that the incident is visible, but comments are not.

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C. **GIS Sources** – The Hub system uses your geographical information systems (GIS) data sources to build maps. By copying the GIS sources that you want to use to build your maps into a folder, you can then import them into the Hub through the Hub Portal user interface. The Hub Portal supports the display of active calls and units on a GIS map view for situational awareness. The Portal provides GIS layer import tools for the County and agencies to import their own map files including but not limited to ESRI and other standard shapefiles and image files (i.e. Geographic or State Plane). The GIS layer import tool only takes minutes to load the data, but note that when importing map files, there will be downtime. Recommended GIS Map Data Elements are: Boundaries, Stations (Police/Fire), Freeways/Interstates, Major Streets, Waterways, Parks, and Address Points (optional). The County and agencies are responsible for providing, loading, and updating the GIS map data for a single, consolidated view for all agencies connected to the Hub. The frequency of GIS updates are determined by the County and agencies as they have no bearing on geo validation, they are just a visual tool.

   a. *Beyond basic training and initial assistance in configuring GIS information in Hub, all other GIS related effort is the responsibility of the County and agencies.*

D. **System Connections** - Each system Adapter connects to the CAD-to-CAD Hub over a secured connection provided and maintained by the County and agencies. For bidirectional interfaces an HTTP connection (https://URL:port) is required at each endpoint (Hub side of the network and the Adapter side). All firewall configuration and configuring of ports is the responsibility of the County and agencies.

1.5 Data Retention and Backup

A. **CAD for Data Retention** – The CAD-to-CAD Hub provides call and unit information to each respective CAD system as the authoritative method for permanent data retention. The Hub is not designed as a data warehouse for long-term storage and retrieval. A separate interface may be used to send call and unit updates to a client-provided database for long-term storage.

B. **Data Purging -** Portal administration provides a setting to purge data older than a certain number of days. This feature may be set to retain data indefinitely, but this is not recommended. Data purging occurs automatically without adversely affecting the system in production.

C. **System Backups -** System backups may be conducted manually in two ways using the Application Manager tool accessible from each app server.

   a. Backup procedures are provided for both rollback and full system restore scenarios. In the event of a system upgrade and subsequent rollback, a manual backup is conducted first. This backup may be easily restored by with a simple process of selecting the backup file and restoring it using the application manager tool.

   b. To prepare for a full system restore, CentralSquare will provide files and documentation to install the system on new or existing servers. A manual configuration export should also be conducted periodically to capture the most recent configuration updates. This configuration export is easily imported using the

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application manager tool. CAD interfaces will need to reconnect with new credentials from the newly restored system. In the case that the County or agency opts to conduct full database backups, a full database restore may take the place of configuration exports and imports.

1.6 Portal Features

A. **Overview -** The Hub Portal is a thick client installed on a Windows-based workstation. The Portal is used to display call and unit related data as well as administrative tools for system configuration.

B. **Call and Unity Display –** The Hub Portal displays call and unit information in the dispatch view in real-time. This includes separate list and map views of current calls and units as well as a call details view. The information contained here may be limited based on filters applied to each user group. Hub includes the following tools for viewing call and unit-related information.

   a. Calls List – Displays currently open calls in a list view

   b. Call Details – Displays detailed information about a call including comments, connected calls, and assigned resources

   c. Units List – Complete list of units and current status

   d. Map View – Calls and units are shown on a map. Geofences and markers may also be created and shared with other user groups

C. **Toast Notifications** - Pop-up notifications that display in the lower-right corner of your screen and display call and unit information based on pre-configured business rules. These notifications may be used to bring attention to bidirectional call-sharing actions, or to bring bidirectional functionality to centers that may have a publish-only or no interface whatsoever.

D. **User Preferences** - Allow the user to adjust color schemes, when stagnant calls disappear from view, configure toast notifications, and enable/disable connection status monitoring.

E. **Admin Alerts** - Historical display of email and text message alerts that have been sent to your user.

F. **Diagnostics and Log Views** - Tools for troubleshooting and identifying information shared with each interface.

G. **Connection Monitoring** - The connection between each CAD system and the CAD-to-CAD Hub is continually monitored by the CAD adapter through heartbeat transactions to detect network failures. The Hub also monitors system network connections through heartbeat transactions and network errors. Users are notified of detected disconnects in the following ways:

   a. If the Hub detects a potential disconnect such as lack of a heartbeat or a network error with any CAD system, a warning will display through the Connection Status Monitor in the Hub Portal. A subsequent reconnect will remove this warning.

   b. If a CAD system has not transacted any updates to Hub for a configurable amount of time, a warning will display through the Connection Status Monitor in the Portal. This

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may indicate that although the Adapter continues to share heartbeats with Hub, it has lost the connection with its CAD system. A subsequent transaction will remove this warning.

c. If the CAD detects a potential disconnect to the Hub it is responsible to notify its users through the CAD user interface.

H. **Settings** - System and user administrators access and adjust system settings including connections, business rules, filters, and user administration using the Portal.

1.7 Information Sharing Redundancy

A. CAD-to-CAD sharing errors may result from various sources including the following:

a. User error
b. CAD system error
c. Network Error
d. CAD-to-CAD Hub error
e. Administrator error
f. Unforeseen circumstances

B. If there is an error in the CAD-to-CAD process, dispatchers must be aware of the problem immediately so that other means may be used to communicate such as phones or radios. The following are suggested methods to provide redundancy and checks to ensure awareness of CAD-to-CAD sharing.

a. Confirmation phone calls
b. Unit status timers in the CAD system
c. CAD-to-CAD Hub email or text message alerts
d. Hub Portal notifications
e. Hub light towers

2.0 Unify Professional Services Deliverables

CentralSquare commits to providing the following services according to the constraints and exceptions identified in the accompanying Agreement.

2.1 Project Management Services

Prior to Contract execution, CentralSquare will review and re-evaluate the proposed project team and notify the County of any changes. CentralSquare will appoint a Project Manager based on experience and availability.

CentralSquare will provide a Project Manager as the principle CentralSquare contact who will be responsible for managing CentralSquare's responsibilities related to the implementation of the Project, as described in this document and within the scope of the Agreement.

The Project Manager will organize and conduct regular project meetings for the purposes of updates and coordination. These meetings may have various purposes and include different County and agency

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personnel, third-party system providers, and CentralSquare personnel during the course of the project.

2.2 Engineering Support

CentralSquare will provide engineering expertise as product experts for the purpose of supporting technical staff of the County, agencies, and external system providers.

2.3 CAD-to-CAD Hub Initial Installation and Configuration

CentralSquare will provide support for the initial system configuration. This will include the following:

a. Installing the database and application server software.

b. Once network connections have been established between the servers by the County and agencies, CentralSquare will establish software connections between each server.

c. Establish each environment such as test, training, and production as set forth in this document and the accompanying Agreement.

d. Configure the connection parameters for each 3rd party system connection. Note it is the County's and agencies responsibility to ensure network connectivity between servers are established.

e. Load initial data mapping sets for the following codes. Note that mapping and translation of these codes is the responsibility of the County and agencies.

i. Dispatch Centers
ii. Agency
iii. Nature / Response Type
iv. Unit / Resource
v. Unit Status
vi. Unit Type

f. If the project involves joining a new dispatch center to an existing hub or upgrading a publish-only interface to a bidirectional interface, some or all of these steps may have been already completed. The associated Agreement will outline exceptions or additions to these steps.

2.4 Training

CentralSquare follows a "Train-the-Trainer" approach to training. This method allows in-depth training to key individuals at each agency who will then provide training to the remainder of the users. CentralSquare Technical Support personnel will be available as a resource to the County and agency trainers through established Technical Support procedures as defined in the Agreement.

A. **CAD-to-CAD Hub Administrator Training** - CentralSquare will provide Portal administrator training on how to monitor system health, manage groups and users, and make basic configuration changes. This training will be conducted remotely through a webinar.

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B. **Unify User Training** - CentralSquare will work with the County and agency trainers to advise them on incorporating CAD-to-CAD concepts into their training courses for dispatchers and call takers. However, since the methods for interacting with CAD incident and resource sharing are dependent upon their configuration, training for the Unify users is the responsibility of the County and the agency. It is expected that Subject Matter Experts (SME's) will be sufficiently familiar with their operational procedures and their CAD configuration to conduct this training for their respective agency.

C. **Hub Portal Training Videos** - CentralSquare will provide the County and agencies with access to training videos on essential Portal features.

D. **Training Documentation** - Agency specific documentation of local sharing use cases and rules is the responsibility of the County and agencies.

2.5 Project Documentation

This SOW provides a foundation for the CAD-to-CAD Hub information and sharing project documentation. Specific configurations will be determined during the discovery sessions and may be recorded in the documentation listed below. It is agreed that all shared documentation can be exchanged in an electronic form, such as .PDF, .DOCX, .XLSX, etc.

A. **List of CAD Codes** - The County and agencies will provide a list of CAD codes and descriptions that will be mapped to those of other CAD systems through the Hub. Common codes include incident status, nature, unit status, units, agencies, cities, and jurisdictions.

B. **Code Mapping Document** - Under the guidance of CentralSquare, the County and agencies will provide a list of mappings of the CAD Codes provided above to a common code set provided by CentralSquare. The common code set in the Hub facilitates mapping and translation to other agencies' codes, which is the responsibility of the County and agencies.

C. **Test Scenarios** - CentralSquare will provide a standardized list of tests for acceptance. Other tests can be suggested by the County and agencies providing that they are within the scope of the accompanying Agreement. These test scenarios will form the basis of training documentation.

D. **Configuration Documentation** - Documentation may be added directly into the configuration screens of the Hub and is easily exported as text. This will serve as the primary form of technical documentation.

E. **Product Manuals** - User and System Administration Guides will be provided electronically.

3.0 Unify Implementation

The CAD-to-CAD Hub implementation includes tasks to be completed by multiple stakeholders including CentralSquare, County and agency personnel, and a 3rd party system Provider. The tasks below are an overview and will be refined in a detailed project schedule with the County and agencies upon project kick-off. The payments for execution of the associated Agreement, as well as Software License Certificate delivery and completion of other project milestones are detailed in the associated Payment Schedule.

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3.1 Project Initiation

A. **Project Kickoff:** A video conference-call meeting is held during which the project overview and deliverables are presented, and the project schedule is finalized. The project Kickoff will commence once necessary Agreements between other parties have been completed and necessary work has been scheduled as described in the associated Agreement.

3.2 System Setup

A. **CAD Provider Adapter Implementation and Configuration** –Includes the installation and configuration of the CAD Provider adapter by the Provider or by CentralSquare as defined in the associated SOW.

B. **Software Installation** - Basic server configuration is added for each interface on the CentralSquare server hosted at the host location. Sample data may be used to demonstrate the ability to view data using the Hub Portal client. The tasks listed under System Setup may be executed simultaneously.

C. **Software Installation**: Software Installation marks the completion of the system setup tasks. Messages are successfully being exchanged in a bidirectional fashion between Provider CAD system and the Hub. The Portal client software is delivered to the County and agencies, and the connection to server is demonstrated.

3.3 Discovery and Configuration

A. This involves gathering of business requirements, CAD codes, system configuration including code mappings on the CAD-to-CAD Hub. The County's Project Manager and Subject Matter Experts play a critical role during this time. The results of the discovery and configuration sessions will be compiled into configuration documents.

B. **Discovery and Configuration:** This task is considered complete upon completion of the client questionnaire documentation and a joint review between the County, the agencies, and CentralSquare.

3.4 Provider End-to-End Testing

A. This task may begin upon completion of all System Setup events and includes an isolated test of the CAD Provider adapter using CentralSquare's CAD simulator. This will be followed by end-to-end testing between the Provider CAD and other CAD systems. If a dependent CAD system is not ready for end-to-end testing, the testing may proceed using a CAD simulator provided by CentralSquare. CAD Simulator testing does not replace end-to-end testing with the CAD Provider.

B. **Provider End-to-End Testing:** Meeting all the Adapter and CAD Provider testing requirements as defined in the OSD marks the completion of this event.

3.5 Client End-to-End Testing/Acceptance Testing

A. This task begins upon completion of the Provider End-to-End Testing and is considered complete with County and agency approval of all successful standard tests. Each agency will go through

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Acceptance Testing when they are ready to connect to the system, so Acceptance Testing may happen multiple times on the same CAD-to-CAD Hub.

B. It is during this End-to-End testing that the County and agencies gains close familiarity with the CAD-to-CAD Hub and related functionalities. Expanded Standard Operating Procedures (SOP'S) are more fully defined and tested by the County and agencies during this time. This is a County and agency driven event with assistance from CentralSquare. Changes required for County and agency SOPs are out of scope unless explicitly agreed.

C. **Client End-to-End Testing/Acceptance Testing:** Completion of Acceptance Testing marks the conclusion of this task.

3.6 Final Training

A. Upon completion of Acceptance Testing, preparations for deployment may begin. A migration plan will be defined and executed. The County and agencies will train their own dispatchers from expanded SOPs defined during the Client End-to-End Testing/Acceptance Testing.

3.7 CAD-to-CAD Go-Live

A. After the Client-led training is complete, the system is ready for deployment. The CAD-to-CAD Hub has the ability to deploy functionality on a case-by-case basis. The migration plan may, for example, first deploy bidirectional unit status updates followed later by automated call sharing.

B. **Go-Live:** Successful migration of any portion of the bidirectional system to production.

3.8 Reliability Period for Group 2

A. Upon Go-Live of the CAD-to-CAD solution (i.e., productive use and any portion of the system is deployed in a bidirectional state), the Reliability period begins. After the successful completion of the Reliability period, ongoing support will be provided by CentralSquare Product Support.

B. **Reliability Period Complete:** Completion of the Reliability Period and transitioning project to CentralSquare Product Support.

4.0 Unify System Testing

Hub Unify is the full bidirectional implementation of the CAD-to-CAD Hub. CentralSquare and the County will develop a mutually agreed upon testing schedule for the agencies. System testing will be conducted throughout the project in three distinct periods and a warranty period. These are described below:

4.1 Isolated CAD Adapter Testing

This testing will be conducted simultaneously with other implementation tasks and will largely involve CentralSquare Engineers and the Provider implementing its Adapter. This testing will use a CAD-to-CAD Hub Test Environment, and test instances of the CAD system and Adapter. CentralSquare will use a CAD Simulator to test all aspects of the connection between the Hub and the Provider's Adapter and CAD system. Testing support from the Provider and assistance from the County and agencies are required. The County and agencies will identify and provide a CAD Administrator that can login to test CAD systems with its Adapter connected to the Hub. The CAD Administrator will work jointly with

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CentralSquare and the Provider to complete this testing.

4.2 Provider End-to-End Testing

This testing will be conducted once the Isolated CAD Adapter Testing is complete for each CAD system that is required to meet the standard incident and resource sharing requirements. It will involve CentralSquare Engineers, the CAD providers, the County, and the agencies. The County and agencies will need to identify and provide a CAD Administrator that can login to the test CAD systems with its Adapter connected to the Hub. The testing period will be paused for resolution of Go-Live issues as defined in the associated SOW, Section 11.0. Defects found in the Adapter for each CAD system may also pause the testing period. CentralSquare, the County, and agencies will expedite where possible the resolution of any Provider defects.

4.3 Client End-to-End Acceptance Testing

Once the Provider End-to-End Testing is complete and the test system, including all Adapters are operational, and CentralSquare has recommended the system as being ready for release to the County and agencies, Acceptance Testing will be conducted by participating Client agencies under CentralSquare supervision. Each agency will go through Acceptance Testing when they are ready to connect to the system, so acceptance testing may happen multiple times on the same CAD-to-CAD Hub.

4.4 CAD-to-CAD Go-Live

This task begins at the conclusion of the End-to-End Testing / Acceptance Testing. CentralSquare, the CAD Provider, the County, and the agencies will prepare a migration plan to move all components of the system into production. The County and agencies must approve that plan before migration begins, which approval will not be unreasonably delayed. The County and agencies will provide timely assistance in implementing of the plan, including IT support and training of County and agency personnel on the Portal, new CAD interactions, and modifications to standard operating procedures.

4.5 Reliability Period

This task begins upon successful completion of the Go-Live as defined in the SOW, Section 12.0 CAD-to-CAD Go-Live and continues with Section 13.0, Reliability Period for Group 2.

5.0 Unify Client Deliverables

In order to expedite the project implementation timeline and maximize the benefit of the product, the County agrees to the following.

5.1 Project Manager (PM)

The County's Project Manager is the principal Client contact who will manage a team of County and agency Project personnel. The Project Manager will manage and coordinate the County and agency resources responsible for completing assigned Project tasks and activities, identified in this document, in a timely fashion.

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5.2 External System Adapters

The County and participating agencies are expected to contract directly with their CAD system provider for all licensing, professional services and ongoing maintenance related to the respective Adapter to their CAD system. The licensing and implementation costs of this Adapter are not included in the associated Agreement and are to be borne separately by the County and agencies. It is the responsibility of the County and agencies to finalize all contract arrangements with the external system providers before CentralSquare begins work on the associated Agreement.

5.3 Regional Governance

The County will designate an administrative sponsor (and/or agency representatives) to address policy decisions with partners related to this project as well as to support ongoing sustainability of the delivered system. Governance representatives from each agency form the region's governance body. This governance body must be identified early in the project in order to mitigate the risk of project delays due to policy decisions that may need to be addressed.

5.4 Testing Coordination

It is difficult to predict the time needed to accomplish sufficient testing because of a number of unknown factors (for example: readiness of technology partners, well defined Client goals, consistent participation of testers). Since the County and agencies have a uniquely positioned relationship with all participating technology providers, it is the County Project Manager's responsibility to coordinate all testing sessions for this project. CentralSquare will provide guidance and direction for the needed testing sessions during the appropriate stages of the project.

5.5 Subject Matter Experts (SME)

The County and agencies will ensure that personnel are assigned to serve as the Subject Matter Experts (SME) for all agencies that will provide input and feedback throughout this project. Ideally, this will be a CAD Administrator and one or more Dispatchers with a detailed understanding of the daily operations of the dispatch center. Members of this group should remain consistent throughout the project. The SMEs will be required to attend scheduled meetings and work sessions with CentralSquare and the PM. Responsibilities include but are not limited to:

A. Documenting common incident-sharing scenarios and business processes
B. Providing lists of units, codes, and descriptions
C. Mapping units and codes to the common code set in the CAD-to-CAD Hub
D. Assistance in the development of the collaborative documentation
E. Assistance during testing and troubleshooting

5.6 Network Connections

The County and agencies are responsible for establishing a secure connection between the CAD-to-CAD Hub and the connected CAD systems including:

A. Establishing a high speed (10Mbps) network connection
B. Establishing network security

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C. Configuring firewalls and ports
D. The County and agencies will identify and provide a CAD Administrator that can login to test CAD systems and work jointly with CentralSquare and the Provider on any project related network connection items.

5.7 Memorandum of Understanding

The County is responsible for obtaining any agreements necessary for the sharing of CAD data from, and with, all participating CAD systems as required by each agency's policy.

5.8 Agency Specific Training

CentralSquare will provide training related to the Hub Portal console and administrator user training. All training related directly to dispatch operations will be conducted by the County and agencies.

5.9 Test Environment

The County and agencies are responsible to provide a test CAD environment including the installation of CAD interface and API that adequately mirrors the agency's production CAD environment, with associated test data that is capable of interfacing with CAD-to-CAD Hub. The test environment will connect to the same server cluster as the production environment, located at the agencies host facility.

A. Failure to provide a complete test environment, as described herein, will introduce overhead, will require additional testing and implementation effort outside the scope of this SOW, and will be priced accordingly and managed through the Change Order process.

5.10 Remotely Accessible Test CAD Console

The County and agencies will need to identify and provide a CAD Administrator that can login to a test CAD console, that can be used for testing with the Hub for each CAD system. The CAD Administrator will be accessible to CentralSquare personnel during normal business hours and must have login credentials that can add and modify incidents in order to conduct end-to-end system testing. The test CAD console should be configured to match the production system.

A. The test CAD console allows CentralSquare personnel to rapidly implement and test functionality as needed while limiting the involvement of agency personnel until acceptance testing. Lack of a remotely accessible test CAD console will require a dedicated Client tester to be available on short notice to conduct testing session. Failure to meet this requirement will result in additional incurred costs to be billed at the hourly rate stated in the associated Agreement.

5.11 Timelines and Shared Responsibilities

The CAD-to-CAD Hub Unify project schedule distributes responsibilities between multiple parties. Following the plan will deliver a highly functional solution. The agreed upon fees in the associated Pricing Schedule is dependent upon close and timely coordination and cooperation of all parties. Delays in the County, agencies, and/or third parties assigned duties not only impact this Project but other CentralSquare projects also. Delays caused by the County, agencies, and/or third parties not fulfilling their responsibilities in a timely manner are extremely disruptive. A delay in a milestone may cause a

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delay in starting or completing subsequent tasks; in effect creating a risk to the overall Project. Milestone delays on the part of either party will trigger an overall review of the 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.

5.12 COTS Systems

The CAD-to-CAD Hub is a configurable Commercial-Off-The-Shelf (COTS) product. The County has evaluated the functionality and capabilities of the Hub system. Configuration changes and effort spent analyzing defects in the operation of the Hub environment will be performed as tasks under this SOW. Any customizations or enhancements to existing functionality not contained within this Agreement may be requested through a change order process.

6.0 Unify External System Dependencies

The ability of Hub Unify to perform its functional requirements depends on the external systems' ability to do the following:

6.1 Bidirectional Adapters

Unify relies on bidirectional Adapters to external CAD systems which should support the following capabilities:

A. Continuously provide and receive updated CAD incident and unit status data to and from the CAD-to-CAD Hub

   a. Share/receive new incidents
   b. Update data fields on current incidents
   c. Update dispatcher comments
   d. Assign units/resources to current Incidents
   e. Provide unit status updates including AVL data
   f. Present information to the CAD operator in an appropriate way

B. Continuously provide and receive updated unit information to and from the Hub

   a. Unit assignment to incidents
   b. Unit status updates
   c. Send and receive unit requests

C. Connection notices - Provide connection and failure notices to the dispatcher when a prolonged disconnect or outage is detected.

D. Synchronize (refresh) active CAD data upon connecting including current CAD incident data and unit status data.

6.2 Other Considerations:

A. **Functionality** - Data, functionality, and operational incongruences between the connected CAD systems may limit the level of interoperability achievable. Although the CAD-to-CAD Hub may support certain capabilities, CentralSquare cannot provide functionality that the external system

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does not support. In cases where there is a gap between needs and what the CAD system is able to provide, converting data to comments or other methods may be used but certain limitations will naturally be beyond the CAD-to-CAD Hub's ability to work around.

6.3 External System Adapter Requirements

A. The dependencies listed in this section are an overview and are for general awareness. The CAD-to-CAD Hub SDK provides a more complete set of detailed requirements for the external system's Adapter. The County and agencies should require the provider to comply with all requirements of the SDK.

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CENTRALSQUARE

Project: [Project name]	Project Manager: [name]
Sales Order: [Q-xxx]	Business Analyst: [name]
Project Type: [Aware/Notify/Unify]	SME Kickoff Date: [date]
PSAP Name: [Fill in here]	CAD Vendor: [Fill in here]

Client Details

Ver: 21.3.0

Completed	Tab / Code Name and Link	Aware	Unify
☐	1. PSAP Names	Priority	Priority
☐	2. Departments and Disciplines	Priority	Priority
☐	3. Priorities	Priority	Priority
☐	4. Nature Codes/Incident Types	Optional	Priority
☐	5. Units Owned	Priority	Priority
☐	6. Units External	n/a	Priority
☐	7. Incident States	Optional	Optional
☐	8. City Names	Optional	Optional
☐	9. Unit Status	Optional	Priority
☐	10. User Admin Group Emails	n/a	n/a
☐	11. Viewing Restrictions	n/a	n/a
☐	Map/GIS Data Provided to CST →	Priority	Priority

	Recommended GIS Map Data Elements
1	Boundaries
1	Stations
1	Freeways/Interstates
1	Major Streets
1	Streets
2	Waterways
2	Parks
3	Address Points (optional)

1=Highly recommended

2=Recommended

3=Optional

Agency Types	Yes/No	Priorities
EMS	Yes	
Fire	No	Emergency
Law		Non-Emergency
Other		

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PSAP Names		
This is a list of the participating PSAPs involved in the data sharing project. Please provide a short name or acronym (ex: CC) and the full name (ex: County Comm) for each PSAP		
Abbreviated Name	**Full PSAP Name**	**Mine/Other**
Sample PSAP (Mine)	CentralSquare PSAP	Mine
Sample PSAP (other)	Partner PSAP	Other

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CAD Departments (Law, Fire, EMS, Other)

This is a list of the departments you dispatch for in your system. You may have built your departments as Law, Fire, or EMS with different jurisdictions or you may have built each department as its own jurisdiction.

***Department Code as defined in your CAD**

Discipline Type	Department Name	*Department Code	PSAP	
EMS	Enterprise EMS Service	EEMS	Sample PSAP (Mine)	<-- Example
EMS	OneSolution EMS Service	OSEMS	Sample PSAP (Mine)	<-- Example
EMS	Pro EMS Service	ProEMS	Sample PSAP (Mine)	<-- Example

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Call Priorities (Unify Projects Only)

This is a list of the priorities for incidents in your CAD system. Please provide the code and description (definition) for each. Then associate each with the High/Med/Low and Level column drop-down values.

Code	Description	High/Med/Low

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Nature Codes/Incident Types

These codes determine the type of the event to which your units are responding. Please include the code, description and the Agency Type and the Common Code Equivalent.

Type Code	Description	Discipline	
ABD	Sample Abdominal Pain	EMS	<-- Example

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Units - Owned

This is a list of units operated by your dispatch center. If other dispatch centers want to request these units, they will need to arrange this with you in advance. Please provide the Discipline, Unit Number, Unit Description, and Department.

Department	Unit Number	Unit Description	Discipline	
EEMS	AM1	AMBULANCE	EMS	<-- Example

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Units - External

This is a list of units operated by ANOTHER PSAP. These are units that you may be requesting or may b
with you. You will match these units up to the owning department's unit later so your CAD can receive
provide the Unit Number, Description, Department, PSAP.

**NOTE: The Unit Number value is how it is represented in YOUR CAD, not the owning departn
how it is represented in YOUR CAD, not the owning department's CAD.**

Discipline	External Department	Unit Number	PSAP
EMS	ProEMS	PROAM1	Sample PSAP (other)

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City/Town/Community Names (Unify Projects Only)

This is the list of cities in your responsible and viewing areas. Please populate the table below with the cities your P
followed by the list of cities/PSAPs the other PSAPs manage.

City Code	City Name

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Provide a list of all unit status codes/descriptions in your CAD. In the 3rd column, select a value in the drop down to map it to the best common code match.

Unit Status Code	Description	Hub Common Code Translation		C2C Hub Common Unit Status Codes
D	Dispatch	Dispatched	<< Example	Available
E	Enroute	Enroute to Scene	<< Example	Unavailable
AIQ	Available in Quarters	Arrived at Station	<< Example	Dispatched
				Enroute to Scene
				Staged
				Arrived at Scene
				Arrived at Patient
				Arrived at Hospital
				Arrived at Station
				Transporting

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SAMPLE

Sample Unify Itemized Checklist

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About	This checklist is the framework for acceptance testing with very brief descriptions and steps for each test to make the content more easily fit into a small space.
Approach	This testing is meant to reflect only your CAD system as much as possible. As such, we will not be documenting how the third party system sends or accepts messages from your system. This will be covered in the documentation for that system. When multiple end-to-end systems are tested simultaneously, results will need to be added to multiple testing documents, one for each system.
Testing Rounds	To be as concise as possible, the testing documents are organized such that early tests and tests that may come much later are listed on the same sheet. Each testing column is listed as round 1, 2, or 3 in order to better clarify when the testing is expected to occur.
Round 1	Standard tests to ensure that data is successfully sent FROM your CAD system TO the CAD-to-CAD.Hub.
Round 2	Standard tests to ensure that data is successfully sent from CAD-to-CAD.Hub TO your CAD system. These tests are more involved and require call sharing interactions with a third system.
Round 3	Tests to ensure your specific configurations are in place and functioning correctly. These include unit requests, automated comments, call sharing mechanisms, and other functions.

Tabs and Definitions

Call Creation	Steps to create calls and perform normal functions without a unit assigned.
Call Fields	Fields that will be verified and documented for sharing to CAD-to-CAD.Hub and receiving from CAD-to-CAD.Hub.
Unit Status	Basic steps to update unit statuses.
Unit Fields	Fields that will be verified and documented for sharing to CAD-to-CAD.Hub and receiving from CAD-to-CAD.Hub.
Unit Requests	Requests for specific units from various agencies.
Configuration Testing	Basic configurations for additional information on shared calls such as automated comments and error handling.
CallSharingScenarios	These contain addresses, natures, and call sharing methods that are expected to be functional for go-live.
Functional Tests	This is a generic example of call sharing tests in a more detailed format.

Documentation Key

Date	If a date is listed in a field, that denotes the day the test successfully passed.
N/A	This test is not applicable to this configuration
Notes	Notes are added to identify how a test has been observed and what the expected behavior is.
Additional columns	Additional columns may optionally be added to display results from each testing session. This differs from the notes in that these may contain errors noticed and action items to resolve the errors.
Repetitions	Each test may be iterated with various addresses, codes, or ordering of steps. These notes are added by the customer so that test may be repeated with the documented values.
* Fields	Call fields and Unit fields have * or ** to show if a field is generally required. There is flexibility in this in that requirements depend on your specific needs and use cases.

Steps for Testing	Various steps will be repeated throughout, the application of which depend on your CAD system. In general the following apply.
Create a call	Create a call in your CAD system and complete it to the point that it is shared with the CAD-to-CAD.Hub. When a call is shared with you, the call will be created in an external CAD and then shared through CAD-to-CAD.Hub .
Add Comments	Comments are referred to as remarks, narrative, or notes in other CAD systems. Some CAD systems have a separate method for adding a general note about a call, versus streaming updates about that call. Furthermore, there are system notes added by the CAD itself. All notes are referred to here.
Dispatch Unit	Assigning a responding unit to a call.

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#	Category	Call Fields (* denotes required or strongly recommended)	Round 1: Updates Sent to Hub	Round 2: Received from CAD-to-CAD.Hub	Round 2: Received Updates from CAD-to-CAD.Hub	Notes
1	Call	Agency*	N/A	N/A	N/A	
2	Call	CallNumber*	N/A	N/A	N/A	
3	Call	CallFamilyID or ParentID* (if applicable)	N/A	N/A	N/A	
4	Call	Discipline / Call Type*	N/A	N/A	N/A	
5	Call	Nature*				
6	Call	RadioChannel*				
7	Call	Priority	N/A	N/A	N/A	
8	Call	Comments* (Initial, Updates, Extended)				
9	Call	IsOpen*	N/A	N/A	N/A	
10	Caller	CallerName				
11	Caller	CallerAddress				
12	Caller	CallerPhone				
13	Location	Address*				
14	Location	ApartmentNumber*				
15	Location	BuildingNumber*				
16	Location	City*				
17	Location	CrossStreet*				
18	Location	Location or Common Location*				
19	Location	MileMarker*				
20	Location	State	N/A	N/A	N/A	
21	Location	Zone / Response Area	N/A	N/A	N/A	
22	Location	Latitude*	N/A	N/A	N/A	
23	Location	Longitude*	N/A	N/A	N/A	
24	Timestamp	TimeCreated*	N/A	N/A	N/A	
25	Timestamp	TimeClosed*	N/A	N/A	N/A	
26	Timestamp	TimeReopened	N/A	N/A	N/A	
27	Call	DispatchCenter				
28	Call	AlarmLevel	N/A	N/A	N/A	
29	Call	State	N/A	N/A	N/A	
30	Caller	PhoneType	N/A	N/A	N/A	
31	Caller	Alternate Contact	N/A	N/A	N/A	
32	Dispatcher	CallTakerId	N/A	N/A	N/A	
33	Dispatcher	CallTakerName	N/A	N/A	N/A	
34	Dispatcher	CallTakerWorkstationId	N/A	N/A	N/A	
35	Dispatcher	AcknowledgedById	N/A	N/A	N/A	
36	Dispatcher	AcknowledgedByName	N/A	N/A	N/A	
37	Dispatcher	AcknowledgeByWorkstationId	N/A	N/A	N/A	
38	Location	LocationHazard				
39	Location	LocationNote				
40	Location	NearestIntersection				
41	Location	Zip	N/A	N/A	N/A	
42	Other	ANI	N/A	N/A	N/A	
43	Other	ALI	N/A	N/A	N/A	
44	Timestamp	TimeHumanAcknowledged	N/A	N/A	N/A	
45	Timestamp	TimeIncident	N/A	N/A	N/A	

Key
1/1/2019
Not Needed
Not Supported
Needs work
N/A

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#	Category	Unit Fields (* denotes required or strongly recommended)	Round 1: Sent to Hub for Owned Units	Round 1: Sent for External Units (for controlling external units if applicable)	Round 2: Received for External Units	Round 2: Received for Owned Units (for external control of your units)	Notes
1	Unit	Agency*					
2	Unit	UnitNumber*					
4	Unit	UniqueID*					
5	UnitCall	AssignedCallId*			N/A		
6	UnitCall	AssignedCallNumber			N/A		
3	Unit	Description			N/A		
7	UnitStatus	Status*					
8	UnitStatus	TransportDestination*					
9	UnitStatus	IsSignedOn					
10	UnitStatus	IsVirtual			N/A		
11	Timestamp	TimeAtStatus*			N/A		
12	UnitLocation	Zone					
13	UnitLocation	Location					
14	UnitLocation	Station					
15	AVL	Latitude*					
16	AVL	Longitude*					
17	AVL	Heading					
18	AVL	Speed					
19	Timestamp	TimeAtCoordinate*					

Key	
1/1/2019	Green for Dates indicating that this successfully passed.
Not Tested	Yellow for items specifically not tested.
Not Needed	Light grey - any other field beginning with 'Not' with the intent that testing is not completely applicable for various reasons.
Not Supported	
Needs work	Everything else indicates that something did not pass. Notes are contained in the field.
N/A	N/A indicates that this test is not applicable.

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#	Test	Round 1: Sent to Hub	Round 1: Sent for External Units (for controlling external units if applicable-not typically used)	Round 2: Avail/Unav Received for External Units (including unshared calls)	Round 2: True Status Received for External Units on Shared Call	Round 2: Received for Owned Units (for controlling external units if applicable-not typically used)	Notes
A.1	Unit set Unavailable				N/A		
A.2	Unit set Available				N/A		
A.3	Repeat by dispatching unit to an UNSHARED call				N/A		
	Single Unit						
B.1	Call created			N/A	N/A		
B.2	Single unit dispatched to call				N/A		
B.3	Single unit progressed through statuses			N/A			
B.4	Unit Transport Destination shared (if applicable)			N/A			
B.5	Single unit cleared			N/A			
B.6	Call closed			N/A	N/A		
	Multiple units dispatch						
C.1	Call created						
C.2	Multiple units dispatched to call						
C.3	Multiple units progressed through statuses						
C.4	Multiple unit destinations shared (if applicable)						
C.5	Multiple unit cleared						
C.6	Call closed			N/A	N/A		
	Unit reassignment (accidental clear)						
D.1	Call created			N/A	N/A		*Optional (if applicable to CAD)*
D.2	Unit assigned						*Optional (if applicable to CAD)*
D.3	Unit cleared						*Optional (if applicable to CAD)*
D.4	Same unit re-assigned						*Optional (if applicable to CAD)*
D.5	Unit cleared			N/A	N/A		*Optional (if applicable to CAD)*
	Combined Calls tied to same parent ID						
E.1	Multiple calls created (if applicable)				N/A		*Optional (if applicable to CAD)*
E.2	Multiple units assigned						*Optional (if applicable to CAD)*
E.3	Multiple units progressed through statuses						*Optional (if applicable to CAD)*
E.4	Multiple units cleared (each call individually)						*Optional (if applicable to CAD)*
E.5	Call Closed				N/A		*Optional (if applicable to CAD)*

Key
1/1/2019
Not Tested
Not Needed
Not Supported
Needs work
N/A

Repeat A & B above with these variations (where applicable):

Units	
	Use a mix of units including, law, medical, fire, owned, external and other units
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

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#	Test	Round 1: Sent to Hub	Round 2: Received from CAD-to-CAD.Hub	Notes
A.1	Create Call (choose address/nature from list)			
A.2	Update structured data			
A.3	Add Comments (choose add comment method)			
A.4	Close call (choose close call method)			
A.5	*When sharing, test call sharing before and after comments added.*			
	Second call linked to "A" event.			
B.1	Create Call			
B.2	Spawn linked call (if applicable)			
B.3	Update structured data			
B.4	Add Comments to each call			
B.5	Close call (choose close call method)			
B.6	*When sharing test sharing before and after linked call*			
	Merging a duplicate call			
C.1	Create Call			
C.2	Create Second Call			
C.3	Merge Calls (not supported for shared calls)			
C.4	Close Call			
C.5	*When sharing test sharing before and after merge*			
	Call Share Tests			
D.1	Create Call			
D.2	Close Call			
D.3	Reopen Call (not supported for shared calls)			
D.4	Close Call			
D.5	*Test share before and after reopen call*			
D.6	*Test close/reopen share behavior with both owned and external call*			

Key	
1/1/2019	Green for Dates indicating that this successfully passed.
Not Tested	Yellow for items specifically not tested.
Not Needed	Light grey - any other field beginning with 'Not' with the intent that testing is not completely applicable for various reasons.
Not Supported	
Needs work	Everything else indicates that something did not pass. Notes are contained in the field.
N/A	N/A indicates that this test is not applicable.

Repeat A above with these variations designated by the customer:

Address				Notes
	Use a mix of addresses including various street types, cross streets, mile marker, apartments, buildings, location name, and in and out of jurisdiction.			
1	*(Sample address that is either problematic or not)*			
2	*(Sample address that is either problematic or not)*			
3	*(Sample address that is either problematic or not)*			
4				
5				
6				
7				
8				
9				
10				

Nature				
1	*(Sample Nature that is either problematic or not)*			
2	*(Sample Nature that is either problematic or not)*			
3	*(Sample Nature that is either problematic or not)*			
4				
5				

Call Close Method				
1	*Cancel*			
2	*Close*			
3	*Designated by the Customer*			

Call Close Dispositions				
1	*Designated by the Customer*			
2				
3				

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#	To Dispatch Center	Address	Nature	Sharing Trigger	Notes
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					

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#	Test	Round 3: Configurations	Notes
A.1	Automated CAD-to-CAD.Hub comments received with incoming shared call		
A.2	Automated CAD-to-CAD.Hub comments received after outgoing shared call		
A.3	Automated CAD-to-CAD.Hub comments when external call closed		
A.4	Automated CAD-to-CAD.Hub comments when structured data is updated		
B.1	Unwanted incoming comments are blocked		
B.2	Unwanted outgoing comments are blocked		
C.1	External units display Avail/Unav status appropriately		
C.2	External units display true status appropriately		
C.3	Calls remain in pending queue until owned unit dispatched		
D.1	Disconnect messages displayed for external CAD systems		
D.2	Error messages from external CADs added to comments		
E.1	Share the call with AMR when agency=AMR.		

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#	Test	Round 3: Sent to CAD B	Round 3: Received from CAD B	Notes
A.1	Create call			
A.2	Request external unit			
A.3	Unit is granted			
A.4	Observe status updates			
A.5	Unit is cleared			
A.6	Close calls			
A.7	Repeat for unit deny and other options			

Repeat A with these variations where applicable:	
1	Unit Deny
2	Unit Request Cancelled
3	

Key	
1/1/2019	Green for Dates indicating that this successfully passed.
Not Tested	Yellow for items specifically not tested.
Not Needed	Light grey - any other field beginning with 'Not' with the intent that testing is not completely applicable for various reasons.
Not Supported	
Needs work	Everything else indicates that something did not pass. Notes are contained in the field.
N/A	N/A indicates that this test is not applicable.

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Test	Action/Expected Result Performed	3/25/2019
Testing Performed by:		
1. Connectivity Testing		
1.1	**Check for established bidirectional connection. TESTCAD - Is the TESTCAD Adapter running and is the Test CAD able to send and receive messages from CAD-to-CAD.Hub? TESTCAD - Are heartbeats being received from CAD-to-CAD.Hub? CAD-to-CAD.Hub - Does the "Test Connection" under System/Interfaces in Portal show success?	
1.2	**Check for established bidirectional connection. CAD-to-CAD.Hub - Is the CAD Simulator running and able to connect to CAD-to-CAD.Hub? CAD-to-CAD.Hub - Does the "Test Connection" under System/Interfaces in Portal show success?	
1.2	**Check for established bidirectional connection. CAD-to-CAD.Hub - Is the CAD Simulator running and able to connect to CAD-to-CAD.Hub? CAD-to-CAD.Hub - Does the "Test Connection" under System/Interfaces in Portal show success?	
2. Unit Statuses Sharing - Available/Unavailable, Location, Station, AVL		
2.1	**TESTCAD Units and Unit Statuses are mapped and that cycling Units from Available to Unavailable is working CAD-to-CAD.Hub - Are the Units being tested configured as Common Units and mapped to the corresponding Interface Units? CAD-to-CAD.Hub - Are the Available/Unavailable Unit Statuses mapped to the appropriate Interface Statuses? TESTCAD - Cycle two or more local Units in TESTCAD that are properly configured in CAD-to-CAD.Hub from Available to Unavailable and back. Are the proper codes showing in the Portal and CAD Simulator? CAD-to-CAD.Hub - Confirm using the Portal and CAD Simulator that Unit Station, Unit Location <string>, and LAT/LON information is being shared properly from TESTCAD CAD-to-CAD.Hub - Cycle two or more local Units in CAD Simulator that are properly configured in CAD-to-CAD.Hub from Available to Unavailable and back. Are the proper codes showing in the Portal and the TESTCAD? TESTCAD - Confirm using the Portal and TESTCAD that Unit Station and Unit Location <string>, and LAT/LON information is being shared properly from CAD Simulator CAD-to-CAD.Hub - Confirm using the Portal Diagnostic tool that the Update Unit message from TESTCAD contains a valid "timeAtStatusUTC" value.	
2.2	**CAD Simulator Units and Unit Statuses are mapped and that cycling Units from Available to Unavailable is working CAD-to-CAD.Hub - Are the Units being tested configured as Common Units and mapped to the corresponding Interface Units? CAD-to-CAD.Hub - Are the Available/Unavailable Unit Statuses mapped to the appropriate Interface Statuses? CAD-to-CAD.Hub - Cycle two or more local Units in CAD that are properly configured in CAD-to-CAD.Hub from Available to Unavailable and back. Are the proper codes showing in the Portal? TESTCAD - Confirm that external TESTCAD Units mapped to Units being cycled are being updated with the appropriate status	
3. Call and Call Updates are being shared with CAD-to-CAD.Hub (No CAD2CAD)		
3.1	**TESTCAD new Call creations and Call updates are being shared with CAD-to-CAD.Hub CAD-to-CAD.Hub - Are the Translated Codes (Nature, Agency, Priority, Dispatch Center, Cities, etc.) configured and mapped properly? TESTCAD - Upon a new Call creation, does the Call appear properly in the Portal with all translations and comments? CAD-to-CAD.Hub - Verify through the Portal - Tester Mode or through the Diagnostic tool that all fields are included in the Update Call Message. Of importance are the fields "timeCreatedUTC", "timeIncidentUTC", "uniqueID"(must be unique in the CAD-to-CAD.Hub database for all time). CAD-to-CAD.Hub - Verify that all fields identified in the SOW and OSD are available. Note any exceptions. TESTCAD - Attempt to update the updatable fields (see OSD) of the Call. Add new comments. Are they properly received by CAD-to-CAD.Hub and visible through the Portal? CAD-to-CAD.Hub - Verify that all fields identified in the SOW and OSD are available. Note any exceptions.	

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3.2	**CAD Simulator new Call creations and Call updates are being shared with CAD-to-CAD.Hub CAD-to-CAD.Hub - Are the Translated Codes (Nature, Agency, Priority, Dispatch Center, Cities, etc.) configured and mapped properly? CAD-to-CAD.Hub - Upon a new Call creation, does the Call appear properly in the Portal with all translations and comments? CAD-to-CAD.Hub - Verify through the Portal - Tester Mode or through the Diagnostic tool that all fields are included in the Update Call Message. Of importance are the fields "timeCreatedUTC", "timeIncidentUTC", "uniqueID"(must be unique in the CAD-to-CAD.Hub database for all time). CAD-to-CAD.Hub - Verify that all fields identified in the SOW and OSD are available. Note any exceptions. CAD-to-CAD.Hub - Attempt to update the updatable fields (see OSD) of the Call. Add new comments. Are they properly received by CAD-to-CAD.Hub and visible through the Portal? CAD-to-CAD.Hub - Verify that all fields identified in the SOW and OSD are available. Note any exceptions.	
4. Address Type Updates are being shared with CAD-to-CAD.Hub		
4.1	**Verify that all Address components are being shared and updated properly between CAD and CAD-to-CAD.Hub TESTCAD - Test that the following address types share as accurately as possible. (Expand as needed based on CAD capability.) --Street address with house number. --Apartment number --Building number --Cross Street --Mile marker --Latitude/Longitude --City --Location name CAD-to-CAD.Hub - Verify through Portal and Diagnostic tool that these fields are being shared properly TESTCAD - Test that these Address components can be updated after the initial Call has been created. CAD-to-CAD.Hub - Verify through Portal and Diagnostic tool that these fields are being shared properly	
5. True Unit Status Override on Non-Shared Call		
5.1	** Verify that an assigned Unit on an unshared Call is statused as Unavailable to other mapped CAD systems CAD-to-CAD.Hub - After creating a Call in CAD Simulator, dispatch a local Unit that is mapped to an external Unit in TESTCAD TESTCAD - Verify that CAD-to-CAD.Hub did not share the True status, but shared and Unavailable status with TESTCAD CAD-to-CAD.Hub - Unassign the local Unit from the Call in the CAD Simulator TESTCAD - Verify that CAD-to-CAD.Hub did now share the True status; the mapped external Unit should now show Available in TESTCAD	
6. Explicit Call Sharing (CAD2CAD) without any units		
6.1	**Using a CAD-to-CAD.Hub Business Rule or built-in transfer command share Call between TESTCAD and CAD Simulator through CAD-to-CAD.Hub CAD-to-CAD.Hub Build simple Comment Keyword business rule to share Call from Interface CAD to CAD Simulator or use built in transfer command CAD-to-CAD.Hub - Make sure Dispatch Center mappings and translations are configured properly if using built-in transfer command TESTCAD - After creating a Call, transfer the Call to CAD-to-CAD.Hub dispatch center using business rule or built-in transfer command CAD-to-CAD.Hub - Verify that the Call was received by the CAD Simulator through CAD-to-CAD.Hub CAD-to-CAD.Hub - Verify that all of the fields were translated properly and received by the CAD Simulator as expected TESTCAD - Make various updates (Address, Nature, etc.) to the Call CAD-to-CAD.Hub - Verify that all of the updates were translated properly and received by the CAD Simulator as expected	

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6.2	**Using built-in transfer command share Call between CAD Simulator and Interface CAD through CAD-to-CAD.Hub CAD-to-CAD.Hub - Make sure Dispatch Center mappings and translations are configured properly if using built-in transfer command CAD-to-CAD.Hub - After creating a Call in CAD Simulator, transfer the Call to TESTCAD dispatch center using built-in transfer command TESTCAD - Verify that the Call was received by the Interface CAD through CAD-to-CAD.Hub TESTCAD - Verify that all of the fields were translated properly and received by the Interface CAD as expected CAD-to-CAD.Hub - Make various updates (Address, Nature, etc.) to the Call TESTCAD - Verify that all of the updates were translated properly and received by the CAD Simulator as expected	
7. Automatic Call Sharing (CAD2CAD) through external Unit requests - Grant		
7.1	**By assigning an external Unit, share an existing Call with the CAD that owns that Unit (TESTCAD-> CAD Sim) TESTCAD - Are the external Units in CAD properly configured to generate a Unit Request CAD-to-CAD.Hub - Are the Units being tested configured as Common Units and mapped to the corresponding CAD Simulator Units? TESTCAD - After creating a Call, transfer the Call by Dispatching an external Unit the belongs to the CAD Simulator CAD-to-CAD.Hub - Verify that the Call was shared and that the correct Unit was requested through the Resource Request. CAD-to-CAD.Hub - Grant the Resource Request through the CAD Simulator (note that the CAD Simulator also dispatches the Unit) CAD-to-CAD.Hub - Verify that the Unit was granted and is displayed in the Portal as being Dispatched on the Call TESTCAD - Verify that an acknowledgement was presented to the dispatcher that the requested Unit was granted CAD-to-CAD.Hub - Progress the assigned Unit to the Enroute status and verify that it's progression was received and visible in the Portal TESTCAD - Verify the Unit was progressed to the Enroute status TESTCAD - Progress the borrowed Unit to the Arrived status. (Because the Resource Request was approved, the borrower can make Unit status changes) CAD-to-CAD.Hub - Verify the Unit was progressed to Arrived status in both the Portal and the CAD Simulator Both - Test all valid Unit status progressions and verify that all Interface Statuses are properly mapped and shared. Finally, unassign the Unit from the Call. This may close the Call in some CAD systems if it is the only Unit remaining on the Call.	
7.1.1	**Test again with multiple outstanding Unit requests - Grant TESTCAD - After creating a Call, transfer the Call by Dispatching an external Unit the belongs to the CAD Simulator TESTCAD - Request an additional external Unit before the first is granted CAD-to-CAD.Hub - Verify that the Call was shared only once and that the correct Units are requested through the Resource Request CAD-to-CAD.Hub - Grant the Resource Requests through the CAD Simulator (note that the CAD Simulator also dispatches the Unit) CAD-to-CAD.Hub - Verify that the Units were granted and are displayed in the Portal as being Dispatched on the Call TESTCAD - Verify that two acknowledgements were presented to the dispatcher that the requested Units were granted Both - Test various Unit status progressions and verify that all Interface Statuses are properly mapped and shared. Finally, unassign the Units from the Call. This may close the Call in some CAD systems if it is the only Unit remaining on the Call.	

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7.2	**By assigning an external Unit, share an existing Call with TESTCAD that owns that Unit (CAD Sim ->TESTCAD) CAD-to-CAD.Hub - Are the external Units in CAD Simulator properly configured to generate a Unit Request CAD-to-CAD.Hub - Are the Units being tested configured as Common Units and mapped to the corresponding Interface Units? CAD-to-CAD.Hub - After creating a Call, transfer the Call by Dispatching an external Unit the belongs to the Interface CAD TESTCAD - Verify that the Call was shared and that the correct Unit was requested through the Resource Request. TESTCAD - Grant the Resource Request through the CAD console and separately dispatch the Unit if required CAD-to-CAD.Hub - Verify that the Unit was granted and is displayed in the Portal as being Dispatched on the Call CAD-to-CAD.Hub - Verify that an acknowledgement was presented in the CAD Simulator that the requested Unit was granted TESTCAD - Progress the assigned Unit to the Enroute status and verify that it's progression was received and visible in the Portal CAD-to-CAD.Hub - Verify the Unit was progressed to the Enroute status in the CAD Simulator CAD-to-CAD.Hub B - Progress the borrowed Unit to the Arrived status. (Because the Resource Request was approved, the borrower can make Unit status changes) TESTCAD - Verify the Unit was progressed to Arrived status in both the Portal and the CAD Simulator Both - Test all valid Unit status progressions and verify that all Interface Statuses are properly mapped and shared. Finally, unassign the Unit from the Call. This may close the Call in some CAD systems if it is the only Unit remaining on the Call.	
7.2.1	**Test again with multiple outstanding Unit requests - Grant CAD-to-CAD.Hub - After creating a Call, transfer the Call by Dispatching an external Unit the belongs to the CAD Simulator CAD-to-CAD.Hub - Request an additional external Unit before the first is granted TESTCAD - Verify that the Call was shared only once and that the correct Units are requested through the Resource Request TESTCAD - Grant the Resource Requests through the CAD Console and dispatch the Units if necessary CAD-to-CAD.Hub - Verify that the Units were granted and are displayed in the Portal as being Dispatched on the Call CAD-to-CAD.Hub - Verify that two acknowledgements were presented to the dispatcher that the requested Units were granted Both - Test various Unit status progressions and verify that all Interface Statuses are properly mapped and shared. Finally, unassign the Units from the Call. This may close the Call in some CAD systems if it is the only Unit remaining on the Call.	
8. Automatic Call Sharing through external Unit requests - Deny / then Grant		
8.1	**By assigning an external Unit, share an existing Call with the CAD that owns that Unit (TESTCAD -> CAD Sim) TESTCAD - After creating a Call, transfer the Call by Dispatching an external Unit the belongs to the CAD Simulator CAD-to-CAD.Hub - Verify that the Call was shared and that the correct Unit was requested through the Resource Request. CAD-to-CAD.Hub - Deny the Resource Request through the CAD Simulator CAD-to-CAD.Hub - Verify that the Unit was denied and is displayed in the Portal as being still being Available TESTCAD - Verify that an acknowledgement was presented to the dispatcher that the requested Unit was denied TESTCAD - With the Call already shared, Dispatch the same unit again which will create another Resource Request CAD-to-CAD.Hub - This time, grant the Resource Request through the CAD Simulator (note that the CAD Simulator also dispatches the Unit) CAD-to-CAD.Hub - Verify that the Unit was granted and is displayed in the Portal as being Dispatched on the Call TESTCAD - Verify that an acknowledgement was presented to the dispatcher that the requested Unit was granted Both - Test all valid Unit status progressions and verify that all Interface Statuses are properly mapped and shared. Finally, unassign the Unit from the Call. This may close the Call in some CAD systems if it is the only Unit remaining on the Call. Again - Go through the sequence again, but this time after the first Unit is denied, request a different Unit. Verify that everything works as expected.	

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8.2	**By assigning an external Unit, share an existing Call with the CAD that owns that Unit (CAD Sim -> TESTCAD) CAD-to-CAD.Hub - After creating a Call, transfer the Call by Dispatching an external Unit the belongs to the Interface CAD TESTCAD - Verify that the Call was shared and that the correct Unit was requested through the Resource Request. TESTCAD - Deny the Resource Request through the CAD console CAD-to-CAD.Hub - Verify that the Unit was denied and is displayed in the Portal as still being Available CAD-to-CAD.Hub - Verify that an acknowledgement was presented in the CAD Simulator that the requested Unit was denied CAD-to-CAD.Hub - With the Call already shared, Dispatch the same unit again which will create another Resource Request TESTCAD - This time, grant the Resource Request through the CAD Console and dispatch the Unit if necessary CAD-to-CAD.Hub - Verify that the Unit was granted and is displayed in the Portal as being Dispatched on the Call CAD-to-CAD.Hub - Verify that an acknowledgement was presented to the dispatcher that the requested Unit was granted Both - Test all valid Unit status progressions and verify that all Interface Statuses are properly mapped and shared. Finally, unassign the Unit from the Call. This may close the Call in some CAD systems if it is the only Unit remaining on the Call. Again - Go through the sequence again, but this time after the first Unit is denied, request a different Unit. Verify that everything works as expected.	
8.3	**Test again with multiple outstanding Unit requests - Grant / Deny TESTCAD - After creating a Call, transfer the Call by Dispatching an external Unit the belongs to the CAD Simulator TESTCAD - Request an additional external Unit before the first is granted CAD-to-CAD.Hub - Verify that the Call was shared only once and that the correct Units are requested through the Resource Request CAD-to-CAD.Hub - Grant on and deny on of the Resource Requests through the CAD Simulator CAD-to-CAD.Hub - Verify that the Units were granted/denied and are displayed in the Portal appropriately TESTCAD - Verify that two acknowledgements were presented to the dispatcher appropriately	
9. External Unit Status Suppression may be required so that Shared Call remains in Pending Queue		
9.1	** Determine if the TESTCAD requires that external unit statuses be suppressed on shared Calls to prevent Call from prematurely moving from Pending queue, until TESTCAD has assigned one of its own units. CAD-to-CAD.Hub - Configure TESTCAD Dispatch Center in CAD-to-CAD.Hub so that Unit Status Suppression is disabled. CAD-to-CAD.Hub - Create Call in CAD Simulator; Dispatch a local Unit on the Call; then Dispatch an external TESTCAD Unit to the Call, sharing the Call and Resource Request with TESTCAD. Verify the Call was shared in the Portal. TESTCAD - Verify that the Call was received with the assigned external Unit; a pending Resource Request should also be outstanding. TESTCAD - Before granting the Resource Request, determine if the shared Call was moved from the Pending Queue? - If NO, then no External Unit Status Suppression is required. - If YES, and this is expected behavior, then no External Unit Status Suppression is required. - If YES, and this is not the expected behavior, then External Unit Status Suppression is required. Proceed to section 8.2	
9.2	** With External Unit Status Suppression enabled, verify that the desired behavior is achieved (Only if REQUIRED!) CAD-to-CAD.Hub - Configure TESTCAD Dispatch Center in CAD-to-CAD.Hub so that Unit Status Suppression is enabled CAD-to-CAD.Hub - Create Call in CAD Simulator; Dispatch a local Unit on the Call; then Dispatch an external TESTCAD Unit to the Call, sharing the Call and Resource Request with TESTCAD. Verify the Call was shared in the Portal. TESTCAD - Verify that the Call was received; the assigned external CAD Simulator Unit should not be visible (suppressed); a pending Resource Request should also be outstanding. TESTCAD - Before granting the Resource Request, determine if the shared Call remained in the Pending Queue? TESTCAD - Grant the Resource Request, placing a local TESTCAD Unit on the Call; this should move the Call from the Pending Queue. TESTCAD - CAD-to-CAD.Hub will release the suppressed External Unit; verify that it now shows on the Call CAD-to-CAD.Hub - Verify that the granted Unit appears in the Portal and in the CAD Simulator.	
10. Unit Transport Location Sharing		

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10.1	** Verify that Unit Transport Location Name is sharing properly TESTCAD - After creating a Call, transfer the Call to CAD-to-CAD.Hub by dispatching an external Unit or built-in transfer command TESTCAD - Dispatch a local Unit and progress Unit to Transport status; make sure a Transport Location has been selected CAD-to-CAD.Hub - Verify using the Portal or CAD Simulator that the Unit status and Transport Location is received properly; the Transport Location should be a name that can be translated in CAD-to-CAD.Hub CAD-to-CAD.Hub - After creating a Call, transfer the Call to TESTCAD by dispatching an external Unit or built-in transfer command CAD-to-CAD.Hub - Dispatch a local Unit and progress Unit to Transport status; make sure a Transport Location has been specified TESTCAD - Verify using the Portal or TESTCAD that the Unit status and Transport Location is received properly; the Transport Location should be a name that can be translated in CAD-to-CAD.Hub	
11. Comment Sharing		
11.1	** Verify that all desired Comments are being shared properly TESTCAD - After creating a Call, add multiple Comments to the Call Narrative; transfer the Call to CAD-to-CAD.Hub by dispatching an external Unit or built-in transfer command CAD-to-CAD.Hub - Verify in the Portal and CAD Simulator that all Comments added to the Call prior to the transfer were properly shared. TESTCAD - Ad an additional Comment to the shared Call CAD-to-CAD.Hub - Verify in the Portal and CAD Simulator that the additional Comment was received. BOTH - Close the shared Call CAD-to-CAD.Hub - After creating a Call, add multiple Comments to the Call Narrative; transfer the Call to TESTCAD by dispatching an external Unit or built-in transfer command TESTCAD - Verify in the Portal and TESTCAD that all Comments added to the Call prior to the transfer were properly shared. CAD-to-CAD.Hub - Ad an additional Comment to the shared Call TESTCAD - Verify in the Portal and TESTCAD that the additional Comment was received.	
12. Comment Filtering		
12.1	**** If any special Filtering of Comments has been added, these will be testing separately**	
13. Closed Calls		
13.1	** Verify that when a Call is closed it is updated in CAD-to-CAD.Hub TESTCAD - Create a Call in TESTCAD; dispatch a local Unit to ensure that the Call moves to the active queue CAD-to-CAD.Hub Verify that the Call is received by CAD-to-CAD.Hub by observing the Call in the Portal TESTCAD - Unassign the Unit and close the Call CAD-to-CAD.Hub - Verify that the Call was closed in CAD-to-CAD.Hub by observing the Call in the Portal CAD-to-CAD.Hub - Verify through the Portal Diagnostic tool that the "TimeClosed" field was set with the appropriate ETC time CAD-to-CAD.Hub - Verify through the Portal Diagnostic tool that the "Disposition" field was set with a valid disposition code	
13.2	**** If any special Call Closed comments are configured to be sent to other shared Calls, these will be tested separately**	
14. Reopened Calls		
14.1	** Allow CAD to Reopen a closed Call and continue operations TESTCAD - After creating a Call, share the Call by Dispatching an external Unit that belongs to the CAD Simulator CAD-to-CAD.Hub - Through the CAD Simulator, grant the Unit request and dispatch the Unit TESTCAD - Clear the borrowed Unit from the Call; close the Call CAD-to-CAD.Hub - Verify in the Portal and the CAD Simulator that the Unit was removed from the Call and that the TESTCAD Call was closed TESTCAD - Reopen the closed Call; dispatch an external Unit that belongs to the CAD Simulator CAD-to-CAD.Hub - Verify in the Portal and the CAD Simulator that the Call was reopened and that the Resource Request was received for the Unit dispatched	
14.2	**** If any special Call Reopen comments are configured to be sent to other shared Calls, these will be tested separately**	

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15. Disconnect and Error Notifications		
15.1	TESTCAD will monitor Heartbeat responses from CAD-to-CAD.Hub and in the event they are failing for a configurable amount of time, a notification will be sent to the CAD operators.	
15.2	CAD-to-CAD.Hub detects when TESTCAD stops sending data. It also detects when TESTCAD stops responding to Heartbeats from CAD-to-CAD.Hub . These conditions are visible in the Portal. An Alert can also be generated from a Business Rule to give appropriate personnel notification.	
15.3		
15.4		

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Exhibit 7: Hub Name Operational Scenarios Document

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Agency,State Unify Project

Date. Document Version

Note: CentralSquare/Client is responsible for providing information for sections highlighted in yellow.

SAMPLE

1 Purpose

This Operational Scenarios Document (OSD) and its amendments contains the final in-scope specifications for the configuration of CAD-to-CAD.Hub to be delivered in this project. The objectives of this OSD are to:

- Describe all known intended CAD-to-CAD interactions that will allow the project group to configure the CAD-to-CAD.Hub environment.
- Describe the data elements to be transferred/shared between CADs.
- Provide information on the expected CAD operator experience.
- Include relevant information from inter-agency agreements as it relates to what the CAD-to-CAD functionality needs to support.
- List any data sharing restrictions.
- Address the impact or desired results from any data sharing restrictions.
- Establish process for modifying this document via amendments.

This OSD will set forth the criteria for a set of use-case scenarios that will be used to test and validate that the configuration is working as expected. When delivered and demonstrated for customer acceptance testing, it will constitute fulfillment of that the relevant acceptance testing deliverables contained in the SOW have been completed.

2 Definition and Configuration of Information-Sharing Entities

The following entities have been defined and configured in CAD-to-CAD.Hub for this project.

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2.1 Interfaces

Agency 1 – CAD Type, Connection Level (Hexagon JSON)

- **CAD Interface:** Enterprise CAD and is interfaced to CAD-to-CAD.Hub through a bidirectional, JSON based interface developed by the Enterprise team.
- **Networking:** Stunnel or VPN

Contact Name	Title	Email	Phone

Agency 2 – CAD Type, Connection Level (ONESolution JSON)

- **CAD Interface:** ONESolution CAD and is interfaced to CAD-to-CAD.Hub through a bidirectional, JSON based interface developed by the ONESolution team.
- **Networking:** Stunnel or VPN

Contact Name	Title	Email	Phone

Agency 3 – CAD Type, Connection Level (ONESolution JSON)

- **CAD Interface:** Third Party CAD and is interfaced to CAD-to-CAD.Hub through a bidirectional, JSON based interface developed by the Third-Party vendor, connected to the InteropAPI developed by the ONESolution team.
- **Networking:** Stunnel or VPN

Contact Name	Title	Email	Phone

3 Configuration and Translation of Code Sets

A Common Code set for all translatable Codes has been implemented by CAD-to-CAD in cooperation all Communication Center/Agency that are a part of this project. Accurate Call Natures and how they are mapped across agencies via the CAD-to-CAD.Hub common code set will be vital to proper call sharing. The Exhibit TBD "Nature Code Mapping Exercise – v22.1.0" spreadsheet is a worksheet that shows each Communication Center/Agency Nature Code mapping as well as a classification nature codes intended to be sharable for CAD-to-CAD calls. Each Communication Center/Agency call nature is mapped to a common nature code in the CAD-to-CAD.Hub which defines how their calls are shared with other agencies. Additionally, each common nature code is mapped to other agencies nature code which defines how other agency calls are shared with the home Communication Center/Agency.

As needed, there is an expectation that all participating departments implement a change management process to keep any changed nature codes in their CAD updated in the Hub along with any relevant common code mapping.

3.1 Two-way translations

Some codes translate between two different CADs by mapping values in two directions as described below. In the description below, "CAD A" will represent the CAD of interest that will be going through the code mapping exercises:

1. Outbound: This is done by mapping values from the code set of CAD A to the Common Code set. It defines how CAD A's code values will be seen by other CADs.
2. Inbound: This is done by mapping values from the Common Code Set to the code set of CAD A. It defines how other CADs present their data to the CAD A.

An Application Administrator user has been set up. That person is responsible for configuring and maintaining their interface Code sets and mapping the translation to the Common Code Set. This is done through CAD-to-CAD.PORTAL. The Application Administrator should not modify any of Common Code sets without full buy-in from the existing

SAMPLE

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Communication Center/Agency stakeholders. The following code sets are (r)equired or (a)vailable for translation between CAD systems:

- (r) Agency Name
- (a) City
- (r) Discipline (i.e. Fire, Law, EMS)
- (r) Dispatch Center
- (r) Nature/Response Type
- (a) Priority
- (a) Response Area/Zone
- (a) Station
- (a) Transport Destination (Code)
- (r) Unit/Resource
- (r) Unit Status
- Zone (Map Data)

4 Shared Data Elements for Calls

Of the standards-based data elements commonly used in CAD-to-CAD Call sharing (see Section 1.2 of the Standard Implementation Documentation (SID), the following table documents those used across the connected CAD systems. In cases where there are incongruences between CAD systems, data elements may be converted to comments.

Out of scope: If non-standard regional data elements (defined as Custom Fields) are required to be shared, they can be transferred from CAD to CAD by CAD-to-CAD.Hub. Each CAD adapter must be modified to both send and receive these Custom Fields. If a CAD is unable to receive Custom Fields, the field can be converted to a comment for that CAD's purpose. A change order will be required to accommodate custom fields.

Standard-based data elements for CAD incidents.

Legend:

X = Included in data exchange as a dedicated field
Dash = Not included in data exchange as a dedicated field
Blank = Undetermined (objective is to eliminate all blank cells)
(#) = Footnote with additional description

Call Data Element	Agency 1	Agency 2	Agency 3	Agency 4	Agency 5
Agency Name					
Street Address					
Apartment Number					
Building Number					
Caller Name					
Caller Number					
Caller Address					
City					
Cross Street					
Discipline (i.e. Fire, Law, EMS)					
Dispatch Center					
Disposition					
Latitude					
Longitude					
Location (common place name)					
Call Nature					

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Call Priority					
Radio Channel					
State					
Zip					
Zone (Map Data)					
Time Stamps					
Comments					
Response Area/Zone					
Note: The transfer of Premise/Hazard data will be dependent upon each CAD Vendor					

5 Shared Data Elements for Units

Of the standards-based data elements commonly used in CAD-to-CAD Unit sharing, the following table documents those used across the connected CAD systems. In cases where there are incongruences between CAD systems, data elements may be converted to comments.

Standard-based data elements for units.

Legend:

X = Included in data exchange as a dedicated field
Dash = Not included in data exchange as a dedicated field
Blank = Undetermined (objective is to eliminate all blank cells)
(#) = Footnote with additional description
* When assigned to a Call

Unit Data Element	Agency 1	Agency 2	Agency 3	Agency 4	Agency 5
Agency Name					
Unit Number					
Unique Unit ID					
Latitude					
Longitude					
Heading					
Speed					
Time at Coordinate					
Status					
Location					
Station					
Transport Destination (Code)					
Signed On Status					
Assigned Call Number*					
Assigned CallUniqueID*					
Time at Current Status					
Type of Unit					

6 Call Sharing Triggers

This section addresses procedures each Communication Center/Agency uses to trigger call shares with their partnering CAD-to-CAD agencies.

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6.1 Call-Sharing Triggers

Each Agency has multiple ways to initiate shared calls:

(1) Assigns a specific external unit that is configured in the CAD. The specific unit(s) needed for the shared call is automatically dispatched by the Enterprise CAD adapter if the requested unit(s) is available to be dispatched.

(2) A call share can be initiated by preset comments. When the dispatch center enters the specified comment (what is the comment), it will initiate a call share with the specified Communication Center/Agency.

6.2 Requested Resources are Granted or Denied

UNIT REQUESTS ARE GRANTED: Currently with agency have agreed that if a unit is available to be dispatched a partnering Communication Center/Agency is able to utilize the resource. The CAD-to-CAD hub business rule will be enabled to automatically dispatch the unit if the unit(s) requested is available.

UNIT REQUESTS ARE DENIED: The CAD-to-CAD hub business rule will be enabled to deny the resource request if the requested resource(s) is not available.

7 Business Rules

The following Business Rules will be configured in the CAD-to-CAD.Hub for call sharing activity.

Requests Resources between Communication Center/Agency:

Standard business logic will be invoked by CAD-to-CAD.Hub when a Communication Center/Agency unit is mapped to a corresponding external unit definition in the CAD. The interface will be configured to request any applicable Communication Center/Agency units that are mapped so that CAD and AVL updates can be made to those units even when they are not assigned to an incident. Communication Center/Agency will always have control of their units. If a unit is available for a call external Communication Center/Agency will have control of the unit once the request is granted. Unit mappings for units (new, old, edited) will need to be maintained by the Application Administrator.

Automated CAD-to-CAD.Hub Comments:

- **When calls are shared to a partner Communication Center/Agency:** A comment will be added to the call record indicating that this call was shared with [PSAP name].

8 Frequency of Unit Status and AVL Updates

8.1 True vs Suppressed Unit Statuses

Unit status, location, and AVL data will be shared between CAD systems when units are properly mapped.

If a unit is assigned to a call that is shared between two or more CAD systems, the true status and location of the mapped unit will be shared with the non-owning CAD systems. However, if a unit is not assigned to a shared call, the non-owning CAD systems will only be notified that the unit is either available or unavailable. This is referred to as a Suppressed Unit Status.

Other non-mapped resource involvement on shared incidents will be managed independently by the dispatch centers that own those resources. Other CADs will not be notified of non-mapped resources.

9 Summary of Testing Scenarios

As a summary, the following scenarios will be covered in testing:

- Testing of the Client's requirements per the Contract/RFP.
- Sharing CAD call and structured data updates and unit info to CAD-to-CAD.Hub
- Receiving call shares, structured data updates, and unit updates from external systems through CAD-to-CAD.Hub
- Unit status sharing to and from external systems
- Sharing calls with various address types and formats

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    - NOTE: CAD-to-CAD.Hub cannot resolve all incongruent address formats between disparate CAD systems. Some compromises or work-arounds may be required.
- Call sharing triggers as defined in this document
- Call sharing scenarios if applicable for:
    - Merged calls
    - Reopened calls
- Automated comments may include
    - Call share comments with partner Communication Center/Agency call number
    - Sharing structured data updates as comments
- Blocking unwanted comments
    - (Yet to be defined, if applicable)

10 Acceptance of Operational Scenarios Document

IN WITNESS WHEREOF, the parties have reviewed and agreed to the specification and acceptance testing criteria contained in this Operational Scenarios Document.

Central Square – CAD-to-CAD

Signature _____
Name _____
Title _____
Date _____

Agency 1

Signature _____
Name _____
Title _____
Date _____

Agency 2

Signature _____
Name _____
Title _____
Date _____

Agency 3

Signature _____
Name _____
Title _____
Date _____

SAMPLE

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Exhibit TBD – "Nature Code Mapping Exercise v22.1.0"

The Nature Code mapping is an external document. It is a worksheet that show Nature Code mapping as well as a classification nature codes intended to be sharable for CAD-to-CAD calls. Each call nature is mapped to a common nature code in CAD-to-CAD.Hub which defines how calls are shared with other agencies. Additionally, each common nature code is mapped to a nature code which defines how other agency calls are shared.

As needed, there is an expectation that all participating departments implement a change management process to keep any changed nature codes in their CAD updated in the Hub along with any relevant common code mapping.

Exhibit TBD – "Sample Unify Itemized Test Checklist"

This testing checklist is an external document. It is in the form of an Excel Spreadsheet with multiple tabs. It is organized with multiple tabs with the following names:

- **Directions:** An overview of how to use the testing checklist
- **Call Fields:** A testing process to validate that individual call data fields transfer properly back and forth between the CAD and CAD-to-CAD.Hub
- **Unit Fields:** A testing process to validate that individual unit data fields transfer properly back and forth between the CAD and CAD-to-CAD.Hub
- **Call Creation:** A testing process to validate that the workflow of a non-shared and shared calls are shared with CAD-to-CAD.Hub properly.
- **Unit Status:** A testing process to validate that the workflow of unit updates are shared with CAD-to-CAD.Hub properly.
- **Unit Requests:** A testing process to validate that the handling of unit requests between CAD systems are working properly
- **Configuration:** A testing process to validate that other miscellaneous CAD-to-CAD.Hub configurations are working properly.

11 Amendments

Changes to the testing scenarios:

IN WITNESS WHEREOF, the parties have reviewed and agreed to the specification and acceptance testing criteria changes in this Amendment to the Operational Scenarios Document.

Central Square – CAD-to-CAD

Signature _____
Name _____
Title _____
Date _____

Agency 1

Signature _____
Name _____
Title _____
Date _____

Agency 2

Signature _____
Name _____
Title _____
Date _____

Agency 3

Signature _____
Name _____
Title _____
Date _____

SAMPLE

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Exhibit 8. Access Management Policy (Remote Access)

CentralSquare Access Management Policy
In order to provide secure, CJIS compliant connections to agency systems CentralSquare Technologies ("CentralSquare") requires BeyondTrust or SecureLink as the only approved methodology of connection. BeyondTrust and SecureLink provide the necessary remote access in order to service and maintain CentralSquare products while adhering to the FBI CJIS requirements. Both solutions utilize two-factor authentication Federal Information Processing Standard Publication ("FIPS") 140-2 validated cryptographic modules and AES encryption in 256-bit strengths.

BeyondTrust and Securelink meet the security requirements required for Remote Access under the FBI CJIS Security Policy.

BeyondTrust and Securelink are addressed in turn via this Access Management Policy; Customers may choose which remote privileged access management solution will be utilized by CentralSquare.

BeyondTrust
The BeyondTrust remote support solution may be utilized via escorted session or a jump client. As for an escorted session, when an agency needs assistance from CentralSquare, the agency employee requesting assistance will receive verbal or email communication with a session key necessary to enable remote access. If a verbal key is provided, the user enters the session key after visiting https://securesupport.centralsquare.com.

Jump clients are a Windows service that can be stopped/started to facilitate a support session. Connections made via jump client can be active or passive. An active jump client is always available. A passive connection is enabled for a specific purpose and then disabled when not used. Regardless of the option selected, CentralSquare's support team will arrange a BeyondTrust session to establish the jump client.

The jump client resides on the agency side on the installed device, where an agency administrator can manage. Instructions on how to enable/disable jump clients can be provided upon request. A sample workflow of a passive jump client is provided below:

Should an agency require support from CentralSquare, a call would be placed and/or a support ticket opened in the portal on the CentralSquare customer support website. Before accessing the agency's system and/or environment, the CentralSquare representative would send a notice of connection from the CentralSquare support portal instance. This notice can be sent to the individual at the agency that the CentralSquare representative is working with or other designated contacts as necessary. Upon receipt of the notice of connection, the agency personnel would enable the BeyondTrust jump client. The CentralSquare representative would then be admitted to the agency's system and/or environment to perform the necessary task. Upon completion of the task, the CentralSquare representative sends a notice of disconnection from the CentralSquare support portal instance. Upon receipt of the notice of disconnection, the agency personnel would then disable the BeyondTrust jump client.

Securelink
Similar to BeyondTrust's escorted session, Securelink may be utilized via "quick connect". To enable a quick connect sessionwhen an agency needs assistance from CentralSquare, the Agency employee requesting assistance will enter a key code in order to connect for screen sharing on a device.

Similar to the jump client methodology, SecureLink may also be utilized via "gatekeeper". The sample workflow description for a jump client provided above is substantially similar to the workflow for gatekeeper.

Summation
BeyondTrust and Securelink allow customers the ability to monitor connectivity to the customer's network and maintain CJIS compliance while enabling CentralSquare to perform the necessary support functions.

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Appendix B. Price Proposal Schedule & Payment Milestones (Group B)
CAD to CAD (C2C), Interfaces and Services

A. PROPOSED PRICE

The Contractor shall state its price for providing all minimum services as stated in Section 2.0 - Scope of Services. Pricing must include **all cost elements** including but not limited to all options for software licenses, professional services, training, interfaces, escrow, maintenance and technical support services required to meet the specifications outlined in Section 2.0 of this solicitation document.

TOTAL PROPOSED PRICE FOR THE INITIAL FIVE (5) YEAR TERM: $1,837,625.00

Note1: *A payment schedule will be negotiated with the selected Proposer based upon project milestones and deliverables (e.g., installation, County's final acceptance of deliverables, deliver of software licenses, etc.).*

Note2: *All future upgrades to the system shall be provided to the County at no additional cost, assuming that the County has valid maintenance agreement.*

B. BREAKDOWN OF TOTAL PROPOSED PRICE

The Contractor shall provide a breakdown of the "Total Proposed Price" stated in Section A, as provided for in the tables below. Items that are not applicable shall be identified as "N/A"; items that are at no charge to the County shall be identified as "N/C".

DESCRIPTION	TOTAL PROPOSED PRICE
Software License Fees *(Please provide detailed price breakdown in Table B1 below)*	$ included
Professional Services *(Including design, installation, configuration, customization, testing, implementation, etc. Please provide detailed price breakdown in Table B2 below)*	$390,195.00
Training *(Please provide detailed price breakdown in Table B3 below)*	$63,180.00
Interfaces *(Including third party and internal County interfaces defined in Section 2.7.1 of the Scope of Services. Please provide detailed price breakdown in Table B4 below)*	$273,300.00
Software Escrow Fees *(Please provide detailed price breakdown in Table B5 below)*	$ 10,750
Maintenance and Technical Support Service Fees *(Please provide detailed price breakdown in Table B6 below)*	$1,093,200.00
Additional Costs *(Including travel or other costs not identified above. Please provide detailed cost breakdown in Table B7 below)*	$7,000
TOTAL PROPOSED PRICE FOR INITIAL FIVE-YEAR TERM:	**$1,837,625.00**

** Note: Total Proposed Price shall be equal to the Proposed Price stated in Section A above. In case of conflict, the unit prices shall prevail.*

TABLE B1: PRICE BREAKDOWN FOR PROPOSED SOFTWARE LICENSING

Software Product Name and proposed Version	License Type *Explain type of license provided.* (Site, Per User, Concurrent, etc.)	Unit Price	Quantity	Total (Unit Price x Quantity)
CAD-to-CAD 22.3	Site	included in subscription	included	$ included
			Total for Software Licensing:	**$ included**

TABLE B2: PRICE BREAKDOWN FOR PROFESSIONAL SERVICES

Description/Task	Proposed Price
Development Services - Fixed Fee	$7,410.00
Consulting Services - Fixed Fee	$156,390.00
Project Management Services - Fixed Fee	$104,325.00
Technical Services - Fixed Fee	$122,070.00
Total for Professional Services:	**$390,195.00**

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TABLE B3: PRICE BREAKDOWN FOR TRAINING	
Description/Task	**Proposed Price**
Training Services - Fixed Fee	$63,180.00
Total for Training:	**$63,180.00**

Note: for itemization see section C5.

TABLE B4: PRICE BREAKDOWN FOR PROPOSED INTERFACES	
Interface	**Proposed Price**
Miami-Dade PD	$60,000.00
Miami-Dade Fire Rescue	$15,000.00
Aventura PSAP	$11,212.50
Pinecrest PSAP	$11,212.50
AMR Ambulance Dispatch	$11,212.50
Hatzallah SFEMS	$11,212.50
Miami Dade Ambulance	$15,000.00
Miami Gardens PD	$11,212.50
South Miami PD	$11,212.50
Homestead PD	$11,212.50
Miami Shores PD	$11,212.50
City of Doral PD	$11,212.50
City of Miami PD	$15,000.00
City of Miami Fire Rescue	$15,000.00
City of Hialeah	$15,000.00
City of Coral Gables	$11,212.50
City of Miami Beach	$11,212.50
Florida Power and Light	$11,212.50
HAAS Alert	$3,750.00
Total for Interfaces:	**$273,300.00**

TABLE B5 - PRICE BREAKDOWN FOR SOFTWARE ESCROW SERVICES *Instructions: Breakdown should assume Escrow Fees begin at the date of Final Acceptance and should accommodate the number of years remaining in the initial term based on the implementation timeline being proposed.*	
Description (Ex: Software Escrow – Year 1)	**Proposed Price**
Escrow Setup	$2,150.00
Escrow Annual Fee Year 2	$2,150.00
Escrow Annual Fee Year 3	$2,150.00
Escrow Annual Fee Year 4	$2,150.00
Escrow Annual Fee Year 5	$2,150.00
Total for Software Escrow Services :	**$10,750.00**

TABLE B6 - PRICE BREAKDOWN FOR MAINTENANCE AND TECHNICAL SUPPORT SERVICES *Instructions: Breakdown should assume Maintenance and Technical Support Services Fees begin at the date of Go-Live, including Reliability Period, and should accommodate the number of years remaining in the initial term based on the implementation timeline being proposed. Any deviation from this start date should be clearly explained in the Description field.*	
Description (Ex: Maintenance and Technical Support Services – Year 1)	**Proposed Price**
CAD-to-CAD Annual Subscription Fee Year 2	$273,300
CAD-to-CAD Annual Subscription Fee Year 3	$273,300
CAD-to-CAD Annual Subscription Fee Year 4	$273,300
CAD-to-CAD Annual Subscription Fee Year 5	$273,300
Total for Maintenance and Technical Support Services:	**$1,093,200.00**

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TABLE B7: PRICE BREAKDOWN FOR ADDITIONAL COSTS	
Description/Task	**Proposed Cost**
Travel & Living When travel is requested and/or approved by the County as due as incurred travel in connection with the performance of services outside of the Agreement, the County agrees to pay CentralSquare a daily rate which will encompass reasonable travel expenses in accordance with Florida Statute # 112.061	$7,000
Total for Additional Costs:	$7,000

C. OPTIONAL YEARS TO RENEW (OTR) FEES

The Contractor shall state its price for providing the required software maintenance and support services for the Solution proposed in the tables below for the optional years to renew to be exercised in the sole discretion of the County.

These prices SHOULD NOT BE included in the Proposer's Total Proposed Price. Unless otherwise negotiated by County and the Contractor, these rates will remain in effect for the duration of any contract issued as a result of this RFP, including any renewals or extensions exercised at the sole discretion of the County.

C1. OPTIONAL YEARS TO RENEW (OTR) FEE SCHEDULE: MAINTENANCE AND SUPPORT SERVICE FEES

DESCRIPTION	ANNUAL FEE
OTR 1 - Year 6 - Maintenance and Technical Support Service Fees	$273,300
OTR 1 -Year 7 - Maintenance and Technical Support Service Fees	$286,965
OTR 1 -Year 8 - Maintenance and Technical Support Service Fees	$301,313.25
OTR 1 -Year 9 - Maintenance and Technical Support Service Fees	$316,378.91
OTR 1 -Year 10 - Maintenance and Technical Support Service Fees	$332,197.86
OTR 2 -Year 11 - Maintenance and Technical Support Service Fees	$348,807.75
OTR 2 -Year 12 - Maintenance and Technical Support Service Fees	$366,248.14
OTR 2 -Year 13 - Maintenance and Technical Support Service Fees	$384,560.55
OTR 2 -Year 14 - Maintenance and Technical Support Service Fees	$403,788.58
OTR 2 -Year 15 - Maintenance and Technical Support Service Fees	$423,978.01

C2. OPTIONAL YEARS TO RENEW (OTR) FEE SCHEDULE: SOFTWARE ESCROW SERVICE FEES

DESCRIPTION	ANNUAL FEE
OTR 1 - Year 6 –Software Escrow Fees	$2,150
OTR 1 -Year 7 - Software Escrow Fees	$2,257.50
OTR 1 -Year 8 - Software Escrow Fees	$2,370.38
OTR 1 -Year 9 - Software Escrow Fees	$2,488.90
OTR 1 -Year 10 - Software Escrow Fees	$2.613.35
OTR 2 -Year 11 - Software Escrow Fees	$2,744.02
OTR 2 -Year 12 - Software Escrow Fees	$2,881.22
OTR 2 -Year 13 - Software Escrow Fees	$3,025.28
OTR 2 -Year 14 - Software Escrow Fees	$3,176.54
OTR 2 -Year 15 - Software Escrow Fees	$3,335.37

C3. OPTIONAL PROFESSIONAL SERVICES

The Contractor is requested to provide rates for disciplines of its personnel for any optional professional services, which may be requested by County, outside those services outlined Scope of Services, that may become necessary at a later time.

SERVICE	PROPOSED HOURLY RATE (Remote)		
	Initial Contract Term	OTR 1	OTR 2
Project Manager	195.00	n/a - pending additional discussion with MDFR	n/a
Developer	195.00	n/a	n/a
Web Developer	195.00	n/a	n/a

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SERVICE	PROPOSED HOURLY RATE (Remote)		
	Initial Contract Term	OTR 1	OTR 2
Trainer	195.00	n/a	n/a
System Administrator	195.00	n/a	n/a
Database Administrator	195.00	n/a	n/a
On-Site System Technician	195.00	n/a	n/a
GIS	195.00	n/a	n/a
Network Engineer	195.00	n/a	n/a
On-Site Training (Per Day)	195.00	n/a	n/a
CentralSquare Consultant (Trainer) Go-Live Support	$195		
CentralSquare Technical Services engineer-Go-Live Support	$195		
Business Rules Creation Assistance (5 Business Rules)	$1,560		

SERVICE	PROPOSED HOURLY RATE (On-Site Fully Loaded Cost)		
	Initial Contract Term	OTR 1	OTR 2
Project Manager	250.00	n/a - pending additional discussion with MDFR	n/a
Developer	250.00	n/a	n/a
Web Developer	250.00	n/a	n/a
Trainer	250.00	n/a	n/a
System Administrator	250.00	n/a	n/a
Database Administrator	250.00	n/a	n/a
On-Site Technician	250.00	n/a	n/a
GIS	250.00	n/a	n/a
Network Engineer	250.00	n/a	n/a
On-Site Training (Per Day)	250.00	n/a	n/a

Note: Compensation to the Contractor for Optional Professional Services shall be based on the projects assigned. The selected Proposer shall use agreed upon hourly rates to calculate the not-to-exceed cost statement required for each project. Notwithstanding the pricing listed above, the County reserves the right to negotiation a fixed fee engagement for any Optional Professional Services.

C4. OPTIONAL FUNCTIONALITY/ SERVICES

Description	Price
Due as Incurred Travel *When travel is requested and/or approved by the County as due as incurred travel in connection with the performance of services outside of the Agreement, the County agrees to pay CentralSquare a daily rate which will encompass reasonable travel expenses in accordance with Florida Statute # 112.061*	

C5. BREAKDOWN PROFESSIONAL SERVICES & TRAINING (TABLES B2 &B3) AGENCY COST

Description	Price
Miami-Dade Police Department	$37,830.00
Miami-Dade Fire Rescue	$62,205.00
Aventura PSAP	$19,110.00
Pinecrest PSAP	$19,110.00
AMR Ambulance Dispatch	$19,110.00
Hatzallah SFEMS	$19,110.00

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Miami Dade Ambulance	$28,275.00
Miami Gardens Police Department	$19,110.00
South Miami Police Department	$19,110.00
Homestead Police Department	$19,110.00
Miami Shores Police Department	$19,110.00
City of Doral Police Department	$19,110.00
City of Miami Police Department	$28,275.00
City of Miami Fire Rescue	$28,275.00
City of Hialeah	$28,275.00
City of Coral Gables	$19,110.00
City of Miami Beach	$19,110.00
Florida Power and Light	$24,180.00
HAAS Alert	$5,850.00
Total for Interfaces:	**$453,375.00**

C6. OPTIONAL MANAGED SERVICES

Description	**Price**
One-Time Onboarding:	$5,708
Monthly Managed Services for Nutanix (6-nodes):	$5,708 ($68,496/year)
Total	$348,188

- The Contractor maintains the Linux environments and patching is done via Hub upgrades as needed. For Windows OS and Nutanix hardware, the Contractor's premiere partner eGroup will manage the systems at the following rate:
  - One-Time Onboarding: $5,708.
  - Monthly Managed Services for Nutanix (6-nodes): $5,708 ($68,496/year)

- The Contractor has included optional installation and maintenance services from its trusted partner, eGroup. eGroup Managed Services provides 24x7 proactive and reactive monitoring and maintenance of supported systems (Nutanix Hardware, Nutanix Virtualization, Windows). Status reporting is provided via bi-weekly review meetings. eGroup provides a dedicated Customer Success Manager to ensure that all supported systems are being monitored, patched, and reviewed on a scheduled basis, as well as health checks scheduled to ensure unexpected downtime is kept to a minimum and works directly with eGroup engineers for scheduling.

- eGroup's Engineering team will ensure that the solutions as configured meet vendor best practices through desired state configurations, eliminating configurations or changes that do not adhere to best practices. Regularly scheduled patching and maintenance is provided for the platform, including up to the operating system for all Contractor deployed VMs. Monitoring agents and tools provide constant feedback as to the utilization of the Contractor's platform, to ensure that items such as CPU, memory, or space issues are dealt with before they become an issue, regardless of whether it is at the storage, host, network, or server layer.

C7. PROJECT CONTROLLING PROCESS

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

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Management, and Change Management.

Milestone tasks are key tasks that act as gates to the next set of tasks of a project. A delay in a milestone task may cause a delay in starting or completing subsequent tasks; in effect creating a risk to the overall Project. The Contractor's Project staff closely monitors milestone tasks and promptly notifies the Project Manager of any delay or failure. 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 milestone 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 milestone are interrelated to later scheduled tasks. Success at milestones diminishes the risk to the Project going forward.

Incomplete actions at a milestone may prompt delays and a rescheduling of the Project. 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 milestones and or progress tasks, the Contractor will submit a Task Completion Report ("TCR") to the County. The TCR serves as a formal tool for the purpose of verifying with the County 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 County by the Contractor's Project Manager for signature. Some TCRs may trigger a Project payment, in accordance with the payment terms within the Agreement. Upon execution of a TCR that is tied to a Project payment milestone, the Contractor will submit an invoice.

The TCR will include the following information:

- Description of Work performed, and products delivered.
- Comments noting any special circumstances.
- Product/Service deliverables listing the Agreement line items that are being recognized as delivered and will be invoiced.
- Related Payment Terms in accordance with the Agreement, for Agreement line items that will be invoiced relative to the TCR.

The County will review and approve TCRs within a ten (10) business day period from the time of receipt less any challenges to the validity of the report. In the event that the County disagrees with a TCR, the County shall submit to the Contractor a written explanation detailing why the County believes that the subject of the TCR and/or tasks have not been completed in accordance with the SOW. Such notification from the County shall be provided to the Contractor's Project Manager within ten (10) business days of receipt of the TCR.

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Payment Milestones (Group B)

A. Contract Signing & Kick-Off	%	Price
Contract Signing (total services/training value)	15%	$68,006.25
Kick Off: (Tech and Design Review) (total services/training value)	30%	$136,012.50
Total		**$204,018.75**

B. Progress Milestones	%	Price
Passing Acceptance Testing Group 1	35%	$43,202.25
Passing Acceptance Testing Group 2	35%	$21,771.75
Group 3 Per Agency Commencement	30%	$80,320.50
Total		**$145,294.50**

C. Go Live	%	Price
Group 1	20%	$133,324.50
Group 2		$15,000.00
Group 3 (per Agency)	25%	$216,596.25
Total		**$364,920.75**

D. End Reliability / Acceptance		
Group 2	20%	$12,441.00
Total		**$12,441.00**

E. Escrow and Travel		
Escrow Fees begin at the date of Final Acceptance *(Escrow fee recurring annually)*		$2,150.00 x 5 years = $10,750
Travel Expenses Due as Incurred *(up to max amount of)*		$7,000.00
Travel & Escrow		**$17,750.00**

F. Maintenance and Technical Support Service Fees		
Maintenance and Technical Support Service Fees		$1,093,200
Total		**$1,093,200**

Total Sum of A +B+C+D+E+E+F = $1,837,625.00

Total Group 1 & 2		$225,739.50
Total Group 3		$296,916.75
Total Services & Training		$726,675.00
TOTAL PROJECT COSTS *(Total per Price Proposal for Implementation)*		**$735,825.00**

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Group	Software Subscriptions: 100% upon Go-Live of Agency	Price
1	Miami-Dade PD & Fire (Motorola)	$60,000.00
2	Miami-Dade Fire Rescue (Next CAD)	$15,000.00
1	Aventura PSAP	$11,212.50
1	Pinecrest PSAP	$11,212.50
1	AMR Ambulance Dispatch	$11,212.50
3	Hatzallah SFEMS	$11,212.50
1	Miami Dade Ambulance	$15,000.00
3	Miami Gardens PD	$11,212.50
3	South Miami PD	$11,212.50
3	Homestead PD	$11,212.50
3	Miami Shores PD	$11,212.50
3	City of Doral PD	$11,212.50
3	City of Miami PD	$15,000.00
3	City of Miami Fire Rescue	$15,000.00
3	City of Hialeah	$15,000.00
3	City of Coral Gables	$11,212.50
3	City of Miami Beach	$11,212.50
3	Florida Power and Light	$11,212.50
3	HAAS Alert	$3,750.00
	100% OF SOFTWARE SUBSCRIPTIONS	**$273,300.00**

PROFESSIONAL SERVICES & TRAINING(PER TABLE C5 OF THE PRICE SCHEDULE)		
1	Miami-Dade PD	$37,830.00
2	Miami-Dade Fire Rescue	$62,205.00
1	Aventura PSAP	$19,110.00
1	Pinecrest PSAP	$19,110.00
1	AMR Ambulance Dispatch	$19,110.00
3	Hatzallah SFEMS	$19,110.00
1	Miami Dade Ambulance	$28,275.00
3	Miami Gardens PD	$19,110.00
3	South Miami PD	$19,110.00
3	Homestead PD	$19,110.00
3	Miami Shores PD	$19,110.00
3	City of Doral PD	$19,110.00
3	City of Miami PD	$28,275.00
3	City of Miami Fire Rescue	$28,275.00
3	City of Hialeah	$28,275.00
3	City of Coral Gables	$19,110.00
3	City of Miami Beach	$19,110.00
3	Florida Power and Light	$24,180.00
3	HAAS Alert	$5,850.00
	TOTAL SERVICES AND TRAINING	**$453,375.00**

Note: Upon request from the County, an account credit will be provided 12 months after Group 2 Go Live for any Group 3 agency's that have not gone live. Account credit includes total amount paid for each Group 3 agency.

Appendix C - HIPAA BUSINESS ASSOCIATE ADDENDUM

This HIPAA Business Associate Addendum ("Addendum") supplements and is made a part of the Agreement by and between the Miami-Dade County, Florida ("County"), and CentralSquare Technologies, LLC, Business Associate ("Associate").

RECITALS

A. As part of the Agreement, it is necessary for the County to disclose certain information ("Information") to Associate pursuant to the terms of the Agreement, some of which may constitute Protected Health Information ("PHI").

B. County and Associate intend to protect the privacy and provide for the security of PHI, including but not limited to, PHI, disclosed to Associate pursuant to the Agreement in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA") and regulations promulgated thereunder by the U.S. Department of Health and Human Services (the "HIPAA Regulations") and other applicable laws.

C. The purpose of this Addendum is to satisfy certain standards and requirements of HIPAA and the HIPAA Regulations, including, but not limited to, Title 45, Sections 164.308(b), 164.314(a), 164.502(e) and 164.504(e) of the Code of Federal Regulations ("CFR'"), as the same may be amended from time to time.

In consideration of the mutual promises below and the exchange of information pursuant to the Agreement, the parties agree as follows:

1. Definitions. Terms used, but not otherwise defined, shall have the same meaning as those terms in 45 CFR Sections 160.103, 164.304 and 164.501.

a. "Business Associate" shall have the meaning given to such term under the HIPAA Regulations, including, but not limited to, 45 CFR Section 160.103.

b. "Covered Entity" shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to, 45 CFR Section 160.103.

c. "Protected Health Information" or "PHI" means any information, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual, the provision of health care to an individual, or the past, present or future payment for the provision of health care to an individual; and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to 45 CFR Section 1103. [45 CFR Parts 160, 162 and 164]

d. "Electronic Protected Health Information" or "ePHI" means any information that is transmitted or maintained in electronic media: (i) that relates to the past, present or future physical or mental condition of an individual, the provision of health care to an individual, or the past, present or future payment for the provision of health care to an individual. and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to 45 CFR Section 160.103. [45 CFR Parts 160, 162 and 164]

e. "Electronic Media" shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including but not limited to, 45 CFR Section 160.103.

f. "Security incident" shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including but not limited to, 45 CFR Section 164.304.

2. Obligations of Associate.

a. Permitted Uses and Disclosures. Associate may use and/or disclose PHI received by Associate pursuant to the Agreement ("County's PHI") solely in accordance with the specifications set forth in the Scope of Services, Appendix A. In the event of any conflict between this Addendum and Appendix A, this Addendum shall control. [45 CFR § 164.504(e)(2)(i)]

b. Nondisclosure. Associate shall not use or further disclose County's PHI other than as permitted or required by law. [45 CFR § 164.504(e)(2)(ii)(A)]

c. Safeguards. Associate shall use appropriate safeguards to prevent use or disclosure of County's PHI in a manner other than as provided in this Addendum. [45 CFR § 164.504(e)(2)(ii)(B)] Associate shall maintain a comprehensive written information security program that includes administrative, technical and physical safeguards appropriate to the size and complexity of the Associate's operations and the nature and scope of its activities. Appropriate safeguards used by Associate shall protect the confidentiality, integrity, and availability of the PHI and ePHI that is created, received, maintained, or transmitted on behalf of the County. [45 CFR § 164.314(a)(2)(i)(A)] County has at its sole discretion, the option to audit and inspect, the Associate's safeguards at any time during the life of the Agreement, upon reasonable notice being given to Associate for production of documents and coordination of inspection(s).

d. Reporting of Disclosures. Associate shall report to the County's Project Manager, any use or disclosure of the County's PHI in a manner other than as provided in this Addendum. [45 CFR § 164.504(e)(2)(ii)(c)] Associate shall report to the County through the County's Project Manager, any security incident of which it becomes aware within forty-eight (48) hours of discovery of the incident. [45 CFR § 164.314(a)(2)(i)(C)]

e. Associate's Agents. Associate agrees and shall ensure that any agents, including subcontractors, to whom it provides PHI received from (or created or received by Associate on behalf of) the County, agrees in writing to the same restrictions and conditions that apply to Associate with respect to such PHI and that such agents conduct their operations within the United States. Associate agrees and shall ensure that any agents, including subcontractors, to whom it provides ePHI received, created, maintained, or transmitted on behalf of the County, agrees in writing to implement reasonable and appropriate safeguards to protect the confidentiality, integrity, and availability of that ePHI. [45 CFR § 164.314(a)(2)(i)(B)] In no case may Associate's Agents reside and operate outside of the United States.

f. Documentation of Disclosures. Associate agrees to document disclosures of the County's PHI and information related to such disclosures as would be required for the County to respond to a request by an individual for an accounting of disclosures of PHI. Associate agrees to provide the County or an individual, in a time and manner designated by the County, information collected in accordance with the Agreement, to permit the County to respond to such a request for an accounting. [45 CFR § 164.528]

g. Availability of Information to County. Associate shall make available to the County such information as the County may require to fulfill the County's obligations to provide access to, provide a copy of, and account for, disclosures of PHI pursuant to HIPAA and the HIPAA Regulations, including, but not limited to, 45 CFR Sections 164.524 and 164.528. [45 CFR § 164.504(e)(2)(ii)(E) and (G)]

h. Amendment of PHI. Associate shall make the County's PHI available to the County as may be required to fulfill the County's obligations to amend PHI pursuant to HIPAA and the HIPAA Regulations, including, but not limited to, 45 CFR Section 164.526 and Associate shall, as directed by the County, incorporate any amendments to the County's PHI into copies of such PHI maintained by Associate, and in the time and manner designated by the County. [45 CFR § 164.504(e)(2)(ii)(F)]

i. Internal Practices. Associate shall make its internal practices, books and records relating to the use and disclosure of the County's PHI (or PHI created or received by Associate on behalf of the County) available to the County and to the Secretary of the U.S. Department of Health and Human Services in a time and manner designated by the County or the Secretary for purposes of determining Associate's compliance with HIPAA and the HIPAA Regulations. [45 CFR § 164.504(e)(2)(ii)(H) and 45 CFR Part 64, Subpart C.]

j. Mitigation. Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Associate of a use or disclosure of the County's PHI by Associate in violation of the requirements of this Addendum.

k. Associate's Insurance. Associate agrees to maintain the insurance coverage provided in the Agreement.

l. Notification of Breach. Associate shall notify the County within twenty-four (24) hours, and shall provide written notice no later than forty-eight (48) hours of any suspected or actual breach of security, intrusion or unauthorized disclosure of PHI and/or any actual or suspected disclosure of data in violation of any applicable federal or state laws or regulations. Associate shall take (i) prompt corrective action to cure any such deficiencies, and (ii) any action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulations.

m. Expenses. Any and all expenses incurred by Associate in compliance with the terms of this Addendum or in compliance with the HIPAA Regulations shall be borne by Associate.

n. No Third Party Beneficiary. The provisions and covenants set forth in this Agreement are expressly entered into only by and between Associate and the County and are intended only for their benefit. Neither Associate nor the County intends to create or establish any third party beneficiary status or right (or the equivalent thereof) in any other third party nor shall any other third party have any right to enforce or enjoy any benefit created or established by the provisions and covenants in this Agreement.

3. Audits, Inspection and Enforcement. From time to time, after reasonable notice, upon any breach of this Addendum by Associate, the County may inspect the facilities, systems, books and records of Associate to monitor compliance with this Addendum. Associate shall promptly remedy any violation of this Addendum and shall certify the same to the County in writing. The fact that the County inspects, or fails to utilize its right to inspect, Associate's facilities, systems, books, records, and procedures does not relieve

Associate of its responsibility to comply with this Addendum, nor does the County's (i) failure to detect or (ii) detection, but failure to notify Associate or require Associate to remedy such breach, constitute acceptance of such practice or a waiver of the County's enforcement rights under this Addendum.

4. Termination.

a. Material Breach. A breach by Associate of any provision of this Addendum, shall constitute a material breach of the Agreement and shall provide grounds for immediate termination of the Agreement by the County. [45 CFR § 164.504(e)(3) and 45 CFR § 164.314(a)(2)(i)(D)]

b. Termination for Cause - Reasonable Steps to Cure Breach. If the County recognizes a pattern of activity or practice of Associate that constitutes a material breach or violation of the Associate's obligations under the provisions of this Addendum and does not terminate the Agreement pursuant to Section 4a, above, the County may provide an opportunity for Associate to end the violation or cure the breach within five (5) days, or other cure period as may be specified in the Agreement. If Associate does not cure the breach or end the violation within the time period provided, the County may immediately terminate the Agreement.

c. Judicial or Administrative Proceedings. The County may terminate the Agreement, effective immediately, if (i) Associate is named as a defendant in a criminal or administrative proceeding for a violation of HIPAA, or (ii) a finding or stipulation that Associate has violated any standard or requirement of the HIPAA Regulations (or other security or privacy law) is made in any administrative or civil proceeding.

d. Effect of Termination. Upon termination of the Agreement for any reason, Associate shall return or destroy as directed by the County all PHI, including but not limited to ePHI, received from the County (or created or received by Associate on behalf of the County) that Associate still maintains in any form. This provision shall also apply to County PHI that is in the possession of subcontractors or agents of Associate. Associate shall retain no copies of such PHI or, if return or destruction is not feasible, Associate shall provide to the County notification of the conditions that make return or destruction infeasible, and shall continue to extend the protections of this Addendum to such information, and limit further use or disclosure of such PHI to those purposes that make the return or destruction of such PHI infeasible**.** [45 CFR § 164.504(e)(2)(ii)(I)]

5. Indemnification. Associate shall indemnify and hold harmless the County and its officers, employees, trustees, agents, and instrumentalities (the indemnified parties) from any and all liability, losses or damages, including attorneys' fees and costs of defense, which the County or its officers, trustees, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to, or resulting from the performance of this Addendum by Associate or its employees, agents, servants, partners, principals, or subcontractors. Associate shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits, or actions of any kind or nature in the name of any of the indemnified parties, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may issue thereon. Associate expressly understands and agrees that any insurance protection required by this Addendum, or otherwise provided by Associate, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the indemnified parties as herein provided. This paragraph shall survive the termination of the Agreement.

6. Limitation of Liability. Nothing in this Addendum shall be construed to affect or limit the County's sovereign immunity as set forth in Florida Statutes, Section 768.28.

7. Amendment.

a. Amendment to Comply with Law. The parties acknowledge that state and federal laws relating to the security and privacy of PHI, including electronic data, are rapidly evolving and that amendment of this Addendum may be required to provide for procedures to ensure compliance with such developments. The parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HIPAA Regulations and other applicable laws relating to the security or confidentiality of PHI. The parties understand and agree that the County must receive satisfactory written assurance from Associate that Associate will adequately safeguard all PHI that it receives or creates pursuant to this Agreement. Upon the County's request, Associate agrees to promptly enter into an amendment to the Agreement embodying written assurances consistent with the standards and requirements of HIPAA, the HIPAA Regulations or other applicable laws. The County, in addition to any other remedies including specific performance, may terminate the Agreement upon five [5] days' written notice in the event Associate does not enter into said amendment to the Agreement providing assurances regarding the safeguarding of PHI that the County, in its sole discretion, deems sufficient to satisfy the standards and requirements of HIPAA and the HIPAA Regulations. Notwithstanding Associate's failure to enter into an amendment, Associate shall comply with all provisions of the HIPAA laws.

b. Amendment of Appendix C. In addition to amendments described in 7a above, Appendix C may otherwise be modified or amended by written mutual agreement of the parties without amendment of the remainder of this Agreement."

8. **Assistance in Litigation or Administrative Proceedings.** Associate shall make itself, and any subcontractors, employees or agents assisting Associate in the performance of its obligations under this Agreement, available to the County at the County's convenience upon reasonable notice, at no cost to the County, to testify as witnesses, for document production, or otherwise, in the event of litigation or administrative proceedings being commenced against the County, its trustees, officers, agents or employees based upon claimed violation of HIPAA, the HIPAA Regulations or other laws relating to security and privacy, except where Associate or its subcontractor, employee or agent is a named adverse party.

9. **Effect on Agreement.** Except as specifically required to implement the purposes of this Addendum, or to the extent inconsistent with this Addendum, all other terms of the Agreement shall remain in force and effect. In the event of any conflict between this Addendum and Agreement, this Addendum shall control.

10. **Interpretation.** This Addendum and the Agreement shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HIPAA Regulations and applicable Florida laws. The parties agree that any ambiguity in this Addendum shall be resolved in favor of a meaning that complies and is consistent with HIPAA and the HIPAA Regulations.

11. **Jurisdiction**. Any litigation between the parties regarding the terms of this Addendum shall take place in Miami-Dade County, Florida.

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Appendix C1. CJIS Final

The following pages contain:

The legal authority, purpose, and genesis of the Criminal Justice Information Services Security Addendum (H2-H4);

An example of a contract addendum (H-5);

The Security Addendum itself (H6-H7);

The Security Addendum Certification page (H8).

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FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM

Legal Authority for and Purpose and Genesis of the Security Addendum

Traditionally, law enforcement and other criminal justice agencies have been responsible for the confidentiality of their information. Accordingly, until mid-1999, the Code of Federal Regulations Title 28, Part 20, subpart C, and the National Crime Information Center (NCIC) policy paper approved December 6, 1982, required that the management and exchange of criminal justice information be performed by a criminal justice agency or, in certain circumstances, by a noncriminal justice agency under the management control of a criminal justice agency.

In light of the increasing desire of governmental agencies to contract with private entities to perform administration of criminal justice functions, the FBI sought and obtained approval from the United States Department of Justice (DOJ) to permit such privatization of traditional law enforcement functions under certain controlled circumstances. In the Federal Register of May 10, 1999, the FBI published a Notice of Proposed Rulemaking, announcing as follows:

> 1. Access to CHRI [Criminal History Record Information] and Related Information, Subject to Appropriate Controls, by a Private Contractor Pursuant to a Specific Agreement with an Authorized Governmental Agency To Perform an Administration of Criminal Justice Function (Privatization). Section 534 of title 28 of the United States Code authorizes the Attorney General to exchange identification, criminal identification, crime, and other records for the official use of authorized officials of the federal government, the states, cities, and penal and other institutions. This statute also provides, however, that such exchanges are subject to cancellation if dissemination is made outside the receiving departments or related agencies. Agencies authorized access to CHRI traditionally have been hesitant to disclose that information, even in furtherance of authorized criminal justice functions, to anyone other than actual agency employees lest such disclosure be viewed as unauthorized. In recent years, however, governmental agencies seeking greater efficiency and economy have become increasingly interested in obtaining support services for the administration of criminal justice from the private sector. With the concurrence of the FBI's Criminal Justice Information Services (CJIS) Advisory Policy Board, the DOJ has concluded that disclosures to private persons and entities providing support services for criminal justice agencies may, when subject to appropriate controls, properly be viewed as permissible disclosures for purposes of compliance with 28 U.S.C. 534.
>
> We are therefore proposing to revise 28 CFR 20.33(a)(7) to provide express authority for such arrangements. The proposed authority is similar to the authority that already exists in 28 CFR 20.21(b)(3) for state and local CHRI systems. Provision of CHRI under this authority would only be permitted pursuant to a specific agreement with an authorized governmental agency for the purpose of providing services for the administration of criminal justice. The agreement would be required to incorporate a security addendum approved by the Director of the FBI (acting for the Attorney General). The security

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addendum would specifically authorize access to CHRI, limit the use of the information to the specific purposes for which it is being provided, ensure the security and confidentiality of the information consistent with applicable laws and regulations, provide for sanctions, and contain such other provisions as the Director of the FBI (acting for the Attorney General) may require. The security addendum, buttressed by ongoing audit programs of both the FBI and the sponsoring governmental agency, will provide an appropriate balance between the benefits of privatization, protection of individual privacy interests, and preservation of the security of the FBI's CHRI systems.

The FBI will develop a security addendum to be made available to interested governmental agencies. We anticipate that the security addendum will include physical and personnel security constraints historically required by NCIC security practices and other programmatic requirements, together with personal integrity and electronic security provisions comparable to those in NCIC User Agreements between the FBI and criminal justice agencies, and in existing Management Control Agreements between criminal justice agencies and noncriminal justice governmental entities. The security addendum will make clear that access to CHRI will be limited to those officers and employees of the private contractor or its subcontractor who require the information to properly perform services for the sponsoring governmental agency, and that the service provider may not access, modify, use, or disseminate such information for inconsistent or unauthorized purposes.

Consistent with such intent, Title 28 of the Code of Federal Regulations (C.F.R.) was amended to read:

§ 20.33 Dissemination of criminal history record information.

a) Criminal history record information contained in the Interstate Identification Index (III) System and the Fingerprint Identification Records System (FIRS) may be made available:

1) To criminal justice agencies for criminal justice purposes, which purposes include the screening of employees or applicants for employment hired by criminal justice agencies.

2) To noncriminal justice governmental agencies performing criminal justice dispatching functions or data processing/information services for criminal justice agencies; and

3) To private contractors pursuant to a specific agreement with an agency identified in paragraphs (a)(1) or (a)(6) of this section and for the purpose of providing services for the administration of criminal justice pursuant to that agreement. The agreement must incorporate a security addendum approved by the Attorney General of the United States, which shall specifically authorize access to criminal history record information, limit the use of the information to the purposes for which it is provided, ensure the security and confidentiality of the information consistent with these regulations, provide for sanctions, and contain such other provisions as the Attorney General may require. The power

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and authority of the Attorney General hereunder shall be exercised by the FBI Director (or the Director's designee).

This Security Addendum, appended to and incorporated by reference in a government-private sector contract entered into for such purpose, is intended to insure that the benefits of privatization are not attained with any accompanying degradation in the security of the national system of criminal records accessed by the contracting private party. This Security Addendum addresses both concerns for personal integrity and electronic security which have been addressed in previously executed user agreements and management control agreements.

A government agency may privatize functions traditionally performed by criminal justice agencies (or noncriminal justice agencies acting under a management control agreement), subject to the terms of this Security Addendum. If privatized, access by a private contractor's personnel to NCIC data and other CJIS information is restricted to only that necessary to perform the privatized tasks consistent with the government agency's function and the focus of the contract. If privatized the contractor may not access, modify, use or disseminate such data in any manner not expressly authorized by the government agency in consultation with the FBI.

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FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM

The goal of this document is to augment the CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A-130 as "security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information."

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI's information resources are not compromised. The security program shall include consideration of personnel security, site security, system security, and data security, and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) - the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor - a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes. The acknowledgement may be signed by hand or via digital signature (see glossary for definition of digital signature).

3.00 Responsibilities of the Contractor.

3.01 The Contractor will maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed and all subsequent versions), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

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4.01 The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.02 Security violations can justify termination of the appended agreement.

4.03 Upon notification, the FBI reserves the right to:

a. Investigate or decline to investigate any report of unauthorized use;

b. Suspend or terminate access and services, including telecommunications links. The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer, grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor, CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

6.05 All notices and correspondence shall be forwarded by First Class mail to:

Information Security Officer

Criminal Justice Information Services Division, FBI

1000 Custer Hollow Road

Clarksburg, West Virginia 26306

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FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM

CERTIFICATION

I hereby certify that I am familiar with the contents of (1) the Security Addendum, including its legal authority and purpose; (2) the NCIC Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20, and agree to be bound by their provisions.

I recognize that criminal history record information and related data, by its very nature, is sensitive and has potential for great harm if misused. I acknowledge that access to criminal history record information and related data is therefore limited to the purpose(s) for which a government agency has entered into the contract incorporating this Security Addendum. I understand that misuse of the system by, among other things: accessing it without authorization; accessing it by exceeding authorization; accessing it for an improper purpose; using, disseminating or re-disseminating information received as a result of this contract for a purpose other than that envisioned by the contract, may subject me to administrative and criminal penalties. I understand that accessing the system for an appropriate purpose and then using, disseminating or re-disseminating the information received for another purpose other than execution of the contract also constitutes misuse. I further understand that the occurrence of misuse does not depend upon whether or not I receive additional compensation for such authorized activity. Such exposure for misuse includes, but is not limited to, suspension or loss of employment and prosecution for state and federal crimes.

Billie Jo Belcher — DocuSigned by: Billie Jo Belcher B91DD5AC1C024D5... — 8/10/2022

Printed Name/Signature of Contractor Employee — Date

Billie Jo Belcher — DocuSigned by: Billie Jo Belcher B91DD5AC1C024D5... — 8/10/2022

Printed Name/Signature of Contractor Representative — Date

CentralSquare Technologies, LLC — Assistant General Counsel

Organization and Title of Contractor Representative

Appendix D

SOFTWARE LICENSE AGREEMENT

This Software License and Services Agreement (the "Agreement") is entered into as of the "Effective Date" by and between:

CentralSquare Technologies, LLC 1000 Business Center Drive Lake Mary, FL 32746	Miami-Dade County a political subdivision of the State of Florida 111 NW 1st Street Miami, FL 33128
(hereinafter referred to as "CentralSquare")	(hereinafter referred to as "Customer")

CentralSquare and Customer may be severally referred to as a "Party" or collectively referred to as "Parties".

1. **DEFINITIONS**. Whenever used in this agreement, the following terms shall have the meanings assigned herein. Additional terms may be defined in the context in which they are first used.

1.1. "Agreement" shall mean this Agreement and any attached reference documents or Addendum as those may be amended, modified or supplemented from time to time.

1.2. "Capitalization" Capitalized terms not defined herein shall have the meaning set forth in the Agreement.

1.3. "Confidential Information" shall mean all corporate information and material of a sensitive, proprietary, or non-public nature originating within the disclosing Party, whether in electronic, hard copy or other form, and disclosed as necessary between the Parties in a contractual agreement, but not made openly available or disclosed to the public nor any third party, unless such disclosure to a specific third party is consented to in writing by the disclosing Party or is otherwise required by law. Confidential Information includes without limitation, information, data and materials relating to the disclosing Party's business, customers, personnel, trade secrets, internal processes, elements of the disclosing Party's information technology infrastructure, and any of the disclosing Party's information not generally available to the public. Confidential Information shall not include information which:

a) is at the time of its disclosure already in the public domain and readily available to the public; or,

b) is independently developed by the receiving Party without reference to or prior knowledge of the disclosing Party's Confidential Information; or

c) was already legally in the possession of the receiving Party prior to its disclosure by the disclosing Party and not subject to any agreement of confidence between the receiving and disclosing Parties; or,

d) is obtained by the receiving Party from a third party authorized to possess and disclose such information without restriction; or

e) gets into the public domain via an authorized release from the disclosing Party and not via another party's unauthorized, wrongful, illegal or negligent release of this information to the public.

1.4. "Change Order" means work added to or deleted from the original scope of work as described in the Pricing Schedule and/or Statement of Work attached herein to this Agreement which alters the original scope, agreement amount, and/or completion date.

1.5. "Customer Environment" means the computing facilities consisting of the operating computers, operating systems and other equipment and systems into which Customer intends to integrate and use the Product.

1.6. "Documentation" means any user manuals, operating instructions, descriptions, or other written directions provided to Customer by CentralSquare in connection with the Product.

1.7. "Feature Upgrade" means an optional, premium feature of a Product that CentralSquare may offer to Customer at an additional fee.

1.8. "Fees" mean all monetary amounts owed by Customer to CentralSquare for the Product, License(s), Additional License(s), Feature Upgrade(s), Module(s), Technical Services, and Professional Services, as set forth herein or in attached reference documents or Change Orders as applicable.

1.9. "Maintenance Release(s)" means a Software program fix or improvement that solves a problem or enhances the performance of the Product(s) but does not necessarily expand the functionality of the Product(s).

1.10. "Module(s)" means software containing altered and/or new functionality that does not fall within the scope of the applicable version of the standard Software licensed under this Agreement and that CentralSquare may offer to Customer at an additional fee.

1.11. "Pricing Schedule(s)" means one or more Pricing Schedules attached hereto and incorporated herein which sets forth the price for Products and Services ordered by Customer hereunder.

1.12. "Product" means, individually and collectively, any Software, Module(s) and/or Feature Upgrade, Document(s) acquired by Customer through CentralSquare or its authorized resellers.

1.13. "Reseller" means a company or individual authorized by CentralSquare to sell Product(s)

1.14. "Software" means the standard software components as described in a Pricing Schedule or Statement of Work including Maintenance Release(s), if any.

1.15. "Statement of Work" means Appendix A. SOW attached hereto and incorporated herein (sometimes referred to herein as the "SOW") describing the Products, Professional Services, Purchased Equipment and /or Technical Services to be provided by CentralSquare to Customer

2. **TERM AND TERMINATION.**

2.1. Termination because of Non-Renewal. This Agreement shall terminate, after the initial License Term, as defined in Section 5 , if either Party notifies the other of its decision to terminate by providing the other Party sixty (60) days written notice prior to the expiration of the License Term then in effect.

3. **PRODUCT; STATEMENTS OF WORK; SERVICES; EQUIPMENT; CHANGES;.**

3.1. Product. All Product to be acquired by Customer hereunder is set forth in the Pricing Schedule (Appendix B) and/or Statement of Work (Appendix A.). After the Effective Date of this Agreement, CentralSquare will put the Product at Customer's disposal for use in accordance with the timeframes set forth in the SOW. All deliveries of Product shall be inclusive of the corresponding Documentation. The risk of loss of, theft of or damage to the Product or other items delivered to Customer under this Agreement shall pass to Customer when Customer or any third party appointed by Customer comes into possession of these items.

3.2. Statements of Work. Each Statement of Work will set forth at least the following: (a) all Product and Purchased Equipment being acquired under this Agreement, (b) the Professional, and Technical Services, if any, to be performed (individually and collectively the "Services") , (c) any deliverables resulting from the Services (the "Deliverables"), (c) any specifications or other requirements pertaining to the Services or Deliverables ("Specifications"), (e) the schedule for performance of the Services ("Schedule"), (f) a detailed description of the Customer Environment and minimum technical speciation requirements for such, (g) any applicable assumptions or conditions, and (h) any other terms mutually agreed upon by the parties. Multiple Statements of Work may be outstanding at any particular time.

3.3. Technical Services. CentralSquare Licenses and renewals thereof include Technical Services and Maintenance Releases, in accordance with, and subject to, the terms of the Technical Services Agreement attached and referred to herein.

4. **FEATURE UPGRADES AND MODULES**. CentralSquare may from time to time make Feature Upgrades or additional Modules available to Customer. Any Feature Upgrades or additional Modules separately priced and not included in the subscription will be set forth in Contract Amendment or Change Order.

5. **LICENSE GRANTS, RESTRICTIONS ON USE, AND HARDWARE.**

5.1. License Grants. Subject to the terms of this Agreement, including the applicable license implementation described in Section 8.2 below, and during the Term of this Agreement, CentralSquare grants to Customer a limited, worldwide, non-exclusive, non-sublicensable, non-transferable license ("License") to: (a) install and use (i) the Product (in executable format and except as stated below) in Customer's Environment on Customer's server and/or computers as further outlined on the Pricing Schedule and/or Statement of Work and (ii) any related plug-ins or components on, as applicable, Customer's server and/or computers; (b) use and permit a number of its employees as specified on the Pricing Schedule and/or Statement of Work (together with the Customer, the "Users") to use the Product (including any plug-ins or components) solely in connection with the Customer's business; and (c) use and make a reasonable number of copies of the Documentation provided; Customer agrees that the Product is not to be used by any other agency, department, jurisdiction, individual or entity not expressly listed on the Pricing Schedule and/or Statement of Work. Except as specifically authorized herein, neither this Agreement, nor any right, license or obligation hereunder, may be transferred, assigned, delegated, or sublicensed, in whole or in part, by Customer without the prior written consent of CentralSquare and any attempt to the contrary shall be void and of no legal effect.

5.2. License Duration; Renewals, Restrictions, Services.

a) The License is limited in time and is only applicable during the Term of this Agreement and any renewal thereof and under the condition that Customer continuously pays all Fee(s) due in a timely manner and in full when invoiced. The term of the License will commence on the invoice

date for the Product and will continue for the period of time set forth on the Pricing Schedule and/or Statement of Work (the "License Term").

b) After the initial License Term, the License shall automatically renew in twelve (12) month increments unless either Party notifies the other of its decision to terminate by providing the other Party sixty (60) days written notice prior to the expiration of the License Term then in effect. The License Fee for the renewal License Term shall be the higher of: i) CentralSquare' then current rates which are in effect at the time that the License Term is renewed, or ii) the Renewal License Fee per Appendix B.

5.3. Users License Restrictions. Customer acknowledges and understands that the software is written in a specific programming language for use with specific operating systems and is to be used on only the hardware platforms identified as the Customer Environment, as set forth in the Pricing Schedule and/or Statement of Work. Customer may implement the Product in accordance with SOW. The number of licensed Users may be increased by acquiring additional User Licenses from CentralSquare (each, an "Additional License"). The License Term for any Additional Licenses shall be coterminous with the License Term for the existing licenses, regardless of when acquired. Customer shall pay CentralSquare additional pro-rated fees for each Additional License. For a period of thirty (30) days after the effective date of the Contract agreement, the price of Additional Licenses shall be as set forth on the Pricing Schedule and/or Statement of Work; thereafter, the price of Additional Licenses shall be according to CentralSquare' standard pricing then in existence.

5.4. Additional License Restrictions. Except as expressly permitted under this Agreement, Customer agrees not to: (a) reverse engineer or otherwise attempt to discover the source code of or trade secrets embodied in the Product or any portion thereof; (b) distribute, transfer, grant sublicenses to, or otherwise make available the Product (or any portion thereof) to third parties (other than authorized Users), including, but not limited to, making such Product available through resellers or other distributors, or as an application service provider, service bureau, or rental source; (c) embed or incorporate in any manner the Product (or any element thereof) into other applications of Customer or third parties, other than as authorized in the applicable Documentation; (d) create modifications to or derivative works of the Product; (e) reproduce the Product; (f) use or transmit the Product in violation of any applicable law, rule or regulation, including any export/import laws; (g) in any way access, use, or copy any portion of the Product code (including the logic, functionality, and/or architecture thereof and any trade secrets included therein) to directly or indirectly develop, promote, distribute, sell or support any product or service that is competitive with the Product or (h) remove, obscure or alter any copyright notices or any name, trademark, service mark, tagline, hyperlink or other designation included on any display screen within the Product (collectively, "CentralSquare Property"). Customer shall not permit any third party to perform any of the foregoing actions and shall be responsible for all damages and liabilities incurred as a result of such actions by Customer and/or third parties. The Product(s) qualifies as "Commercial Items," as that term is defined at Federal Acquisition Regulation ("FAR") (48 C.F.R.) 2.101, consisting of "commercial computer software" and "commercial computer software documentation" as such terms are used in FAR 12.212. Consistent with FAR 12.212 and DoD FAR Supp. 227.7202-1 through 227.7202-4, and notwithstanding any other FAR or other contractual clause to the contrary in any agreement into which the Agreement may be incorporated, Customer may provide to Government end user or, if the Agreement is direct, Government end user will acquire, the Product(s) with only those rights set forth in the Agreement. Use of the Product(s) constitutes agreement by the Government that the Product(s) are "commercial computer software" and "commercial computer software documentation," and constitutes acceptance of the rights and restrictions herein.

5.5. License Services. During the License Term and any renewal thereof, and under the condition that Customer has paid all Fee(s) due in a timely manner and in full, CentralSquare will provide Technical Services and Maintenance Releases as described in the Technical Services Agreement attached and referred to herein.

6. **WARRANTIES AND DISCLAIMERS.**

6.1. Warranties.

a) For the longer of one (1) year from commencement of the License granted hereunder or for so long as Customer is current with payment of Fees, CentralSquare warrants that the Products, as delivered and when used in accordance with the Documentation and CentralSquare specifications, (a) will be free of material programming defects and (b) will perform materially in accordance with the Documentation.

6.2. **Disclaimers**. **THE EXPRESS WARRANTIES IN SECTION 7 ARE THE EXCLUSIVE WARRANTIES OFFERED BY CENTRALSQUARE AND ANY AND ALL OTHER CONDITIONS AND WARRANTIES OF ANY KIND OR NATURE, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, ANY CONDITIONS OR WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY, QUIET ENJOYMENT, TITLE, MERCHANTABILITY AND THOSE THAT ARISE FROM ANY COURSE OF DEALING OR COURSE OF PERFORMANCE ARE HEREBY DISCLAIMED. CENTRALSQUARE DOES NOT WARRANT THAT CUSTOMER'S USE OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE OR MAKE ANY OTHER REPRESENTATIONS REGARDING THE USE, OR THE RESULTS OF THE USE, OF THE SOFTWARE, PRODUCT OR DOCUMENTATION IN TERMS OF CORRECTNESS, ACCURACY, RELIABILITY, OR OTHERWISE. CENTRALSQUARE DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES THAT THE DATA OR INFORMATION PROVIDED THROUGH USE OF THE PRODUCT WILL BE ACCURATE, UP-TO DATE OR ERROR FREE. IN NO INSTANCE SHALL CENTRALSQUARE BE HELD LIABLE FOR ANY JUDGMENT MADE OR ACTION TAKEN BY CUSTOMER THROUGH USE OF THE PRODUCT.**

7. **OBLIGATION OF CUSTOMER**. Customer Party is responsible for performing the following:

7.1. Customer Assistance. Customer shall, in all cases and at no charge to CentralSquare, perform such non skilled checks and tests as reasonably required by CentralSquare' written instructions provided in its Documentation. These tests shall not require Customer to furnish specialized test equipment.

7.2. Access Management Policy. The County and agencies will provide CentralSquare Engineers who have completed necessary law enforcement background checks, with reasonable access via VPN over a 1.54Mbps (T1) or better connection, using either Bomgar or SecureLink as outlined in the Access Management Policy attached as SCHEDULE/APPENDIX/EXHIBIT X, in order to provide rapid development and support services. VPN access should be generally available throughout the project and not require setup for specific work sessions. The VPN services are to be provided by the County and agencies. Note: Any significant delays incurred due to lack of acceptable remote access have the potential to delay the completion of the project or support services. Should the tools detailed in the Access Management Policy no longer be compliant, Customer and CentralSquare shall work together to identify a compliant tool for access management purposes. Should Customer or CentralSquare be unable to agree upon a new compliant tool, this Agreement may be terminated without cause by either Party.

7.3. Customer Responsibilities. Customer agrees to prevent unauthorized adjustment, repairs or modifications, and to ensure that the Product is utilized in accordance with the applicable CentralSquare published specifications. In the event that either one of these responsibilities is not fulfilled, the parties shall refer to article### Default..

System Responsibility. CentralSquare has no system responsibility as to the use or application of the Product. Customer assumes full responsibility for data entry, data maintenance, and the functional adequacy of the Product.

8. **GENERAL**

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EXHIBIT A
SUPPORT & MAINTENANCE

This Support & Maintenance Exhibit describes support and maintenance relating to technical support that CentralSquare will provide to Client during the Term of the Agreement.

1. Product Updates and Releases

1.1. Updates. From time to time CentralSquare may develop permanent fixes or solutions to known problems or bugs in the Software and incorporate them in a formal "Update" to the Software. If Client is receiving technical support from CentralSquare on the general release date for an Update, CentralSquare will provide the Client with the Update and related Documentation.

1.2. Releases. Client shall agree to install and/or use any Release provided by CentralSquare within one year to avoid or mitigate a performance problem or infringement claim. However, this period shall be extended should the update substantially affect system performance or use. All modifications, revisions and updates to the Software shall be furnished by means of new Releases of the Software and shall be accompanied by updates to the Documentation whenever CentralSquare determines, in its sole discretion, that such updates are necessary.

2. Telephone Support & Support Portal

2.1. **Hours.** CentralSquare shall provide to Client, 24/7 via toll-free phone number *833-278-7877*. CentralSquare shall provide to Client, commercially reasonable efforts in solving errors reported by the Client as well as making available an online support portal. Client shall provide to CentralSquare reasonably detailed documentation and explanation, together with underlying data, to substantiate errors and to assist CentralSquare in its efforts to diagnose, reproduce and correct the error. This support may be provided by CentralSquare at Client location(s) if and when CentralSquare and Client agree that on-site services are necessary to diagnose or resolve the problem. If after traveling onsite to diagnose a reported error and such reported error did not, in fact, exist or was not attributable to a defect in the Software provided by CentralSquare or an act or omission of CentralSquare, then Client shall pay for CentralSquare's investigation and related services at CentralSquare's standard professional services rates. Client must provide CentralSquare with such facilities, equipment and support as are reasonably necessary for CentralSquare to perform its obligations under this Amendment, including remote access to the Specified Configuration in accordance with the Remote Access Policy.

3. Website Support

Online support is available via https://support.centralsquare.com/s/contact-us, offering Client the ability to resolve its own problems with access to CentralSquare's most current information. Client will need to enter its designated username and password to gain access to the technical support areas on CentralSquare's website. CentralSquare's technical support areas allow Client to: (i)

search an up-to-date knowledge base of technical support information, technical tips, and featured functions; and (ii) access answers to frequently asked questions (FAQ).

4. Exclusions from Technical Support Services

CentralSquare shall have no support obligations with respect to any third-party hardware or software product not licensed or sold to Client by CentralSquare ("Nonqualified Product"). Client shall be solely responsible for the compatibility and functioning of Nonqualified Products with the Software.

5. Client Responsibilities

In connection with CentralSquare's provision of technical support as described herein, Client acknowledges that Client has the responsibility to do each of the following:

5.1 Provide hardware, operating system and browser software that meets technical specifications, as well as a fast, stable, high speed connection and remote connectivity.

5.2 Maintain the designated computer system and associated peripheral equipment in good working order in accordance with the manufacturers' specifications, and ensure that any problems reported to CentralSquare are not due to hardware malfunction;

5.3 Maintain the designated computer system at the latest code revision level reasonably deemed necessary by CentralSquare for proper operation of the Software;

5.4 Supply CentralSquare with access to and use of all information and facilities reasonably determined to be necessary by CentralSquare to render the technical support described herein;

5.5 Perform any test or procedures reasonably recommended by CentralSquare for the purpose of identifying and/or resolving any problems;

5.6 At all times follow routine operator procedures as specified in the Documentation or any policies of CentralSquare posted on the CentralSquare website following notice from CentralSquare to Client;

5.7 Client shall remain solely responsible at all times for the safeguarding of Client's proprietary, confidential, and classified information; and

5.8 Ensure that the designated computer system is isolated from any process links or anything else that could cause harm before requesting or receiving remote support assistance.

6. Priorities and Support Response Matrix: The following priority matrix relates to software errors covered by this Agreement. Causes secondary 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 Support & Maintenance Exhibit. CentralSquare will make commercially reasonable efforts to respond to Software incidents for live remote based production systems using the following guidelines:

Priority	Issue Definition	Response Time
Priority 1 – Urgent	The hub is completely down and will not launch or function.	Priority 1 issues must be called in via 833-278-7877 and will be immediately answered and managed by the first available representative.
Priority 2 – Critical	A high-impact problem that disrupts the customer's operation but there is capacity to remain productive and maintain necessary operations.	Priority 2 issues must be called in via 833-278-7877 and will be immediately answered and managed by the first available representative.
Priority 3 – Non-Critical	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.	Priority 3 issues called in via 833-278-7877 will be immediately answered and managed by the first available representative. Non-Critical Priority 3 issues may also be reported via Https://support.centralsquare.com/s/contact-us

Priority 4 – Minor	Cosmetic or documentation errors, including Client technical questions or usability questions.	Priority 4 issues called in via 833-278-7877 will be immediately answered and managed by the first available representative. Minor Priority 4 issues may also be reported via Https://support.centralsquare.com/s/contact-us

7. **Exceptions.** CentralSquare shall not be responsible for failure to carry out its service and maintenance obligations under this Amendment if the failure is caused by adverse impact due to:
   7.1. defectiveness of the Client's environment, Client's hardware or ancillary systems, or due to Client corrupt, incomplete, or inaccurate data reported to the Software, or documented defect.
   7.2. denial of reasonable access to Client's system or premises preventing CentralSquare from addressing the issue.
   7.3. material changes made to the usage of the Software by Client where CentralSquare has not agreed to such changes in advance and in writing or the modification or alteration, in any way, by Client or its subcontractors, of communications links necessary to the proper performance of the Software.
   7.4. a force majeure event, or the negligence, intentional acts, or omissions of Client or its agents.
8. **Incident Resolution.** Actual response times and resolutions may vary due to issue complexity and priority. For critical impact level and above, CentralSquare provides a continuous resolution effort until the issue is resolved. CentralSquare will make commercially reasonable efforts to resolve Software incidents for live remote based production systems using the following guidelines:

Priority	Resolution Process	Resolution Time
Priority 1 – Urgent	CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production System.	CentralSquare will work continuously to provide the Client with a solution that allows the Client to resume live operations on the production system. CentralSquare will resolve the issue as soon as possible and not later than twelve (12) hours after notification.
Priority 2 – Critical	CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal	CentralSquare will work continuously to provide the Client with a solution that allows the Client to resume normal operations on the production System.

	operations on the production System.	CentralSquare will resolve the issue as soon as possible and not later than thirty-six (36) hours after notification.
Priority 3 – Non - Critical	CentralSquare will provide a procedural or configuration workaround that allows the Client to resolve the problem.	CentralSquare 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 CentralSquare's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Minor	If CentralSquare determines that a reported Minor Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	CentralSquare 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.

9. **Non-Production Environments.** CentralSquare will make commercially reasonable efforts to provide fixes to non-production environment(s). Non-production environments are not included under the response or resolution tables provided in this Exhibit.
   9.1. Maintenance. All non-production environment resolution processes will follow the structure and schedules outlined above for production environments.
   9.2. Incidents and service requests. Non-production environment incidents are considered priority 3 or 4, dictated by circumstances and will be prioritized and scheduled similar to production environment service requests.
10. **Training.** Outside the scope of training services purchased, if any, Client is responsible for the training and organization of its staff in the operation of the Software.
11. **Development Work.** Software support and maintenance does not include development work either (i) on software not licensed from CentralSquare or (ii) development work for enhancements or features that are outside the documented functionality of the Software, except such work as may be specifically purchased and outlined in the Agreement. CentralSquare retains all intellectual property rights in development work performed and Client may request consulting and development work from CentralSquare as a separate billable service.

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CENTRALSQUARE



Proposal for Miami-Dade Fire Rescue

RFP-02199 for Computer Aided Dispatch Solution (Group B)

April 30, 2022, 6:00pm EDT

Nick Hempel, Account Executive

nick.hempel@centralsquare.com

Mobile: 941.380.2848

MDC517

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CENTRALSQUARE

April 30, 2022

Natalya Vasilyeva, Procurement Contracting Officer
Miami-Dade County
111 NW 1st Street, Suite 1300
Miami, Florida 33128

RE: Request For Proposals (RFP) No. 02199 For Computer Aided Dispatch Solution (Group B)

Dear Ms. Vasilyeva,

CentralSquare Technologies, LLC (CentralSquare) is pleased to respond to the above-referenced Request for Proposal (RFP) for the Miami-Dade Fire Rescue (MDFR). Located in the most populous county in Florida, the MDFR requires a modern, turnkey solution to make MDFR public safety personnel more effective in preventing, combating, and responding to public safety matters through strategic resource deployment.

CentralSquare's comprehensive solution for RFP Group B includes the following component from our flagship Enterprise Suite. CentralSquare has also responded separately to RFP Group A.

- **CAD-to-CAD**: cross-jurisdictional connectivity for disparate public safety agencies

CentralSquare is the market leader in CAD-to-CAD integrations, providing connectivity between all major CAD systems. CentralSquare has over a dozen successful, Hub-based CAD-to-CAD installations across North America, empowering hundreds of Emergency Communication Centers and agencies to share incident information and vehicle location and status and real time.

CentralSquare's solution will save the MDFR time, keep its first responders safer, and provide the field intelligence necessary to keep the MDFR responsive to their community's public safety needs.

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

- Meets the requirements and goals stated within the RFP
- Provides the maximum integration of the MDFR's public safety entities
- Offers exemplary 24x7 customer support
- Helps keep the officers and citizens of Miami-Dade County safer and more secure

The following individual is available to discuss the MDFR's project in more detail:

Nick Hempel, Account Executive
Mobile: 941-380-2848
nick.hempel@centralsquare.com

CentralSquare welcomes the opportunity to provide the MDFR with a demonstration of its robust solution and looks forward to partnering with the MDFR in the success of this project.

Sincerely,

DocuSigned by:
Dan Maier
1D915AE068D0477...

Dan Maier, Chief Revenue Officer

1000 Business Center Drive
Lake Mary, FL 32746• 800-727-8088

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Disclaimer

CentralSquare welcomes the opportunity to respond to Request for Proposals (RFP) No. 02199 for a Computer Aided Dispatch Solution issued April 8, 2022, by Miami-Dade County, Florida (the MDFR). The responses to matters identified in the County's RFP represent CentralSquare's good faith interpretation of the RFP. Additionally, CentralSquare is providing its then-current Enterprise Suite on Premise Subscription Agreement and Unify Subscription Agreement (the "CentralSquare Agreements") with its proposal response which are aligned with the software industry and address many of the contractual matters related to this RFP. As demonstrated by CentralSquare's extensive client base, through good faith negotiation, CentralSquare has been able to address a wide variety of concerns and mandates set forth by the respective entities.

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Executive Summary

Objectives and Proposed Solutions

After previous conversations (held prior to the cone of silence) with MDFR and a thorough review of the RFP requirements, CentralSquare understands that MDFR seeks a state-of-the-art CAD-to-CAD data exchange hub that will satisfy the needs of MDFR and the citizens of the County well into the 21st century. Below are some areas of functionality that CentralSquare understands are especially important to MDFR:

Reduce Overall Response Times

When the MDFR and neighboring agencies connect their CAD systems with CentralSquare CAD-to-CAD, they benefit from the smarter utilization of resources, greater data accuracy, and faster response times to save lives and restore order. Linked CAD systems empower dispatchers to quickly identify, deploy and coordinate resources within an integrated, virtual response area regardless of traditional boundaries.

CentralSquare CAD-to-CAD cuts response times by up to **two minutes!**

Telecommunicators reduce response times by having visibility of all units in the region available from each agency connected to the CAD-to-CAD Hub. This allows dispatchers to request the closest available unit automatically or manually, even for units managed by a neighboring agency. This capability is possible because the intelligent Hub continuously synchronizes unit availability and GPS-based locations between systems in real time.

Enhanced Coordination And Collaboration Across Municipal Agencies

The MDFR and neighboring agencies' CAD systems lack easy, instant ways to connect and share resources. CentralSquare CAD-to-CAD, an interoperable, cross-jurisdictional tool, will connect these public safety agencies. This gives the Miami-Dade County first responders the most cohesive understanding of critical situations as they unfold, resulting in faster response times and more lives and property saved.

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Improve Cost Effectiveness Operations

CentralSquare offers the ability to connect the MDFR's CAD to multiple systems with the ability to interface with more than 30 different providers. This patented technology powers seamless connectivity in complex operational environments of police, fire, and EMS agencies throughout the U.S. CentralSquare offers the MDFR this market-leading CAD-to-CAD fair and reasonable cost, allowing a good return on investment in proven industry-leading public safety solutions.

While Return on Investment (ROI) is typically an accounting term that measures how efficiently a business uses its resources to generate profit, in a government agency, the desired return is not profit, but maximum process efficiency and optimum usage of allocated resources. In today's financial environment, government agencies must accomplish more with less funding and fewer resources.

By implementing CentralSquare CAD-to-CAD, the MDFR can measure its return on investment by reducing average dispatch times, reducing response times, increasing first responder safety, and directly achieving the strategic objectives desired and outlined in this response.

To provide MDFR with a solution that fulfills the desired functionality described above, CentralSquare is proposing the Public Safety Suite – Enterprise application for CAD-to-CAD. CentralSquare is confident that its ability to understand and fulfill MDFR's needs will be apparent throughout this response.

Proof Point: From Go-Live to Saving Lives in Less Than 5 Minutes!

April 2022: Two Colorado agencies– Jeffcom and South Metro Fire – went live on shared CAD-to-CAD. Five minutes after go-live the first call came to Jeffcom for an unresponsive person.

Based on the AVL (GPS), the Jeffcom CAD identified and dispatched a close-by South Metro unit in *14 seconds*, arriving on the scene in less than 4 minutes!



Life saved, full recovery!



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CentralSquare Mission and Purpose

Building safer and smarter communities through software is CentralSquare's mission and passion. Public Safety Suite – Enterprise was built from the ground up and is continually evolving to meet the ever-changing needs of public safety professionals. CentralSquare delivers the best value through:

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

CentralSquare is an industry leader in public safety and public administration software, serving over 7,650 organizations from the largest cities to counties and towns of every size across North America. Solutions include:

- 9-1-1
- Computer-aided dispatch
- Records management
- Mobile
- Citation
- Evidence management
- Corrections

For public administration agencies, CentralSquare provides solutions for:

- Finance
- Human capital management
- Payroll
- Utility billing
- Citizen engagement
- Asset management
- Regulatory compliance
- Community development

CentralSquare's headquarters is in Lake Mary, Florida. Highly skilled employees also operate out of Centers of Excellence in the following locations: Greensboro, NC; Sioux Falls, SD; Castle Hayne, NC; and Kelowna, BC.

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Company Overview

CUSTOMER BASE AND USER CONFERENCE



CentralSquare hosts an annual conference that is designed to encourage CentralSquare's customers to engage with its dynamic community. Attendees explore CentralSquare's latest innovations and solutions while learning more effective, efficient uses for their software applications. More than a training event, this users' conference provides agencies with the opportunity to hear from industry experts, share achievements, and experience the collaboration between CentralSquare staff and customers.

FORMATION OF COMPANY

In 2018, the merger of Superion, TriTech, and Aptean resulted in CentralSquare Technologies, LLC and presented an opportunity that few, if any, vendors in the public safety software arena have seen:

To select the best of breed products from a vast portfolio of applications to form an integrated solution with superior functionality for each entity within the client organization.

CentralSquare's solutions leverage over 28 years of industry experience and are designed around technologies, with the features and user experience to best meet the objectives of the end user. CentralSquare's focus is on integration—data sharing and workflow—to support the agencies that depend on its software.

FINANCIAL AND LEGAL POSITION

CentralSquare is a large company with significant scale, strong profitable cash flows, expanding EBITDA margins, and increasing organic revenue growth. CentralSquare's cash balance and overall financial condition remains robust even as the company continues to invest for additional growth. CentralSquare has never filed bankruptcy or otherwise been subject to a reorganization or receivership of any sort. In addition, the company has never been disqualified from participation on a contract by any agency, public or otherwise.

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Leadership Team



DAVID ZOLET, CHIEF EXECUTIVE OFFICER

David Zolet serves as CentralSquare's Chief Executive Officer (CEO). David joined CentralSquare with more than 30 years of experience working in the government technology industry. Prior to CentralSquare, David served as president and CEO of LMI, a management consulting firm with a long history of serving the federal government. Before his time at LMI, David led the North American Public Sector unit of DXC Technology (formerly CSC), which offers solutions and services to support the missions of federal, state, and local government agencies. David has a long history of experience in management, business development, engineering, strategic planning, and customer and government relations. He uses this experience to continue his passion of empowering public servants through innovation. He holds a Master of Business Administration degree from the Wharton School of the University of Pennsylvania, as well as master's and bachelor's degrees in electrical engineering from Johns Hopkins University.



SARA GRILLIOT, CHIEF FINANCIAL OFFICER

Sara Grilliot is CentralSquare's Chief Financial Officer running finance, procurement, and accounting for the entire company. Prior to joining the team, Sara was the CFO of ADP's Compliance Solutions Division where her operational transformation initiative realized more than 300 basis points of EBITDA margin expansion in one year. As VP of Investor Relations, Sara led the investor communication strategy before, during and after a highly successful spinoff, which resulted in an increase of the market cap of the combined entity by more than 15%. Before working at ADP, Sara worked for Ernst & Young. She holds a Bachelor's degree in Business Administration and MBA from the University of North Florida and earned her CPA designation in the State of Florida.



BARRY MEDITZ, GENERAL COUNSEL AND CORPORATE SECRETARY

As General Counsel and Corporate Secretary, Barry is a senior executive with more than 15 years' experience advising leadership teams of public and privately held global businesses during periods of rapid industry and regulatory change. Barry's previous experience includes having served as General Counsel and Corporate Secretary of Rubicon Global, Senior Vice President and General Counsel and Company Secretary of Recall Holdings Ltd. Barry was Senior Legal Counsel at Motorola, Inc. (NYSE:MOT), Trademark Licensing Counsel at The Coca-Cola Company (NYSE:KO), and he began his legal career as an associate at Perkins Coie LLP. Barry earned his B.A. with distinction in History and Political Science from the University of Wisconsin-Madison, and his J.D. from The Emory University School of Law where he was elected to the Order of Barristers. He is a member of the Georgia, Illinois and District of Columbia Bar Associations, and a member of the Board of Directors of the Society for Corporate Governance.

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DARA BRENNER, CHIEF PRODUCT OFFICER

As Chief Product Officer, Dara brings more than 25 years of product leadership to CentralSquare. Before joining CentralSquare, Dara served as Vice President, Product Management at UKG/Ultimate, Equifax and ADP as well as Chief Product Officer at gr8 People. She has extensive experience as a Human Capital Management technology product leader, overseeing teams focused on innovative technologies such as search, mobile, social, user experience and analytics. Dara is known for delivering innovative and disruptive technology solutions that provide world-class customer experiences. Dara received a Master of Business Administration from Pace University, Lubin Graduate School of Business, and a Bachelor of Arts in Psychology from Boston University, College of Liberal Arts.



DAN MAIER, CHIEF REVENUE OFFICER

As Chief Revenue Officer, Dan leads CentralSquare's Sales and Marketing functions. Prior to CentralSquare, Dan was Senior Vice President of Sales for North American markets at Ellucian, a global provider of software and services in higher education. Previously, he held roles as the Vice President of Sales and Marketing at Corporate Reimbursement Services, Inc. (CRS) and the Vice President of Sales for Illume Software, primarily responsible for launching their enterprise sales strategy. Prior to CRS, Dan spent 11 years at Parametric Technology Corporation (PTC), where he served in several sales and sales management positions, including Senior Vice President for the Americas channel sales organization and Vice President for worldwide inside sales. Dan is personally committed to public service, highlighted by his service as a captain in the U.S. Army and a field artillery officer in the 319th Airborne Field Artillery Regiment. He holds a Bachelor's degree in political science from Loyola University in Maryland.



RON A. ANDERSON, VICE PRESIDENT OF SALES

As Vice President of Sales, Ron is passionate about solving customer challenges through the many CentralSquare Public Safety product and services offerings. Ron joined CentralSquare in 2007 as a product consultant and has empowered customers through sales since 2009. Prior to joining CentralSquare, Ron served in public safety for 10 years. Ron leads a diverse team of committed and mission-oriented sales professionals focused on forging and fostering new and existing, long-term, and rewarding client partnerships. Ron is committed to helping prospects and customers make strategic decisions that have meaningful impact on their communities. Ron holds a B.A. in Criminology/Criminal Justice from Florida State University.

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WESTON HELMS, VICE PRESIDENT OF CORPORATE DEVELOPMENT

As Vice President of Corporate Development, Weston is future-focused and helps drive CentralSquare growth strategy by leading its merger and acquisition (M&A) and joint-venture opportunities. Weston works closely with the Executive Leadership Team to solidify CentralSquare's market position and advance in new markets to accelerate the company's mission and streamline acquisition integrations. Before joining CentralSquare, Weston served as Vice President and Lead of Wolf Den Associates' Transaction Advisory practice where he led clients through complex aerospace, defense, and government services and technology acquisitions, divestitures, M&A strategy, and post-merger integration efforts. Prior to Wolf Den, he was an integral member of Corporate Development at CSRA, sourcing and executing mergers, acquisitions, divestitures, joint-ventures, and strategic initiatives; resulting in over $10B in completed M&A transactions. Weston holds a Bachelor of Business Administration in Finance from Southern Methodist University.



TIM BOYLE, CHIEF TRANSFORMATION OFFICER

As Chief Transformation Officer, Tim is responsible for driving implementation and unifying various transformation efforts within CentralSquare. His focus is to help tie transformation activities together, ensuring cross-functional agreement. Prior to CentralSquare, Tim served as President of Mission Critical Strategies, an advisory and technical services firm for state, local, and federal government. Earlier in his career, he held several leadership positions at Motorola Solutions, including Vice President and General Manager of the Applications and Product Solutions business. This led to the first integrated product and software roadmap within Motorola's Government Business Division, as well as the launch of Motorola's Premier One Command and Control suite of products. As Vice President and Director of Business Development, Strategy, and Marketing for Motorola's Integrated Solutions Division, Tim's leadership in shifting business culture resulted in the elimination of operational siloes and formalized business development functions within the business. Prior to Motorola, Tim was a Vice President for the public safety consulting firm, PSComm. Tim has a Bachelor of Science from the University of Maryland University College.

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Unparalleled Service and Support

CentralSquare's commitment to unparalleled support and service has been instrumental in the company's unmatched client retention rate since its founding. CentralSquare provides fast and reliable maintenance and support services, including unlimited telephone customer support from highly trained IT professionals.

24 X 7 X 365 SUPPORT

CentralSquare clients can call the toll-free support line at any time to connect with a live person, not an automated answering service or an offshore phone bank. Questions–no matter how simple–can also be reported online.

Every call received is entered into a tracking system and assigned a number to ensure that no concern goes unnoticed. Response times are monitored, so all issues are resolved as quickly as possible. All critical issues are given the highest importance ranking, and the CentralSquare support team devotes their attention immediately to the matter until it is resolved.

THIRD-PARTY SOFTWARE SUPPORT

Skilled and knowledgeable support members provide support for initial diagnosis of issues related to third-party software embedded in–or used with–the application software, such as SQL Server Report Services (SSRS), Microsoft products, etc.

REMOTE SERVICES

Many questions or issues can be solved immediately by the support team using remote connectivity. Once connected, the support team takes a hands-on approach, easily reviewing issues and minimizing the potential for miscommunication.

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RESEARCH AND DEVELOPMENT

CentralSquare believes that its software should keep pace with changes in the public safety market as well as with advances in technology. The company leads the industry in product research and development—investing 3x more than its closest competitor. CentralSquare advances initiatives as part of its regular development cycles to ensure the Public Safety Suite – Enterprise is in the vanguard of public safety software. Each feature addition is designed to broaden the functionality and configurability of the Enterprise applications to improve end user data sharing and workflow.

SOFTWARE UPDATES

The Public Safety Suite – Enterprise standard support contract includes regular software updates that encompass feature enhancements. Clients receive a greater return on investment because of CentralSquare's commitment to continually improve its public safety software.

Depending on the deployment platform, products covered by a valid Maintenance and Support or Web Services contract qualify for software maintenance releases and updates as CentralSquare makes them generally available–without additional charge. The contents and timing of all maintenance releases and updates are determined by CentralSquare.

QUALIFIED TECHNICAL ANALYSTS

CentralSquare's support staff consists of highly trained technicians, holding a wide range of certifications, including Microsoft A+ and Cisco. Support staff routinely participate in continuing education events, rigorous product training and skill assessments so that agencies receive the best support possible.

TRACKING CONCERNS

CentralSquare believes transparency is very important when it comes to support of the Public Safety Suite – Enterprise software. That is why clients can submit and track issues via a secure login on CentralSquare's website, which provides the following services:

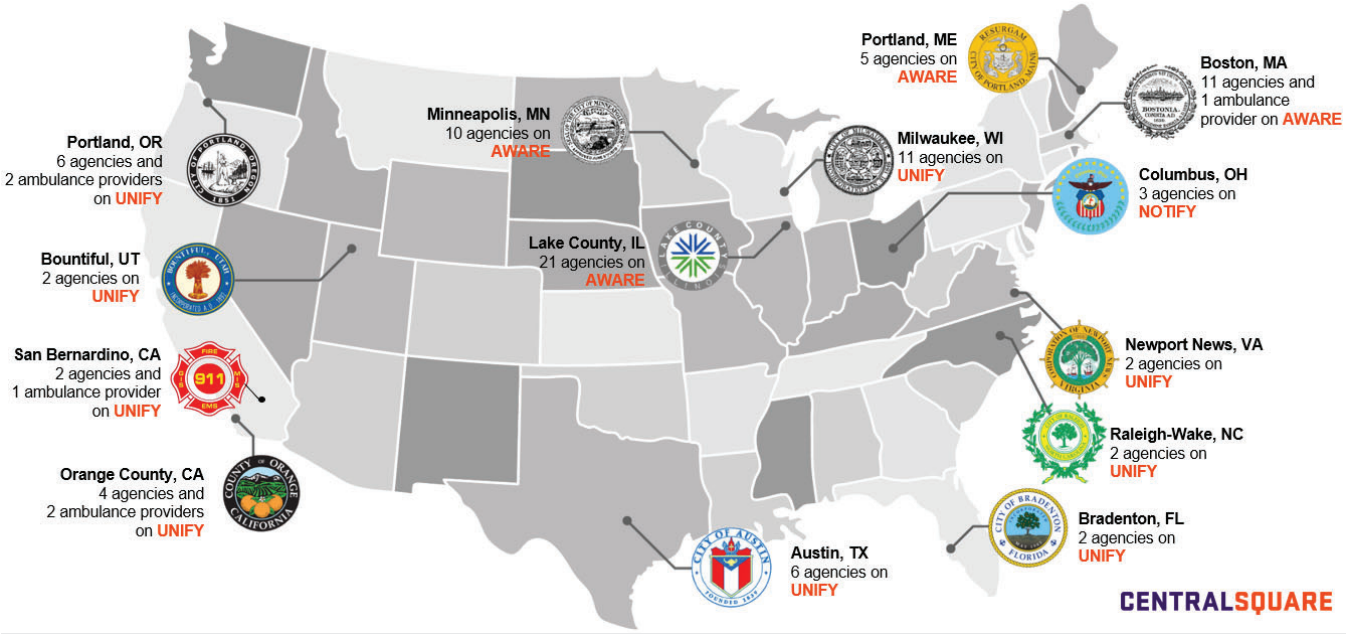
- Online ticket creation and tracking.
- Ticket sorting capability based on selected criteria.
- Exportable ticket reports customizable by agency needs (available to site administrators and designated staff).
- Up-to-the-minute status updates on all service requests.
- Searchable online knowledge base that allows clients to find known solutions, ticket defects, technical advisories, release notes and other supporting documentation.



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CentralSquare CAD-to-CAD Product Overview

CentralSquare is the market leader in CAD-to-CAD integrations, providing connectivity between all major CAD systems. CentralSquare has over a dozen successful, Hub-based CAD-to-CAD installations across North America, empowering hundreds of Emergency Communication Centers (ECCs) and agencies to share incident information and vehicle location and status and real time. Political, operational, and financial barriers that traditionally prevent CAD interoperability are all mitigated through CentralSquare's Hub-based solution since each participating PSAP and agency chooses the level of information sharing that meets their requirements and security parameters. CentralSquare's solution will ensure MDFR agencies transcend these barriers by implementing a real-time situational awareness solution for ECCs that want visibility into their region using a single platform to show calls and units from multiple CAD systems regardless of the vendor or version.



CentralSquare offers patented CAD-to-CAD Hub technology specifically designed to enable real-time CAD-to-CAD interoperability.

This intelligent information-sharing platform can accommodate numerous connected CAD systems with the ability to add ECCs one at a time or concurrently. By joining CAD systems together, dispatchers can quickly identify, deploy, and coordinate resources to respond to emergencies across jurisdictional boundaries. There is minimal risk to the established ECC connections when bringing on a new ECC to an existing hub. Network connectivity testing, new user creation, business rule building, and all other configuration activity takes place on the test environment rather than the production environment, limiting the potential for harm if an error occurs.

When bringing on a new ECC to an existing Hub Network, each connection can purchase the subscription and professional services required to implement their desired connection type. Each ECC connects to a common hub using a secure interface. Each connecting ECC determines its configuration settings to that define the level of information shared to the other participating ECCs.

CentralSquare uses configurable filters, business rules, and geofencing to automate mutual aid responses, share incident information with secondary ECCs, request ambulatory assistance from contracted companies, and

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ensure coordinated incident response for shared calls. Incident and vehicle sharing can be automatic or manual without requiring significant retraining of dispatchers.

CentralSquare has included information for three distinct Hub-centered products that are designed to scale and grow to meet the evolving needs and capabilities of individual agencies over time:

Aware™: A real-time situation awareness solution for PSAPs/ECCS that want visibility into their region(s) using a single platform to show calls and units from multiple CADs.

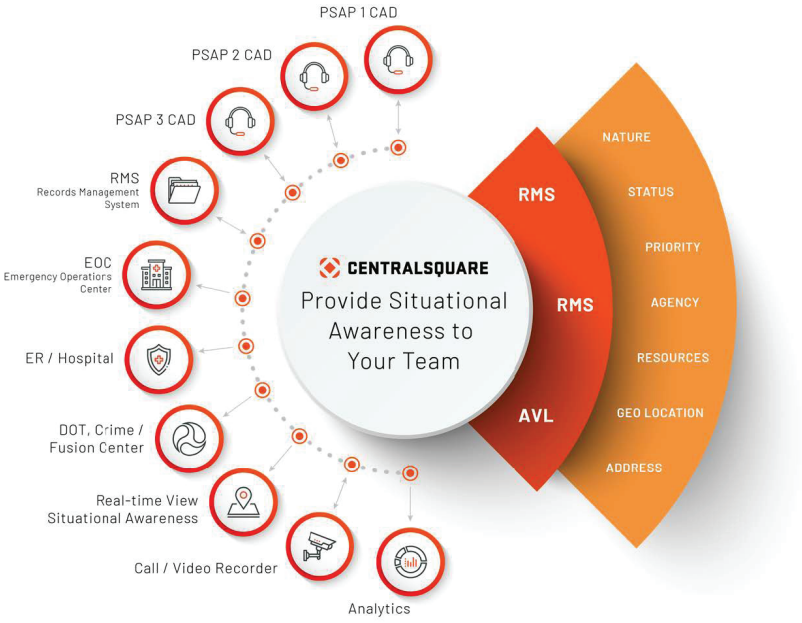
Notify™: All Award functionality plus email and text message capability and configurable pop-up notifications.

Unify™: Full bidirectional interoperability with connect CAD systems including unit request/grant/deny, call sharing, non-incident messaging, and unit location and status visibility. These are all directly accessible from within an agency's CAD.

Aware, Notify, and Unify support the Department of Homeland Security's Interoperability Continuum with the following features:

Flexibility. One-way and two-way information sharing options allow each new agency that connects to the MDFR's hub to choose the product and associated interoperability features.

Scalability. Expand the MDFR's interconnected network by adding additional agencies. Any Communication Center or neighboring agency to the MDFR can securely join as an additional participant to this system. The Hub can share real-time incident and unit information from connected CAD systems, as well as unit/personnel location information through P25 radio location data or to populate RMS systems or voice recorder databases.



Reusability. The Hub remains intact even as new functionality is added.

Configurability. The Hub's architecture incorporates filters, business rules, geofencing, user-based settings, and code normalization to allow agency-specific automation of mutual aid agreements and standard operating procedures.

CAD-to-CAD saves lives by significantly reducing the response times to 9-1-1 calls, in many cases by two minutes or more.

CentralSquare's interoperability solutions create a virtual, real-time information sharing platform for ECCs and agencies within a region, ensuring ongoing visibility of resources and active incidents for all who are involved in emergency response. Telecommunicators benefit by continuing to use the familiar CAD system on which they are already trained. Existing CAD systems connect to the intelligent Hub which allows telecommunicators to view regional units directly in their local CAD system. Unit location updates through AVL, and status updates entered by the connected CAD's dispatchers or first responders in the field automatically update the shared location and

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status in all connected CAD systems. These “external units” can then be configured to appear in the local CAD’s Unit Recommendations list and Run Cards.

HELPING COMMUNITIES IN REAL TIME

Telecommunicators, first responders, and the citizens they serve benefit in three specific ways:

Telecommunicators reduce response times by having visibility of all units in the region available from each agency connected to the CAD-to-CAD Hub. This allows dispatchers to automatically or manually request the closest available unit, even for units managed by a neighboring ECC. This capability is possible because the intelligent Hub continuously synchronizes unit availability and GPS-based locations between systems in real time. Once a neighboring vehicle or apparatus is assigned to a shared call, the Tellus Hub automatically synchronizes incident details and ongoing unit updates between the appropriate CAD systems. Real-time visibility of unit location and status, paired with the ability for any ECC in a region to request a shared unit, results in a reduction of response times by two minutes or more.

First responders who are dispatched by a secondary ECC, those assigned to a neighboring agency that did not take the original 9-1-1 call, as well as EMTs and medics working for contracted ambulance companies, often have little or no incident details from the primary ECC. Primary ECCs often communicate with a phone or radio to share address details, the incident type, and other crucial information which delays the time it takes for these first responders to get on scene. CentralSquare’s intelligent Hub expedites the information sharing process, providing all first responders with accurate, timely details of each stared incident. Even during the information collection stage when the caller is talking to the primary ECC, predefined triggers set up in the CAD-to-CAD network can automatically alert a secondary ECC, neighboring agency, or ambulance company. Additional details are then shared as they are added, and all information is available to first responders using their mobile or handheld software. First responders arrive on scene as quickly as possible, with full visibility of critical information at their fingertips.

Citizens served by CentralSquare’s CAD-to-CAD solutions benefit because everyone involved in emergency response has accurate, live visibility of all events throughout all connected communities. Telecommunicators, dispatchers, supervisors, police, fire fighters, and first responders share information in real-time, know where neighboring units are and whether they are available, and can coordinate and communicate seamlessly. Whether the emergency is a simple ambulance request, weather-related event, fast-spreading fire, or tragic mass-casualty incident, CentralSquare CAD-to-CAD ensures citizens are protected.



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Proposer Information Group B

Table of Contents

Provide a Table of Contents that outlines in sequential order the major areas of the proposal. Proposers should carefully follow the order and instructions outlined below. All pages of the proposal, including the enclosures,must be clearly and consecutively numbered and correspond to the Table of Contents. All references to Section below refer to Sections within the Scope of Services.

CentralSquare Response: CentralSquare has provided a Table of Contents at the beginning of its response and has numbered all pages.

Proposer's Relevant Experience and Qualifications, Including Key Personnel

Describe the Proposer's company background, past performance and relevant experience and state the number of years that the Proposer has been in existence and providing C2C Solutions, the current number of employees, and the primary markets served. The County is particularly interested in previous engagements within the state of Florida, and jurisdictions of a similar size and complexity as the Miami-Dade Fire Rescue Department (the MDFR). Provide a detailed explanation of relevant experience of the Proposer and key personnel, including information pertaining to the successful implementation of the generally available C2C Solution which has "gone live" at other government sites or organization of similar scale and complexity to Miami-Dade County.

CentralSquare Response: CentralSquare provides software and information technology solutions designed to meet the specialized needs of city and county governments, public safety and justice agencies, and nonprofit organizations. CentralSquare's goal is to partner with agencies like the MDFR to improve quality of life by helping those who serve, protect, and sustain their communities.

The Enterprise team has led the public safety software market with innovative, cloud-based and on-premise solutions for nearly 30 years. In 2018, the merger of Superion, TriTech, and Aptean resulted in CentralSquare Technologies, LLC. CentralSquare is an industry leader in public safety and public administration software, serving over 7,650 organizations from the largest cities to counties and towns of every size across North America. Its technology platform provides solutions for public safety, including 911, computer aided dispatch, records management, mobile, citations, evidence management, and corrections. CentralSquare's broad, unified, and agile software suite serves three in four citizens across North America.

CentralSquare Public Safety Suite – Enterprise has been implemented at over 500 agencies across the country, including agencies in the state of Florida.

CentralSquare is the market leader in CAD-to-CAD integrations, providing connectivity between all major CAD systems. Powered by Tellus (formerly FATPOT), this patented hub technology seamlessly integrates with the Public Safety Suite – Enterprise to provide enhanced situational awareness. CentralSquare has over a dozen successful, Hub-based CAD-to-CAD installations across North America, empowering hundreds of Emergency Communication Centers (ECCs) and agencies to share incident information and vehicle location and status and real time.

CentralSquare and its subsidiaries bring 37 years of public sector experience to each project. CentralSquare's 1,570 employees have real-world experience with a deep understanding of proven industry best practices. When agencies choose CentralSquare to deliver software and implementation solutions, they are selecting a partner that is trusted by nearly 8,000 organizations.

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Identify up to three (3) customers similar size and complexity, using the template included as Attachment E. Client Reference Template, that are currently utilizing a C2C Solution provided by the Proposer, inclusive of information regarding the product implemented, modules included, similar functionality to that requested herein, etc. The list must include contact information for all customers listed. The list should specifically identify customers that have signed a contract for the proposed C2C Solution but are not yet operating in a production environment at the time of the submission deadline for this RFP.

CentralSquare Response: CentralSquare has completed Attachment E as instructed and submitted it with the response.

Provide a detailed roadmap of the proposed Solution's historical milestones for at least the previous three (3) years and future versions and planned feature upgrades over the next five years. This should include information regarding frequency of version releases/upgrades, product releases, other key information, technology, functionality, and capabilities that the company is focused on (e.g., NG9-1-1, Hosted/Cloud/SaaS migration, integration with public safety applications, public safety standards and initiatives, etc.). Marketing information is not requested or desired. Marketing information is not requested or desired.

CentralSquare Response: CentralSquare's official roadmap is confidential and proprietary information to CentralSquare. If desired, this can be provided during negotiations.

CentralSquare maintains an active roadmap with views of 6, 12, and 18 months. As each roadmap is a living entity and can change based on the needs of CentralSquare agencies, public safety, and technology advancements. The content of the roadmap is for informational purposes only.

The CentralSquare roadmap is influenced by emerging government and public safety industry drivers, key changes in technology, as well as public safety agency and user needs. The company maintains a long-term strategic view of key initiatives in a rolling 12-month roadmap that is updated quarterly based on market demands and customer priorities. CentralSquare publishes the 12-month rolling roadmap to its customers each quarter. The roadmap is refreshed and revised each quarter in response to the quickly changing market dynamics in software, technology, and public safety. The quarterly roadmap information is communicated to the customer base via a live webinar and the recording is shared for customer access on CentralSquare's secure customer portal.

CentralSquare is the market leader in CAD-to-CAD integrations, providing connectivity between all major CAD systems. Powered by Tellus (formerly FATPOT), this patented hub technology seamlessly integrates with the Public Safety Suite – Enterprise to provide enhanced situational awareness.

Three distinct Hub-centered products have been developed for the CAD-to-CAD solution that are designed to scale and grow to meet the evolving needs and capabilities of individual agencies over time:

- **Aware™:** A real-time situation awareness solution for PSAPs/ECCS that want visibility into their region(s) using a single platform to show calls and units from multiple CADs.
- **Notify™:** All Aware functionality plus email and text message capability and configurable pop-up notifications.
- **Unify™:** Full bidirectional interoperability with connect CAD systems including unit request/grant/deny, call sharing, non-incident messaging, and unit location and status visibility directly accessible from within an agency's CAD.

The Public Safety Suite – Enterprise is refreshed and updated to keep up with current technology and ever-changing operational requirements of agencies. Over the past decade, changing technologies have allowed CentralSquare to substantially update its core development platform and communications architecture.



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There are generally two well-accepted methods of upgrading products to address these issues:

- **Total product replacement:** The product is completely rewritten in the new architecture and the new development platform; this is truly a new product from the ground up.
- **Evolutionary transformation:** Slowly adapt the product at each incremental version to upgrade the architecture module-by-module and gradually introduce the new architecture.

CentralSquare has adopted an evolutionary approach to development, introducing changes in small upgrades over several years. Customers are not significantly impacted by the changes because they are applied in small doses. In the case of architectural changes such as shifting from one development language to another, users generally do not notice the change. Since these changes are delivered over several versions spanning multiple years, the disruption to the user is minimal (if any). This prevents a big bang upgrade or system replacement while allowing users to stay current on technology. Given the rate of introduction and change in technology, CentralSquare expects the Public Safety Suite – Enterprise will always be evolving to take advantage of the platform and development environments.

CentralSquare products are deployed using a continuous upgrade methodology. Software versions are released in three different categories: versions, service packs, and patches (hotfixes).

- **Major version upgrades:** Released approximately two to three times annually and contain new features and defect repairs. These releases receive full integration and regression testing in CentralSquare's QA labs and may also incorporate support for new operating system and database software versions.
- **Service Packs:** More tightly focused in scope and timing. Service Packs are typically also delivered approximately every three weeks and contain only issue resolutions. Service Packs also receive full integration and regression testing in CentralSquare QA labs.
- **Patches or hotfixes:** Released as needed for high priority or widespread issues.

As a COTS solution, any modifications to the CentralSquare software will be incorporated in a subsequent release, which would then be included in upgrades as part of CentralSquare's normal release cycle. The configurations would go unchanged in the system unless there was a change in the product that required additional items to be configured. 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.

Describe all user groups for the product(s) (e.g., state, region, national, product specific). How often does each user group meet? What are their functions? To what degree do they influence the course of software development?

CentralSquare Response: CentralSquare hosts an annual conference that is designed to encourage CentralSquare's customers to engage with its dynamic community. Attendees explore CentralSquare's latest innovations and solutions while learning more effective, efficient uses for their software applications. More than a training event, this users' conference provides agencies with the opportunity to hear from industry experts, share achievements, and experience the collaboration between CentralSquare staff and customers.

CentralSquare has supported regional user groups that have been organized by CentralSquare clients and looks forward to discussing possible Florida user groups with the MDFR. Clients may reach out to CentralSquare at any time to request enhancements or suggest product improvement. Expected turnaround of enhancement requests shall be determined by urgency.

The CentralSquare Product Management Team communicates directly with the members of the external stakeholder groups through email, conference calls, web meetings, and onsite visits with the agency. During the development cycle, the stakeholder groups meet to review and validate the content being prepared for a release. Customer feedback provided before a release is packaged allows CentralSquare to immediately incorporate the feedback in the product.



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List all contracts which the Proposer has performed for Miami-Dade County. The County will review all contracts the Proposer has performed for the County in accordance with Section 2-8.1(g) of the Miami-Dade County Code,which requires that "a Bidder's or Proposer's past performance on County Contracts be considered in the selection of Consultants and Contractors for future County Contracts." As such the Proposer must list and describe all work performed for Miami-Dade County and include for each project: (i) name of the County Department which administers or administered the contract, (ii) description of work, (iii) County contact person and phone number, (iv) statement of whether Proposer was the prime contractor or subcontractor, and (v) the results of the project.

CentralSquare Response: Please find the information requested below.

Miami-Dade County Police Department

- Executed in 2003 with CentralSquare's legacy company (The Omega Group) for CrimeView.
- Original County contracting agent: Bernard Spinrad
- Current County contact: Luis Gonzalez, Information Technology Department – 305.596.8869
- CentralSquare serves as the prime contractor.
- The project resulted in a successful implementation. MDPD is still currently using CentralSquare's CrimeView.
- Executed in 2004 with CentralSquare's legacy company (AOT Public Safety Corporation) for CryWolf.
- Original County contracting agent: Ryan Elliot
- Current County contact: Luis Gonzalez, Information Technology Department – 305.596.8869
- CentralSquare serves as the prime contractor.
- The project resulted in a successful implementation. MDPD is still currently using CentralSquare's CryWolf. The following two projects are currently in progress: 1) CryWolf Test Environment Installation; 2) Motorola CAD to CryWolf Interface.

The School Board of Miami-Dade County

- Executed in 2004 with CentralSquare's legacy company SunGard OSSI for CAD, Mobile, RMS, and MFR.
- Original County contracting agent: Ofelia San Pedro, Deputy Superintendent
- Current County contact: Dianelys Juarez, Manager III – Data Analyst – 305.812.3229
- CentralSquare serves as the prime contractor.
- The project resulted in a successful implementation. The Board is still currently using CentralSquare's legacy ONESolution RMS and MFR.

Miami-Dade Animal Services

- Executed with APS for VP2, QuickForm, SmartNumber, SmartExport, and QuickTicket.
- Current County contact: Dan Stanisky, IT Administrator – 305.596.8445
- CentralSquare serves as the prime contractor.
- The project resulted in a successful implementation. Miami Dade Animal Services is still currently using VP2, QuickForm, SmartNumber, SmartExport, and QuickTicket



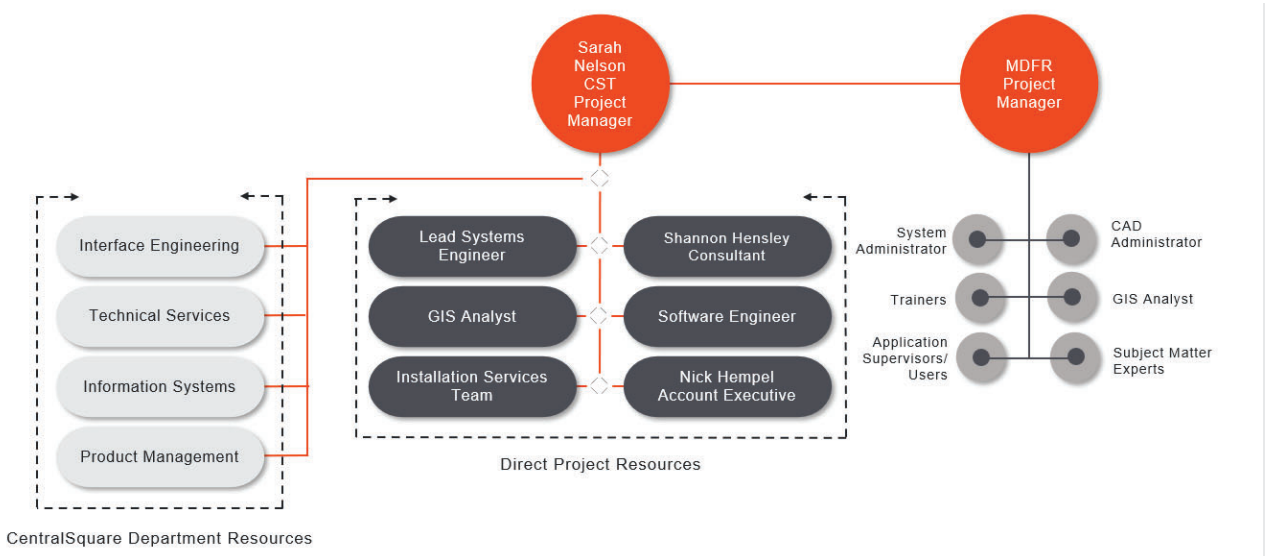
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Describe Proposer's practice and measures taken to hire/retain key personnel for projects of comparable scope, duration and complexity to the proposed Solution requested in this solicitation. Describe Proposer's ability to replace key personnel assigned to the project, should key personnel leave the project for whatever reason.

CentralSquare Response: CentralSquare's Project Managers and key resources have an advanced degree of expertise to complete projects to which they are assigned. CentralSquare will confirm assignments of key personnel according to skillset, availability and with consideration of the scope, duration, and complexity of the project. CentralSquare also has the flexibility and infrastructure if necessary to replace key personnel in a manner that allows knowledge transition for the project to move forward in an organized fashion.

Provide an organization chart showing all key personnel, including their titles, to be assigned to this project. All key personnel include all partners, managers, seniors and other professional staff that will perform work and/or services in this project. This chart must clearly identify the Proposer's employees and those of the subcontractors or sub-consultants and shall include the functions to be performed by the key personnel.

CentralSquare Response: The following is the organizational chart for this project.



Provide resumes or describe the experience, qualifications and other vital information, including relevant experience on previous similar projects, of all key personnel (not including subcontractors), who will be assigned to this project.

Note: After proposal submission, but prior to the award of any contract issued as a result of this Solicitation, the Proposer has a continuing obligation to advise the County of any changes, intended or otherwise, to the key personnel identified in its proposal.

CentralSquare Response: See the resumes of the primary resources for this project on the following pages. The actual project team may change depending on the dates of the project.

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SARAH NELSON – PROJECT MANAGER II

Summary	Skilled Project Manager with 10 years of experience collaborating with cross-functional teams, 6 years of experience managing implementation in various fields and 1.5 years of experience managing implementations of public safety software solutions.
Experience **Project Manager II**	**CentralSquare Technologies, Lake Mary, FL** 2019 – Present Serves as the primary point of contact during project implementation from initial contract review to project kick-off and final sign-off. Oversees the entire project, generating detailed documentation on project status to management and clients.
Key Projects with CentralSquare	**Gwinnett County, GA – CAD/Mobile, RMS/FBR, and FRMS Rehost** August 2019 – Present Positions: 90 CAD, 638 Mobile, 428 RMS, 428 FBR Deployment of Enterprise CAD/Mobile, RMS/FBR, and FRMS rehost systems, 37 interfaces, 1 data conversion, product development enhancements, and multiple software/services and subcontractor integrations for 2 law enforcement agencies, 1 real-time crime response center. Included installation of system and third-party hardware. **Rockford, IL & Winnebago County – CAD/Mobile, and RMS/FBR** August 2019 – Present Positions: 17 CAD, 207 Mobile, 157 RMS, 92 FBR Deployment of Enterprise CAD/Mobile, RMS/FBR, 17 interfaces, 2 data conversions, and multiple software/service integrations for Winnebago County (2 PSAPs, 13 law enforcement agencies and 1 fire agency). **City of Allen, TX – CAD & Mobile Rehost, and RMS/FBR** November 2019 – Present Positions: 13 CAD, 207 Mobile, 30 RMS, 30 FBR Deployment of CAD/Mobile Enterprise, rehost and implementation of RMS, 11 interfaces, 1 data conversion, product development enhancements, and multiple software/service integrations. Included installation of system and third-party hardware.
Project Manager / Implementation Consultant	**CoAdvantage Resources** 2016 – 2019 Responsible for designing project plans, transition strategies, and implementation timelines for a variety of clients ranging in size from 5 to 300 employees, leading and managing 10 to 15 projects at varying stages, coaching/mentoring new hires, and assisting in launching multiple internal process improvement initiatives



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SHANNON HENSLEY – PROFESSIONAL SERVICES CONSULTANT

Summary	Skilled consultant with 15 years of experience in public safety software systems with an additional 12 years of experience as an ALS field provider.
Experience **Professional Services Consultant**	**CentralSquare Technologies, Lake Mary, FL** 2017 – Present Maintains project documentation and client-supplied information. Identifies, documents, and communicates project risks to the project manager. Performs analysis and mapping of existing client operational processes to the Enterprise system capabilities. Defines system requirements and perform system demonstration and configuration. Creates and maintains operational and test documentation.
Key Projects with CentralSquare	**Sumner County, TN – CAD/Mobile** February 2017 – July 2017 20 CAD Production seats; Mobile Solution – Deployment of CAD, Mobile, and integrations to external systems with two subcontractors. The project had an aggressive timeline that also included a newly consolidated agency and a newly built Communications Center and all associated technology. **Central EMS, AR – CAD/Mobile** July 2017 – December 2017 5 CAD Production seats; 12 Mobile Solution – Deployment of CAD, Mobile, and integrations to external systems. The project had an aggressive timeline that was met and stayed under budget. **Raleigh-Wake, NC – CAD/Mobile** July 2017 – March 2019 58 CAD Production seats; 1200 Mobile Solution – Deployment of CAD, Mobile, and integrations to external systems. This project included multiple PSAPs and 45 Fire, EMS, and Law Enforcement Agencies.
Communications Manager / CAD Administrator	**Marion County Public Safety Communications** 2014 – 2017 Oversaw daily activities of a 70 employee 911 Communications Center
Public Safety Telecommunicator / CAD Specialist	**Marion County Public Safety Communications** 2005 – 2014 Provided emergency communications for fully consolidated 911 Center to include requests for service for Law, Fire and Emergency Services. Provided mid-level CAD Administration to assist the CAD Administrator
Certifications	IAED EMD Instructor; EM-Q; EF-Q; ICS100; ICS100LE; ICS200; ICS300; G300; ICS400; IS700; IS800; IS907; IAED EMD-I; EM-Q; EF-Q APCO Certified Training Officer

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NICK HEMPEL – ACCOUNT EXECUTIVE

Summary	Serves as the client's key CentralSquare contact throughout all stages of the sales process: initial interest, budgetary estimates, procurement, evaluation, contract negotiation, and project kickoff. Is the the client's liaison within the company and engages with product specialists, solutions architects, product managers, and the operations team to generate price quotes, budgetary plans, and responds to requests for proposals. Also provides support for general customer inquiries, responding to and assisting with plans or requests for new software and services. Provides an enhanced level of continuity for the agency and ensure an open line of communication with clients.
Experience **Account Executive**	**CentralSquare Technologies, Lake Mary, FL** 2019 – Present Sells Enterprise Software SaaS Cloud Solutions, Managed Services and On-Premise Solutions to Public Safety, Public Sector and SLED
Enterprise Account Executive	**Gartner, Inc. Denver, CO** 2016 – 2019 Consulting with C-level executives to develop and implement an effective, enterprise-wide strategy that maximizes the value delivered by Gartner's products and services Account management with outcome of increased customer satisfaction & account growth
Senior Account Executive	**Bradsby Group, Jacksonville, FL** 2015-2016 Manage the full cycle recruitment process Develop and maintain relationships with clients and candidates while facilitating the interview process
Party Chief/Instrument Operator	**Survey Systems, Inc., Denver, CO** 2012-2014 Responsible for coordinating and supervising all survey tasks to completion
Crew Chief, C-130's	**United States Air Force, Biloxi, MS** 2001-2007 Advised on problems maintaining, servicing, and inspecting aircraft and aerospace SE.
Education	**University of Illinois, Springfield** B.A. Mathematical Sciences
Credentials and Licenses	Value Selling Certificate Challenger Sale Certificate



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List the names and addresses of all subcontractors and describe the extent of work to be performed by each subcontractor. Provide resumes or describe the experience, qualifications and other vital information, including relevant experience on previous similar projects, of the subcontractors who will be assigned to this project.

CentralSquare Response: CentralSquare is not proposing subcontractors for this portion of the project.

Describe in detail the process the Proposer employs concerning background checks, both initial and recurring, of their employees. Include any Company policies and relevant standards concerning employee background checks.

CentralSquare Response: As part of the onboarding process, employee candidates must pass an employment background check on the local, state, and federal levels for misdemeanors, felonies, and a federal terrorist check. Background checks are done through a third-party security company. CentralSquare does not employ people who do not pass the background check. Additionally, employees are governed by the CentralSquare Global Business Conduct and Compliance Program which requires certification as a condition of employment. Mandatory training on confidentially obligations and adherence to security standards is also required of all employees.

Every employee that works in a position that could give them access to CJI data is also fingerprinted. CentralSquare provides these fingerprint cards for the agency to perform their own background checks prior to any employee having access to that client's CJI data. CentralSquare additionally maintains state-based security groups; if a staff-member is disqualified due to a unique requirement that applies in one state but not another, the staff member is blocked from accessing data for any customer in that state.

Proposers shall identify certifications, levels of partnership, etc. that are held with any of the third-party providers identified in Attachment D. Interface Specifications Matrix (Group B).

CentralSquare Response: CentralSquare is the market leader in CAD-to-CAD integrations, providing connectivity between all major CAD systems. CentralSquare has over a dozen successful, Hub-based CAD-to-CAD installations across North America.

CentralSquare requires other vendors to create their own adapter due to the proprietary nature of the CAD systems and how various function calls are handled. The adapter being created by the CAD vendor ensures all CAD functions should operate as expected and continue as the CAD vendor updates their systems. Below lists each of the third-party CAD providers and their level of partnership with CentralSquare CAD-to-CAD.

Motorola PremierOne: CentralSquare has a basic one-way export interface for Motorola PremierOne CAD.

ONESolution: ONESolution is a CentralSquare product, and there is an existing bi-directional interface available for the ONESolution CAD.

Logis Dispatch: Logis Dispatch is in the process of certifying an interface connector for the CAD-to-CAD hub for another project which includes AMR ambulance service.

Zoll: Zoll is in the process of certifying an interface connector for the CAD-to-CAD hub for another project.

Mark43: Mark43 is in the process of certifying an interface connector for the CAD-to-CAD hub for another project.

PROPHOENIX: PROPHOENIX is in the process of certifying an interface connector for the CAD-to-CAD hub for another project.

Motorola Spillman: Motorola Spillman is in the process of certifying an interface connector for the CAD-to-CAD hub for another project.

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Provide Proposer's perspective on the most significant risks to this project and to mitigate these risks based on the Proposer's experience with comparable projects.

CentralSquare Response: The CentralSquare Project Manager will actively engage with the customer in identifying project risks and documenting them for analysis and mitigation via a formal Risk Management Plan. Common risks for large projects may include but are not limited to: Scope definition for custom interfaces and the ability of the customer to influence external agencies and/or third parties (such as the State, vendors, etc.) to participate in project activities according to agreed-upon timelines. Also to be considered is the percent of time customer staff can allocate towards working on the implementation, having the right mix of SMEs who understand the application, its integration, their ability to make informed decisions, and also establish and convey/support amended business practices and processes.

Proposer's Approach and Methodology to Providing Services

Describe Proposer's project management methodology and recommended strategies in performing the services described in the Scope of Services (Section 2.0), including any tools or templates to be used. The Proposer shalldescribe its approach to project organization and management, to include the various project stages and milestones, Change of Scope management, implementation, and training strategies. This should include a list of all the deliverables to be developed for the project with their name and description.

CentralSquare Response: CentralSquare's proposed project implementation method has proven to be successful in hundreds of public safety deployments. This standard implementation process is designed for deployment of its COTS solutions for public safety customers in mission-critical environments and differs from a deployment process for a custom solution, which is significantly more expensive to deploy and support.

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

The Project 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 MDFR.

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 MDFR 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 MDFR and provide a list of the hardware and third-party software (based on the most current specifications) required to operate the CentralSquare applications. These steps will be completed prior to contract execution.



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During the Project Initiation phase, the MDFR 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)
- Create operational descriptions for any proposed customizations to the standard CentralSquare applications and any non-standard interfaces

CentralSquare uses the information gathered at this point to develop the applicable contract documents and SOW. The CentralSquare SOW is primarily a process document that outlines the project implementation tasks and the responsibilities of CentralSquare and the MDFR personnel assigned to the project team. It includes the operational definitions for applicable product customizations and non-standard 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 MDFR perform a detailed review of the SOW as part of the pre-contract, Project Initiation phase.

Project Planning Phase

CentralSquare's project manager will hold a Kick-Off meeting with the MDFR's project team. The Statement of Work will describe the Initiation and Planning phase activities, and CentralSquare's and the MDFR'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). Project Planning covers the processes designed to establish how and when the project tasks will be executed while elaborating on project deliverables. Most of the information exchanged between the MDFR 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.

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 MDFR's project team.

Project Execution Phase

CentralSquare will implement CAD-to-CAD through a series of steps designed to determine the MDFR'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 its applications are configured to meet the MDFR's operational needs, CentralSquare consultants and systems engineers follow a standard process to collaborate with the MDFR's team. Because of this collaboration, CentralSquare's project team implements the appropriate configurations that reflect the unique needs of the MDFR as described in CentralSquare's responses to the requirements outlined in the RFP response.

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 MDFR's location.



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

CentralSquare will provide the MDFR 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 its 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 MDFR, the MDFR will assume responsibility for installing Microsoft patches and updates. CentralSquare will issue technical advisories to inform the MDFR of the Microsoft (and other third-party application) patches and updates that have been tested and approved by CentralSquare.

The Statement of Work will contain a description of the hardware procurement, installation, and configuration process, including the tasks, roles, and responsibilities of the MDFR and CentralSquare.

Configuration and Validation

CentralSquare's standard implementation process includes several steps to validate the systems from an operational perspective prior to the FAT. This validation step for CAD Enterprise is the OAR. CentralSquare will perform the OAR after the System Orientation and once each of these applications is installed on the MDFR's equipment at the MDFR's site and the initial configuration of each of these applications is complete.

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

To prepare for OAR, 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 OAR, the MDFR will assume responsibility for completing the balance of the code files. The Statement of Work will detail this task, as well as the code files that will be completed by CentralSquare versus those that the MDFR will complete.

The CAD Enterprise OAR 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 OAR session, CentralSquare will produce a Trip Report that documents the core software configuration, code files, and activities to be completed by the MDFR. CentralSquare will document any issues that require follow-up, including any outstanding Go Live issues.

Functional Acceptance Testing Process

CentralSquare will execute FATs for each of the system components such as CAD Enterprise, Mobile Enterprise, CAD-to-CAD, 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 MDFR and CentralSquare.

The FATs follow a standard format that CentralSquare will submit to the MDFR for review and approval prior

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to testing. The FATs for COTS products will be based on CentralSquare's standard system functionality. The FATs for custom software (such as non-standard 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 MDFR's system with the MDFR's staff. The FATs for CAD Enterprise will be conducted on the MDFR's system hardware.

CentralSquare will also complete FATs for all proposed standard and non-standard interfaces. CentralSquare, the MDFR, 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 MDFR's configurations. The CentralSquare systems engineer will develop FAT documents for non-standard interfaces based on the functionality described in the approved OSD for the interface.

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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.

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 MDFR's project personnel will work to identify errors that occur during FAT. 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 MDFR 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 MDFR 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 Subscription and Services Agreement

CentralSquare and the MDFR 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 element is corrected, CentralSquare and the MDFR will conduct additional testing of that requirement to verify it passes the test.

Once the FAT for CAD Enterprise, Mobile Enterprise, CAD-to-CAD, and interfaces related to these systems is complete, and in preparation for Go Live, CentralSquare will conduct a one-day Integration Test with the MDFR. 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 MDFR 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.

CentralSquare conducts extensive QA testing (unit tests, regression tests, and load tests) on each version of its products prior to release; however, these tests are performed in CentralSquare's QA lab and are not specific to a client's configuration. The purpose is to test the functionality of its products based on their design, and under a load that mimics the maximum load at CentralSquare's largest client sites. Should the MDFR encounter performance issues with any of the proposed software applications that degrade the productive use of the system, CentralSquare will work with the MDFR's project personnel to isolate and correct the problem.

CentralSquare has not proposed a process or price for additional, onsite Quality Assurance Testing, Stress Testing, or Performance Testing, separate from the tests conducted in its QA lab. If the MDFR desires such tests, CentralSquare can define an appropriate series of tests and test criteria and provide pricing for the additional professional and technical service and related travel.

Training

CentralSquare proposes a combination of standard training classes for the MDFR staff that correspond to their level of involvement with the system, their role during implementation, and their expected 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) 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 OAR sessions to gain the knowledge of each of these systems and to understand the configurations and workflow within each system.

CentralSquare encourages the MDFR 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 MDFR 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 the MDFR desires additional training materials outside of what CentralSquare provides, the MDFR can provide CentralSquare a detailed list of the desired training materials, and CentralSquare can provide a separate price quote for these materials as part of contract negotiations.

CentralSquare instructors will cover the administrative aspects of CAD Enterprise as part of OAR.

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

- **Client-specific Configurations:** classes that depend on 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:** classes that are not dependent upon individual client configurations. These classes are held remotely 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 MDFR to print additional copies for their staff, and for future classes.

Cutover

CentralSquare proposes a team approach to cutting over the subsystems and interfaces into the production environment. CentralSquare will work with the MDFR 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 before Go Live. CentralSquare will provide the MDFR 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 MDFRs 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, CentralSquare and the MDFR 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.

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CentralSquare supports Go Live at the client site by supplying the project manager, consultant, instructor, and technical support staff for the number of days, shifts, and staff specified in the Purchase Agreement. Following each subsystem cutover, support is transferred to CentralSquare's technical support staff. the MDFR will be responsible for reporting any issues or deficiencies to CentralSquare's technical services team via its toll-free phone number or support portal, and CentralSquare will address the issues according to the Software Subscription and Services Agreement.

System Acceptance

CentralSquare proposes a 30-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 MDFR will use the system for a 30-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 30 consecutive day period, the system shall be deemed to have achieved Final Acceptance.

If a Critical Priority Software Error occurs during the 30-day test period, CentralSquare will stop the test and restart the 30-day period once a resolution is provided in accordance with CentralSquare's Software Subscription and Services Agreement. If an Urgent Priority software error occurs between Day 1 and Day 15, CentralSquare will stop the test and restart the 30-day period after a resolution is provided in accordance with the 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 Critical or Urgent Priority software errors. 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, 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 MDFR.

The list of deliverables for this project are provided within the quote.

Provide a clear delineation of project management responsibilities between the County and the Proposer.

CentralSquare Response: Please see information on the responsibilities of each Project Manager below.

CentralSquare Project Manager

Using CentralSquare's proven project management methodology and under the supervision of a Director of Program Management Office, the CentralSquare Project Manager manages and coordinates all aspects of the implementation to include the project schedule, budget, meetings, risk management, progress reporting, and scheduling. The Project Manager also provides Task Completion Reports (TCRs) and other project-related documents such as OSDs, configuration sheets, and Functional Test Plans (FATs) for review and/or approval. When applicable, the Project Manager manages activities of CentralSquare's subcontractors and partners. CentralSquare's Project Manager, in concert with the MDFR's counterpart, are responsible for the collaborative coordination of both team's resources to ensure adherence to the agreed-upon project schedule.

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MDFR Project Manager

The MDFR's Project Manager is the principal point of contact with CentralSquare and manages the MDFR's project team, coordinating the resources responsible for completing assigned project tasks and activities. The MDFR Project Manager facilitates its resources for meetings; adheres to the agreed-upon project schedule, ensures timely approval and processing of invoices; reviews and approves Task Completion Reports (TCRs), project management and communication plans, configuration sheets, Operational Scenario Documents (OSDs), and reviews/approves other project documentation such as the Functional Acceptance Test Plan (FAT). In addition, the MDFR Project Manager coordinates project efforts, activities, and communication between CentralSquare and third-party vendors that are not CentralSquare subcontractors, as well as any project deliverables from these vendors.

Provide a Project Plan for implementation of the proposed Solution. The project plan should include the proposed timeline to complete roll-out of the proposed Solution in production in a phased approach. Proposers are to discuss and provide documentation depicting the various project stages, milestones, installation, and necessary Proposer and County staffing. The Proposer must also submit an implementation timeline (Gantt Chart) that assumes Notice to Proceed been issued on January 1, 2023 to include approximate timeframes accounting for all implementation key tasks (including, but not limited to infrastructure/software installation, business process review, project management, cultural change management, software configuration/customization, integrations, training, user acceptance testing, system testing, load and balance testing, go-live, and post-implementation support).

CentralSquare Response: Please see the project schedule included on the following pages.

The project schedule is in draft format and will be formalized between CentralSquare and MDFR Project Managers. It depicts roll-out of the currently proposed solution in a phased approach, and documents each project stage to include system installation, module installation, BPRs (contained within application workshops as applicable), interface work, testing, training, go-live, acceptance, etc. as well as the CentralSquare and the MDFR resources required. Project payment milestones will be updated at contract finalization. Schedule begins as requested 1/1/23.

CentralSquare does not provide "cultural change management" and assumes this is a component task to be defined by MDFR. Data migration has been excluded per the MDFR RFP requirement 2.17. Any purchased customizations will be added as defined in the quote along with any other non-standard requests such as load and balance testing, and post-implementation support.



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Status: Thu 4/28/22

Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
0	**0%**	**Miami Dade Fire Rescue FL, DRAFT Project Schedule**	**426.5 days**	**Sun 1/1/23**	**Tue 8/20/24**				
1	**0%**	**Start-Up Activities**	**37 days**	**Sun 1/1/23**	**Tue 2/21/23**				
2	0%	Signed Contract/Quote Received	0 days	Sun 1/1/23	Sun 1/1/23	Client,Sales		5FS+260 days,61FS+260 days,47FS+260 days	
3	0%	PM Assigned	5 days	Mon 1/2/23	Fri 1/6/23	Open Air,PMO Ops	2	7,12,5,4	1/2
4	0%	PM/Client Introduction	3 days	Mon 1/9/23	Wed 1/11/23	PM,Client	3	9	1
5	0%	Setup Project Repository in Teams	0 days	Fri 1/6/23	Fri 1/6/23	PM	3	17	
6	0%	Sales to PM Transition Document Received	0 days	Sun 1/1/23	Sun 1/1/23	Sales	2	7	
7	0%	Sales to PM Transition Meeting	2 days	Mon 1/9/23	Tue 1/10/23	PM,Sales	6,3	8,9	1
8	0%	Internal Contract Review with Functional Managers	10 days	Wed 1/11/23	Tue 1/24/23	PM,Functional Managers	7	11,13,14,20	1
9	0%	Contract Review with Client	5 days	Thu 1/12/23	Wed 1/18/23	PM,Client	7,4	13,14,11,10	1
10	0%	Submit Draft Communication Plan to Client	5 days	Thu 1/19/23	Wed 1/25/23		9	11	
11	0%	Kickoff Meeting with Client	2 days	Thu 1/26/23	Fri 1/27/23	PM,Client,Project Team	8,9,10	32FS+20 days,121FS+20 days,110FS+20 days	
12	0%	Project Setup Complete	5 days	Mon 1/9/23	Fri 1/13/23	PM	3	13,14	1
13	0%	Draft Schedule	10 days	Wed 1/25/23	Tue 2/7/23	PM	2,9,8,12	17,15	
14	0%	Draft Budget Complete	10 days	Wed 1/25/23	Tue 2/7/23	PM	2,9,8,12	17	
15	0%	Resource Bookings Completed	5 days	Wed 2/8/23	Tue 2/14/23	PM,Resource Schedulers	13	17,16	
16	0%	Resource Bookings/Schedule Reviewed/Confirmed by Client	5 days	Wed 2/15/23	Tue 2/21/23	PM,Client	15,11	17	
17	0%	Start-Up Activities Complete	0 days	Tue 2/21/23	Tue 2/21/23		14,13,15,16,5	781	
18	**0%**	**System Installation**	**36 days**	**Wed 1/25/23**	**Wed 3/15/23**				
19	**0%**	**Server Install/Configuration**	**36 days**	**Wed 1/25/23**	**Wed 3/15/23**				
20	0%	Technical Kickoff (Internal)	1 day	Wed 1/25/23	Wed 1/25/23	s,CAD BA,RMS BA,GIS Specialist,SysE	8	21,24	
21	0%	Installation Service Request (ISR) Delivered	4 days	Thu 1/26/23	Tue 1/31/23	CIS	20	22	
22	0%	Technical Kickoff with Client	1 day	Wed 2/1/23	Wed 2/1/23	CIS,PM	21,11	23	
23	0%	Client Connection Document Delivered	2 days	Thu 2/2/23	Fri 2/3/23	CIS	22	25	
24	0%	Hardware/Software Procurement	25 days	Thu 1/26/23	Wed 3/1/23	Client	20		
25	0%	Server Prep (Server Prep Tool / Automated SQL Install)	3 days	Mon 2/6/23	Wed 2/8/23	CIS	23	26	
26	0%	Environments/Assets Updated in Salesforce	1 day	Thu 2/9/23	Thu 2/9/23	CIS	25	27	
27	0%	Product Installations	15 days	Fri 2/10/23	Thu 3/2/23	CIS	26	29,725,28	
28	0%	Netclock Install	1 day	Fri 3/3/23	Fri 3/3/23	CIS	27		
29	0%	Workstation Installation Training (CAD)	1 day	Fri 3/3/23	Fri 3/3/23	CIS,Client	27	30	
30	0%	1-Step Refresh Training (Production to Test/Training)	1 day	Mon 3/6/23	Mon 3/6/23	CIS,Client	29	31	
31	0%	DR Failover Training and Testing (ArcServe/Zerto)	2 days	Tue 3/7/23	Wed 3/8/23	CIS,Client	30	32	
32	0%	Internal Application Handoff (to BAs, SysE, GIS)	1 day	Thu 3/9/23	Thu 3/9/23	IS,CAD BA,RMS BA,SysE,GIS Specialis	31	33	
33	0%	Technical Handoff to Client/Mini-System Admin	1 day	Fri 3/10/23	Fri 3/10/23	CIS,Client	32	34	
34	0%	System Diagram Delivered	1 day	Mon 3/13/23	Mon 3/13/23	CIS	33	35	
35	0%	System Performance Check/Tuning	1 day	Tue 3/14/23	Tue 3/14/23	CIS	34	36	
36	0%	System Audit	1 day	Wed 3/15/23	Wed 3/15/23	CIS	35	37	
37	0%	System Ready for Build/Training	0 days	Wed 3/15/23	Wed 3/15/23		36	725	
38	**0%**	**System Interfaces**	**387 days**	**Sun 1/1/23**	**Tue 6/25/24**				
39	**0%**	**Custom HipLink Interface**	**299 days**	**Mon 1/30/23**	**Thu 3/21/24**				
40	0%	Load Contract Requirement into TFS	1 day	Mon 1/30/23	Mon 1/30/23	Project Manager	11	47,41	
41	0%	Verify Server and Environment Availability	10 days	Tue 1/31/23	Mon 2/13/23	CIS	40	49	
42	0%	Complete License Agreement/NDA (As-Required)	20 days	Mon 1/30/23	Fri 2/24/23	Project Manager,Legal	11	43	
43	0%	Gather Technical Specifications (Third Party APIs, Sample Files, etc)	20 days	Mon 2/27/23	Fri 3/24/23	Client,Third Party,Project Manager	42	44	
44	0%	Draft Interface Operational Scenario Document (OSD)	15 days	Mon 3/27/23	Fri 4/14/23	Systems Engineering,Product Owner	43	45	
45	0%	OSD Review	10 days	Mon 4/17/23	Fri 4/28/23	Client	44	47,46	
46	0%	TCR Signoff on OSD Received	5 days	Mon 5/1/23	Fri 5/5/23	Client	45	47	

MDC550

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors
47	0%	Interface Development	40 days	Mon 1/1/24	Fri 2/23/24	Development	40,45,46,2FS+260 days	51,48
48	0%	Custom Interface Released for Installation/Testing	0 days	Fri 2/23/24	Fri 2/23/24	Development	47	49
49	0%	Interface Installation and Developer Testing	1 day	Mon 2/26/24	Mon 2/26/24	Development	41,48	50
50	0%	Client/Vendor Testing	10 days	Tue 2/27/24	Mon 3/11/24	Client,Third Party	49	51
51	0%	Interface Functional Test	3 days	Tue 3/12/24	Thu 3/14/24	Development,Client,Third Party	47,50	52
52	0%	Interface Functional Test Approved - TCR Signoff Received	5 days	Fri 3/15/24	Thu 3/21/24	Client	51	777,283
53	**0%**	**Custom Deccan BARB* Interface**	**299 days**	**Mon 1/30/23**	**Thu 3/21/24**			
54	0%	Load Contract Requirement into TFS	1 day	Mon 1/30/23	Mon 1/30/23	Project Manager	11	61,55
55	0%	Verify Server and Environment Availability	10 days	Tue 1/31/23	Mon 2/13/23	CIS	54	63
56	0%	Complete License Agreement/NDA (As-Required)	20 days	Mon 1/30/23	Fri 2/24/23	Project Manager,Legal	11	57
57	0%	Gather Technical Specifications (Third Party APIs, Sample Files, etc)	20 days	Mon 2/27/23	Fri 3/24/23	Client,Third Party,Project Manager	56	58
58	0%	Draft Interface Operational Scenario Document (OSD)	15 days	Mon 3/27/23	Fri 4/14/23	Systems Engineering,Product Owner	57	59
59	0%	OSD Review	10 days	Mon 4/17/23	Fri 4/28/23	Client	58	61,60
60	0%	TCR Signoff on OSD Received	5 days	Mon 5/1/23	Fri 5/5/23	Client	59	61
61	0%	Interface Development	40 days	Mon 1/1/24	Fri 2/23/24	Development	54,59,60,2FS+260 days	65,62
62	0%	Custom Interface Released for Installation/Testing	0 days	Fri 2/23/24	Fri 2/23/24	Development	61	63
63	0%	Interface Installation and Developer Testing	1 day	Mon 2/26/24	Mon 2/26/24	Development	55,62	64
64	0%	Client/Vendor Testing	10 days	Tue 2/27/24	Mon 3/11/24	Client,Third Party	63	65
65	0%	Interface Functional Test	3 days	Tue 3/12/24	Thu 3/14/24	Development,Client,Third Party	61,64	66
66	0%	Interface Functional Test Approved - TCR Signoff Received	5 days	Fri 3/15/24	Thu 3/21/24	Client	65	777,283
67	**0%**	**Custom Fleet Focus M5 Interface**	**299 days**	**Mon 1/30/23**	**Thu 3/21/24**			
68	0%	Load Contract Requirement into TFS	1 day	Mon 1/30/23	Mon 1/30/23	Project Manager	11	75,69
69	0%	Verify Server and Environment Availability	10 days	Tue 1/31/23	Mon 2/13/23	CIS	68	77
70	0%	Complete License Agreement/NDA (As-Required)	20 days	Mon 1/30/23	Fri 2/24/23	Project Manager,Legal	11	71
71	0%	Gather Technical Specifications (Third Party APIs, Sample Files, etc)	20 days	Mon 2/27/23	Fri 3/24/23	Client,Third Party,Project Manager	70	72
72	0%	Draft Interface Operational Scenario Document (OSD)	15 days	Mon 3/27/23	Fri 4/14/23	Systems Engineering,Product Owner	71	73
73	0%	OSD Review	10 days	Mon 4/17/23	Fri 4/28/23	Client	72	75,74
74	0%	TCR Signoff on OSD Received	5 days	Mon 5/1/23	Fri 5/5/23	Client	73	75
75	0%	Interface Development	40 days	Mon 1/1/24	Fri 2/23/24	Development	68,73,74,2FS+260 days	79,76
76	0%	Custom Interface Released for Installation/Testing	0 days	Fri 2/23/24	Fri 2/23/24	Development	75	77
77	0%	Interface Installation and Developer Testing	1 day	Mon 2/26/24	Mon 2/26/24	Development	69,76	78
78	0%	Client/Vendor Testing	10 days	Tue 2/27/24	Mon 3/11/24	Client,Third Party	77	79
79	0%	Interface Functional Test	3 days	Tue 3/12/24	Thu 3/14/24	Development,Client,Third Party	75,78	80
80	0%	Interface Functional Test Approved - TCR Signoff Received	5 days	Fri 3/15/24	Thu 3/21/24	Client	79	777,283
81	**0%**	**Custom MCM CommShop 360 Interface**	**299 days**	**Mon 1/30/23**	**Thu 3/21/24**			
82	0%	Load Contract Requirement into TFS	1 day	Mon 1/30/23	Mon 1/30/23	Project Manager	11	89,83
83	0%	Verify Server and Environment Availability	10 days	Tue 1/31/23	Mon 2/13/23	CIS	82	91
84	0%	Complete License Agreement/NDA (As-Required)	20 days	Mon 1/30/23	Fri 2/24/23	Project Manager,Legal	11	85
85	0%	Gather Technical Specifications (Third Party APIs, Sample Files, etc)	20 days	Mon 2/27/23	Fri 3/24/23	Client,Third Party,Project Manager	84	86
86	0%	Draft Interface Operational Scenario Document (OSD)	15 days	Mon 3/27/23	Fri 4/14/23	Systems Engineering,Product Owner	85	87
87	0%	OSD Review	10 days	Mon 4/17/23	Fri 4/28/23	Client	86	89,88
88	0%	TCR Signoff on OSD Received	5 days	Mon 5/1/23	Fri 5/5/23	Client	87	89
89	0%	Interface Development	40 days	Mon 1/1/24	Fri 2/23/24	Development	82,87,88,2FS+260 days	93,90
90	0%	Custom Interface Released for Installation/Testing	0 days	Fri 2/23/24	Fri 2/23/24	Development	89	91
91	0%	Interface Installation and Developer Testing	1 day	Mon 2/26/24	Mon 2/26/24	Development	83,90	92
92	0%	Client/Vendor Testing	10 days	Tue 2/27/24	Mon 3/11/24	Client,Third Party	91	93
93	0%	Interface Functional Test	3 days	Tue 3/12/24	Thu 3/14/24	Development,Client,Third Party	89,92	94
94	0%	Interface Functional Test Approved - TCR Signoff Received	5 days	Fri 3/15/24	Thu 3/21/24	Client	93	777,283

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors
95	**0%**	**Standard CAD ANI/ALI Interface**	**74 days**	**Fri 2/17/23**	**Thu 6/1/23**			
96	0%	ANI/ALI Data Spill Available for Testing	0 days	Fri 2/17/23	Fri 2/17/23	Client,Phone Vendor	11FS+15 days	101
97	0%	OSD Provided to Client	0 days	Tue 4/25/23	Tue 4/25/23	PM,SysE	720	98
98	0%	OSD Review Meeting	1 day	Wed 4/26/23	Wed 4/26/23	Client,SysE	97	99
99	0%	OSD Review Acknowledgement via TCR	5 days	Thu 4/27/23	Wed 5/3/23	Client	98	102,100
100	0%	ANI/ALI Interface Install and Base Configuration	1 day	Thu 5/4/23	Thu 5/4/23	SysE	99	101
101	0%	Interface Control Document (ICD) Updated	1 day	Fri 5/5/23	Fri 5/5/23	SysE	96,100	102
102	0%	Interface Control Document (ICD) Review Meeting	1 day	Mon 5/8/23	Mon 5/8/23	Client,CIS	99,101	103
103	0%	ANI/ALI Interface Configuration Update	1 day	Tue 5/9/23	Tue 5/9/23	SysE	102	104
104	0%	ANI/ALI Interface Implementation Testing	10 days	Wed 5/10/23	Tue 5/23/23	Client,Third Party,CIS	103	105
105	0%	Interface Admin Training	1 day	Wed 5/24/23	Wed 5/24/23	Client,CIS	104	106
106	0%	Functional Test	1 day	Thu 5/25/23	Thu 5/25/23	Client,Third Party,CIS	105	107
107	0%	Functional Test Approval via TCR	5 days	Fri 5/26/23	Thu 6/1/23	Client	106	108
108	0%	Interface Testing Complete - Ready for Go-Live	0 days	Thu 6/1/23	Thu 6/1/23		107	777,283
109	**0%**	**Standard RMS to External System Data Transfer (MDFR) Interface**	**25 days**	**Fri 2/24/23**	**Fri 3/31/23**			
110	0%	OSD Provided to Client	0 days	Fri 2/24/23	Fri 2/24/23	PM,SysE	11FS+20 days	111
111	0%	OSD Review Meeting	1 day	Mon 2/27/23	Mon 2/27/23	Client,SysE	110	112
112	0%	OSD Review Acknowledgement via TCR	5 days	Tue 2/28/23	Mon 3/6/23	Client	111	113
113	0%	Interface Control Document (ICD) Meeting	1 day	Tue 3/7/23	Tue 3/7/23	Client,SysE	112	114
114	0%	Interface Install and Base Config	1 day	Wed 3/8/23	Wed 3/8/23	SysE	113	115
115	0%	Interface Implementation Testing	10 days	Thu 3/9/23	Wed 3/22/23	Client,Third Party,SysE	114	116
116	0%	Interface Admin Training	1 day	Thu 3/23/23	Thu 3/23/23	Client,SysE	115	117
117	0%	Functional Test	1 day	Fri 3/24/23	Fri 3/24/23	Client,Third Party,SysE	116	118
118	0%	Functional Test Approval via TCR	5 days	Mon 3/27/23	Fri 3/31/23	Client	117	119
119	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 3/31/23	Fri 3/31/23		118	777,283
120	**0%**	**Standard CAD MDFR Fire Hydrant System Interface**	**25 days**	**Fri 2/24/23**	**Fri 3/31/23**			
121	0%	OSD Provided to Client	0 days	Fri 2/24/23	Fri 2/24/23	PM,SysE	11FS+20 days	122
122	0%	OSD Review Meeting	1 day	Mon 2/27/23	Mon 2/27/23	Client,SysE	121	123
123	0%	OSD Review Acknowledgement via TCR	5 days	Tue 2/28/23	Mon 3/6/23	Client	122	124
124	0%	Interface Control Document (ICD) Meeting	1 day	Tue 3/7/23	Tue 3/7/23	Client,SysE	123	125
125	0%	Interface Install and Base Config	1 day	Wed 3/8/23	Wed 3/8/23	SysE	124	126
126	0%	Interface Implementation Testing	10 days	Thu 3/9/23	Wed 3/22/23	Client,Third Party,SysE	125	127
127	0%	Interface Admin Training	1 day	Thu 3/23/23	Thu 3/23/23	Client,SysE	126	128
128	0%	Functional Test	1 day	Fri 3/24/23	Fri 3/24/23	Client,Third Party,SysE	127	129
129	0%	Functional Test Approval via TCR	5 days	Mon 3/27/23	Fri 3/31/23	Client	128	130
130	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 3/31/23	Fri 3/31/23		129	777,283
131	**0%**	**Standard RapidSOS Interface**	**25 days**	**Fri 2/24/23**	**Fri 3/31/23**			
132	0%	OSD Provided to Client	0 days	Fri 2/24/23	Fri 2/24/23	PM,SysE	11FS+20 days	133
133	0%	OSD Review Meeting	1 day	Mon 2/27/23	Mon 2/27/23	Client,SysE	132	134
134	0%	OSD Review Acknowledgement via TCR	5 days	Tue 2/28/23	Mon 3/6/23	Client	133	135
135	0%	Interface Control Document (ICD) Meeting	1 day	Tue 3/7/23	Tue 3/7/23	Client,SysE	134	136
136	0%	Interface Install and Base Config	1 day	Wed 3/8/23	Wed 3/8/23	SysE	135	137
137	0%	Interface Implementation Testing	10 days	Thu 3/9/23	Wed 3/22/23	Client,Third Party,SysE	136	138
138	0%	Interface Admin Training	1 day	Thu 3/23/23	Thu 3/23/23	Client,SysE	137	139
139	0%	Functional Test	1 day	Fri 3/24/23	Fri 3/24/23	Client,Third Party,SysE	138	140
140	0%	Functional Test Approval via TCR	5 days	Mon 3/27/23	Fri 3/31/23	Client	139	141
141	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 3/31/23	Fri 3/31/23		140	777,283
142	**0%**	**Standard Mobile Pictometry Interface**	**25 days**	**Fri 2/24/23**	**Fri 3/31/23**			

MDC552

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
143	0%	OSD Provided to Client	0 days	Fri 2/24/23	Fri 2/24/23	PM,SysE	11FS+20 days	144	
144	0%	OSD Review Meeting	1 day	Mon 2/27/23	Mon 2/27/23	Client,SysE	143	145	
145	0%	OSD Review Acknowledgement via TCR	5 days	Tue 2/28/23	Mon 3/6/23	Client	144	146	
146	0%	Interface Control Document (ICD) Meeting	1 day	Tue 3/7/23	Tue 3/7/23	Client,SysE	145	147	
147	0%	Interface Install and Base Config	1 day	Wed 3/8/23	Wed 3/8/23	SysE	146	148	
148	0%	Interface Implementation Testing	10 days	Thu 3/9/23	Wed 3/22/23	Client,Third Party,SysE	147	149	
149	0%	Interface Admin Training	1 day	Thu 3/23/23	Thu 3/23/23	Client,SysE	148	150	
150	0%	Functional Test	1 day	Fri 3/24/23	Fri 3/24/23	Client,Third Party,SysE	149	151	
151	0%	Functional Test Approval via TCR	5 days	Mon 3/27/23	Fri 3/31/23	Client	150	152	
152	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 3/31/23	Fri 3/31/23		151	777,283	
153	**0%**	**Standard CAD Pictometry Interface**	**25 days**	**Fri 2/24/23**	**Fri 3/31/23**				
154	0%	OSD Provided to Client	0 days	Fri 2/24/23	Fri 2/24/23	PM,SysE	11FS+20 days	155	
155	0%	OSD Review Meeting	1 day	Mon 2/27/23	Mon 2/27/23	Client,SysE	154	156	
156	0%	OSD Review Acknowledgement via TCR	5 days	Tue 2/28/23	Mon 3/6/23	Client	155	157	
157	0%	Interface Control Document (ICD) Meeting	1 day	Tue 3/7/23	Tue 3/7/23	Client,SysE	156	158	
158	0%	Interface Install and Base Config	1 day	Wed 3/8/23	Wed 3/8/23	SysE	157	159	
159	0%	Interface Implementation Testing	10 days	Thu 3/9/23	Wed 3/22/23	Client,Third Party,SysE	158	160	
160	0%	Interface Admin Training	1 day	Thu 3/23/23	Thu 3/23/23	Client,SysE	159	161	
161	0%	Functional Test	1 day	Fri 3/24/23	Fri 3/24/23	Client,Third Party,SysE	160	162	
162	0%	Functional Test Approval via TCR	5 days	Mon 3/27/23	Fri 3/31/23	Client	161	163	
163	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 3/31/23	Fri 3/31/23		162	777,283	
164	**0%**	**Standard Zetron25 Interface**	**25 days**	**Fri 2/24/23**	**Fri 3/31/23**				
165	0%	OSD Provided to Client	0 days	Fri 2/24/23	Fri 2/24/23	PM,SysE	11FS+20 days	166	
166	0%	OSD Review Meeting	1 day	Mon 2/27/23	Mon 2/27/23	Client,SysE	165	167	
167	0%	OSD Review Acknowledgement via TCR	5 days	Tue 2/28/23	Mon 3/6/23	Client	166	168	
168	0%	Interface Control Document (ICD) Meeting	1 day	Tue 3/7/23	Tue 3/7/23	Client,SysE	167	169	
169	0%	Interface Install and Base Config	1 day	Wed 3/8/23	Wed 3/8/23	SysE	168	170	
170	0%	Interface Implementation Testing	10 days	Thu 3/9/23	Wed 3/22/23	Client,Third Party,SysE	169	171	
171	0%	Interface Admin Training	1 day	Thu 3/23/23	Thu 3/23/23	Client,SysE	170	172	
172	0%	Functional Test	1 day	Fri 3/24/23	Fri 3/24/23	Client,Third Party,SysE	171	173	
173	0%	Functional Test Approval via TCR	5 days	Mon 3/27/23	Fri 3/31/23	Client	172	174	
174	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 3/31/23	Fri 3/31/23		173	777,283	
175	**0%**	**NCIC Interface**	**274.5 days**	**Mon 1/2/23**	**Fri 1/19/24**				
176	0%	State Approval/Connectivity Ready for Testing	0 days	Fri 2/24/23	Fri 2/24/23	Client,State	11FS+20 days	183	
177	0%	OSD Provided to Client	1 day	Mon 12/18/23	Tue 12/19/23	PM,SysE	720,755	178	
178	0%	OSD Review Meeting	1 day	Tue 12/19/23	Wed 12/20/23	Client,SysE	177	179	
179	0%	OSD Approval via TCR	10 days	Wed 12/20/23	Wed 1/3/24	Client	178	180	
180	0%	Interface Control Document (ICD) Prep	1 day	Wed 1/3/24	Thu 1/4/24	SysE	179	181	
181	0%	Interface Control Document (ICD) Review Meeting	1 day	Thu 1/4/24	Fri 1/5/24	Client,CIS	180	182	
182	0%	Interface Control Document (ICD) Updated	1 day	Fri 1/5/24	Mon 1/8/24	SysE	181	183	
183	0%	Message Switch Installation	1 day	Mon 1/8/24	Tue 1/9/24	SysE	182,176	184	
184	0%	Message Switch Configuration	1 day	Tue 1/9/24	Wed 1/10/24	SysE	183	185	
185	0%	Message Switch Connectivity Testing	5 days	Wed 1/10/24	Wed 1/17/24	Client,CIS,State	184	186	
186	0%	Message Switch Admin Training	1 day	Wed 1/17/24	Thu 1/18/24	Client,SysE	185	187	
187	0%	Message Switch Combo Query Training	1 day	Thu 1/18/24	Fri 1/19/24	Client,SysE	186		
188	0%	Message Switch Implementation Testing (Dry Run 1)	1 day	Mon 1/2/23	Mon 1/2/23	SysE		189	**1/2**
189	0%	Message Switch Implementation Testing (Dry Run 2)	1 day	Tue 1/3/23	Tue 1/3/23	SysE	188	190	**1/3**
190	0%	Message Switch Implementation Testing (Final Dry Run)	1 day	Wed 1/4/23	Wed 1/4/23	SysE	189	191	**1/4**

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
191	0%	Message Switch Functional Test - CAD	1 day	Thu 1/5/23	Thu 1/5/23	Client,State,SysE	190	193,192	1/5
192	0%	Message Switch Functional Test - Mobile	1 day	Fri 1/6/23	Fri 1/6/23	Client,State,SysE	191	193	1/
193	0%	Functional Test Approval via TCR	5 days	Mon 1/9/23	Fri 1/13/23	Client	191,192	194	1
194	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 1/13/23	Fri 1/13/23		193	777,283	
195	**0%**	**Standard USDD Fire Station Alerting Interface**	**25 days**	**Sun 1/1/23**	**Fri 2/3/23**				
196	0%	OSD Provided to Client	0 days	Sun 1/1/23	Sun 1/1/23	PM,SysE		197	
197	0%	OSD Review Meeting	1 day	Mon 1/2/23	Mon 1/2/23	Client,SysE	196	198	1/2
198	0%	OSD Review Acknowledgement via TCR	5 days	Tue 1/3/23	Mon 1/9/23	Client	197	199	1/3
199	0%	Interface Control Document (ICD) Meeting	1 day	Tue 1/10/23	Tue 1/10/23	Client,SysE	198	200	1/
200	0%	Interface Install and Base Config	1 day	Wed 1/11/23	Wed 1/11/23	SysE	199	201	1
201	0%	Interface Implementation Testing	10 days	Thu 1/12/23	Wed 1/25/23	Client,Third Party,SysE	200	202	1
202	0%	Interface Admin Training	1 day	Thu 1/26/23	Thu 1/26/23	Client,SysE	201	203	
203	0%	Functional Test	1 day	Fri 1/27/23	Fri 1/27/23	Client,Third Party,SysE	202	204	
204	0%	Functional Test Approval via TCR	5 days	Mon 1/30/23	Fri 2/3/23	Client	203	205	
205	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 2/3/23	Fri 2/3/23		204	777,283	
206	**0%**	**Standard Telestaff/Webstaff Interface (Kronos)**	**25 days**	**Sun 1/1/23**	**Fri 2/3/23**				
207	0%	OSD Provided to Client	0 days	Sun 1/1/23	Sun 1/1/23	PM,SysE		208	
208	0%	OSD Review Meeting	1 day	Mon 1/2/23	Mon 1/2/23	Client,SysE	207	209	1/2
209	0%	OSD Review Acknowledgement via TCR	5 days	Tue 1/3/23	Mon 1/9/23	Client	208	210	1/3
210	0%	Interface Control Document (ICD) Meeting	1 day	Tue 1/10/23	Tue 1/10/23	Client,SysE	209	211	1/
211	0%	Interface Install and Base Config	1 day	Wed 1/11/23	Wed 1/11/23	SysE	210	212	1
212	0%	Interface Implementation Testing	10 days	Thu 1/12/23	Wed 1/25/23	Client,Third Party,SysE	211	213	1
213	0%	Interface Admin Training	1 day	Thu 1/26/23	Thu 1/26/23	Client,SysE	212	214	
214	0%	Functional Test	1 day	Fri 1/27/23	Fri 1/27/23	Client,Third Party,SysE	213	215	
215	0%	Functional Test Approval via TCR	5 days	Mon 1/30/23	Fri 2/3/23	Client	214	216	
216	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 2/3/23	Fri 2/3/23		215	777,283	
217	**0%**	**Standard First DUE Interface**	**25 days**	**Sun 1/1/23**	**Fri 2/3/23**				
218	0%	OSD Provided to Client	0 days	Sun 1/1/23	Sun 1/1/23	PM,SysE		219	
219	0%	OSD Review Meeting	1 day	Mon 1/2/23	Mon 1/2/23	Client,SysE	218	220	1/2
220	0%	OSD Review Acknowledgement via TCR	5 days	Tue 1/3/23	Mon 1/9/23	Client	219	221	1/3
221	0%	Interface Control Document (ICD) Meeting	1 day	Tue 1/10/23	Tue 1/10/23	Client,SysE	220	222	1/
222	0%	Interface Install and Base Config	1 day	Wed 1/11/23	Wed 1/11/23	SysE	221	223	1
223	0%	Interface Implementation Testing	10 days	Thu 1/12/23	Wed 1/25/23	Client,Third Party,SysE	222	224	1
224	0%	Interface Admin Training	1 day	Thu 1/26/23	Thu 1/26/23	Client,SysE	223	225	
225	0%	Functional Test	1 day	Fri 1/27/23	Fri 1/27/23	Client,Third Party,SysE	224	226	
226	0%	Functional Test Approval via TCR	5 days	Mon 1/30/23	Fri 2/3/23	Client	225	227	
227	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 2/3/23	Fri 2/3/23		226	777,283	
228	**0%**	**Standard FirstWatch Interface**	**25 days**	**Sun 1/1/23**	**Fri 2/3/23**				
229	0%	OSD Provided to Client	0 days	Sun 1/1/23	Sun 1/1/23	PM,SysE		230	
230	0%	OSD Review Meeting	1 day	Mon 1/2/23	Mon 1/2/23	Client,SysE	229	231	1/2
231	0%	OSD Review Acknowledgement via TCR	5 days	Tue 1/3/23	Mon 1/9/23	Client	230	232	1/3
232	0%	Interface Control Document (ICD) Meeting	1 day	Tue 1/10/23	Tue 1/10/23	Client,SysE	231	233	1/
233	0%	Interface Install and Base Config	1 day	Wed 1/11/23	Wed 1/11/23	SysE	232	234	1
234	0%	Interface Implementation Testing	10 days	Thu 1/12/23	Wed 1/25/23	Client,Third Party,SysE	233	235	1
235	0%	Interface Admin Training	1 day	Thu 1/26/23	Thu 1/26/23	Client,SysE	234	236	
236	0%	Functional Test	1 day	Fri 1/27/23	Fri 1/27/23	Client,Third Party,SysE	235	237	
237	0%	Functional Test Approval via TCR	5 days	Mon 1/30/23	Fri 2/3/23	Client	236	238	
238	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 2/3/23	Fri 2/3/23		237	777,283	

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
239	**0%**	**Standard CAD to External System Incident Data Transfer (Verint)**	**25 days**	**Sun 1/1/23**	**Fri 2/3/23**				
240	0%	OSD Provided to Client	0 days	Sun 1/1/23	Sun 1/1/23	PM,SysE		241	
241	0%	OSD Review Meeting	1 day	Mon 1/2/23	Mon 1/2/23	Client,SysE	240	242	**1/2**
242	0%	OSD Review Acknowledgement via TCR	5 days	Tue 1/3/23	Mon 1/9/23	Client	241	243	**1/3**
243	0%	Interface Control Document (ICD) Meeting	1 day	Tue 1/10/23	Tue 1/10/23	Client,SysE	242	244	**1/**
244	0%	Interface Install and Base Config	1 day	Wed 1/11/23	Wed 1/11/23	SysE	243	245	**1**
245	0%	Interface Implementation Testing	10 days	Thu 1/12/23	Wed 1/25/23	Client,Third Party,SysE	244	246	**1**
246	0%	Interface Admin Training	1 day	Thu 1/26/23	Thu 1/26/23	Client,SysE	245	247	
247	0%	Functional Test	1 day	Fri 1/27/23	Fri 1/27/23	Client,Third Party,SysE	246	248	
248	0%	Functional Test Approval via TCR	5 days	Mon 1/30/23	Fri 2/3/23	Client	247	249	
249	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 2/3/23	Fri 2/3/23		248	777,283	
250	**0%**	**Standard Motorola MUPS Interface**	**25 days**	**Sun 1/1/23**	**Fri 2/3/23**				
251	0%	OSD Provided to Client	0 days	Sun 1/1/23	Sun 1/1/23	PM,SysE		252	
252	0%	OSD Review Meeting	1 day	Mon 1/2/23	Mon 1/2/23	Client,SysE	251	253	**1/2**
253	0%	OSD Review Acknowledgement via TCR	5 days	Tue 1/3/23	Mon 1/9/23	Client	252	254	**1/3**
254	0%	Interface Control Document (ICD) Meeting	1 day	Tue 1/10/23	Tue 1/10/23	Client,SysE	253	255	**1/**
255	0%	Interface Install and Base Config	1 day	Wed 1/11/23	Wed 1/11/23	SysE	254	256	**1**
256	0%	Interface Implementation Testing	10 days	Thu 1/12/23	Wed 1/25/23	Client,Third Party,SysE	255	257	**1**
257	0%	Interface Admin Training	1 day	Thu 1/26/23	Thu 1/26/23	Client,SysE	256	258	
258	0%	Functional Test	1 day	Fri 1/27/23	Fri 1/27/23	Client,Third Party,SysE	257	259	
259	0%	Functional Test Approval via TCR	5 days	Mon 1/30/23	Fri 2/3/23	Client	258	260	
260	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 2/3/23	Fri 2/3/23		259	777,283	
261	**0%**	**Standard Motorola MCC7500 v 7.17+ Interface**	**319 days**	**Sun 1/1/23**	**Thu 3/21/24**				
262	0%	OSD Provided to Client	0 days	Sun 1/1/23	Sun 1/1/23	PM,SysE		263	
263	0%	OSD Review Meeting	1 day	Mon 1/2/23	Mon 1/2/23	Client,SysE	262	264	**1/2**
264	0%	OSD Approval via TCR	5 days	Tue 1/3/23	Mon 1/9/23	Client	263	265	**1/3**
265	0%	Interface Control Document (ICD) Meeting	1 day	Tue 1/10/23	Tue 1/10/23	Client,SysE	264	266	**1/**
266	0%	Interface Install and Base Config	1 day	Wed 1/11/23	Wed 1/11/23	SysE	265	267	**1**
267	0%	Interface Implementation Testing	10 days	Thu 1/12/23	Wed 1/25/23	Client,Third Party,SysE	266	268	**1**
268	0%	Interface Admin Training	1 day	Thu 1/26/23	Thu 1/26/23	Client,SysE	267	269	
269	0%	Functional Test	1 day	Fri 1/27/23	Fri 1/27/23	Client,Third Party,SysE	268	270	
270	0%	Functional Test Approval via TCR	5 days	Mon 1/30/23	Fri 2/3/23	Client	269	271	
271	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 2/3/23	Fri 2/3/23		270	777,283	
272	**0%**	**Standard Motorola CADI Radio Interface**	**25 days**	**Sun 1/1/23**	**Fri 2/3/23**				
273	0%	OSD Provided to Client	0 days	Sun 1/1/23	Sun 1/1/23	PM,SysE		274	
274	0%	OSD Review Meeting	1 day	Mon 1/2/23	Mon 1/2/23	Client,SysE	273	275	**1/2**
275	0%	OSD Approval via TCR	5 days	Tue 1/3/23	Mon 1/9/23	Client	274	276	**1/3**
276	0%	Interface Control Document (ICD) Meeting	1 day	Tue 1/10/23	Tue 1/10/23	Client,SysE	275	277	**1/**
277	0%	Interface Install and Base Config	1 day	Wed 1/11/23	Wed 1/11/23	SysE	276	278	**1**
278	0%	Interface Implementation Testing	10 days	Thu 1/12/23	Wed 1/25/23	Client,Third Party,SysE	277	279	**1**
279	0%	Interface Admin Training	1 day	Thu 1/26/23	Thu 1/26/23	Client,SysE	278	280	
280	0%	Functional Test	1 day	Fri 1/27/23	Fri 1/27/23	Client,Third Party,SysE	279	281	
281	0%	Functional Test Approval via TCR	5 days	Mon 1/30/23	Fri 2/3/23	Client	280	282	
282	0%	Interface Testing Complete - Ready for Go-Live	0 days	Fri 2/3/23	Fri 2/3/23		281	777,283	
283	0%	All Interfaces Tested and Ready for Go-Live	0 days	Thu 3/21/24	Thu 3/21/24		,194,205,216,227,238,249,260,271,282	760	
284	**0%**	**CAD-CAD Unify (On-Prem) Interface**	**262 days**	**Mon 6/26/23**	**Tue 6/25/24**				
285	**0%**	**Stage 2a: Hardware/Host Setup and System Access**	**48 days**	**Mon 6/26/23**	**Wed 8/30/23**				
286	**0%**	**Security Access:**	**20 days**	**Mon 6/26/23**	**Fri 7/21/23**				

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
287	0%	CJIS clearance process for Miami-Dade Fire Rescue	20 days	Mon 6/26/23	Fri 7/21/23	CentralSquare; Customer	720,722	310,293	
288	0%	CJIS clearance process for Miami-Dade PD	20 days	Mon 6/26/23	Fri 7/21/23	CentralSquare; Customer	720,722	310,293	
289	0%	CJIS clearance process for Aventura PSAP	20 days	Mon 6/26/23	Fri 7/21/23	CentralSquare; Customer	720,722	310,293	
290	0%	CJIS clearance process for Pinecrest PSAP	20 days	Mon 6/26/23	Fri 7/21/23	CentralSquare; Customer	720,722	310,293	
291	0%	CJIS clearance process for AMR Ambulance Dispatch	20 days	Mon 6/26/23	Fri 7/21/23	CentralSquare; Customer	720,722	310,293	
292	0%	CJIS clearance process for Miami Dade Ambulance	20 days	Mon 6/26/23	Fri 7/21/23	CentralSquare; Customer	720,722	310,293	
293	0%	CJIS Clearance Complete	0 days	Fri 7/21/23	Fri 7/21/23		287,288,289,290,291,292	295	
294	**0%**	**VM/Cloud Setup**	**10 days**	**Mon 7/24/23**	**Fri 8/4/23**				
295	0%	Determine system resource requirements	5 days	Mon 7/24/23	Fri 7/28/23	CentralSquare; Customer	293	296,298,299,300,301	
296	0%	CST PM to submit request for AWS env to be created	5 days	Mon 7/31/23	Fri 8/4/23	CentralSquare	295	298,299,300,301	
297	**0%**	**Create AWS Environments**	**10 days**	**Mon 8/7/23**	**Fri 8/18/23**				
298	0%	Assign IP addresses and names for each server	10 days	Mon 8/7/23	Fri 8/18/23	CentralSquare	295,296	303,304,305,306	
299	0%	Establish server cluster network connections	10 days	Mon 8/7/23	Fri 8/18/23	CentralSquare	295,296	303,304,305,306	
300	0%	Document server cluster (Hardware Specs, Network Diagram)	10 days	Mon 8/7/23	Fri 8/18/23	CentralSquare	295,296	303,304,305,306	
301	0%	Remote Access to Servers for CentralSquare - Establish and Test (Project and Support Team)	4 days	Mon 8/7/23	Thu 8/10/23	CentralSquare	295,296	303,304,305,306	
302	**0%**	**Software Installation**	**5 days**	**Mon 8/21/23**	**Fri 8/25/23**				
303	0%	Database Server setup using VM Image or FATPOT's installation tool for db 1,2,3,4,5	5 days	Mon 8/21/23	Fri 8/25/23	CentralSquare	298,299,300,301	307	
304	0%	Network access for App1, App2	5 days	Mon 8/21/23	Fri 8/25/23	Customer	298,299,300,301	307	
305	0%	App Server Hub software installation	5 days	Mon 8/21/23	Fri 8/25/23	CentralSquare	298,299,300,301	307	
306	0%	App Server Monitoring installation	5 days	Mon 8/21/23	Fri 8/25/23	Customer	298,299,300,301	307	
307	0%	Configure & Test Load Balancer operation	3 days	Mon 8/28/23	Wed 8/30/23	CentralSquare	303,304,305,306	308	
308	0%	Host Setup Complete - Milestone	0 days	Wed 8/30/23	Wed 8/30/23		307	339,311,358	
309	**0%**	**Stage 2b: Initial Discovery, Configuration**	**77 days**	**Mon 7/24/23**	**Tue 11/7/23**				
310	0%	Gather names and prep for Subject Matter Expert (SME) Kick-off	5 days	Mon 7/24/23	Fri 7/28/23	CentralSquare; Customer	287,288,289,290,291,292	311	
311	0%	Conduct SME Kick-off (workshop #1)	1 day	Thu 8/31/23	Thu 8/31/23	CentralSquare	310,308	314,318,337,322,326,330,338,405,334	
312	**0%**	**Complete Customer Questionnaire Forms -Gather Agency Contact Information -Mutual Aid Questionnaire -Code Gathering**	**20 days**	**Fri 9/1/23**	**Thu 9/28/23**				
313	**0%**	**Miami-Dade Fire Rescue (SMS & Questionnaire)**	**20 days**	**Fri 9/1/23**	**Thu 9/28/23**				
314	0%	Complete initial draft	10 days	Fri 9/1/23	Thu 9/14/23	Customer	311	315	
315	0%	CST BA review time	5 days	Fri 9/15/23	Thu 9/21/23	CentralSquare	314	316	
316	0%	Review & refine as needed	5 days	Fri 9/22/23	Thu 9/28/23	Customer	315	337,338	
317	**0%**	**Miami-Dade PD (SMS & Questionnaire)**	**20 days**	**Fri 9/1/23**	**Thu 9/28/23**				
318	0%	Complete initial draft	10 days	Fri 9/1/23	Thu 9/14/23	Customer	311	319	
319	0%	CST BA review time	5 days	Fri 9/15/23	Thu 9/21/23	CentralSquare	318	320	
320	0%	Review & refine as needed	5 days	Fri 9/22/23	Thu 9/28/23	Customer	319	337,338	
321	**0%**	**Aventura PSAP (SMS & Questionnaire)**	**20 days**	**Fri 9/1/23**	**Thu 9/28/23**				
322	0%	Complete initial draft	10 days	Fri 9/1/23	Thu 9/14/23	Customer	311	323	
323	0%	CST BA review time	5 days	Fri 9/15/23	Thu 9/21/23	CentralSquare	322	324	
324	0%	Review & refine as needed	5 days	Fri 9/22/23	Thu 9/28/23	Customer	323	337,338	
325	**0%**	**Pinecrest PSAP (SMS & Questionnaire)**	**20 days**	**Fri 9/1/23**	**Thu 9/28/23**				
326	0%	Complete initial draft	10 days	Fri 9/1/23	Thu 9/14/23	Customer	311	327	
327	0%	CST BA review time	5 days	Fri 9/15/23	Thu 9/21/23	CentralSquare	326	328	
328	0%	Review & refine as needed	5 days	Fri 9/22/23	Thu 9/28/23	Customer	327	337,338	
329	**0%**	**AMR Ambulance Dispatch (SMS & Questionnaire)**	**20 days**	**Fri 9/1/23**	**Thu 9/28/23**				
330	0%	Complete initial draft	10 days	Fri 9/1/23	Thu 9/14/23	Customer	311	331	
331	0%	CST BA review time	5 days	Fri 9/15/23	Thu 9/21/23	CentralSquare	330	332	
332	0%	Review & refine as needed	5 days	Fri 9/22/23	Thu 9/28/23	Customer	331	337,338	
333	**0%**	**Miami Dade Ambulance (SMS & Questionnaire)**	**20 days**	**Fri 9/1/23**	**Thu 9/28/23**				

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
334	0%	Complete initial draft	10 days	Fri 9/1/23	Thu 9/14/23	Customer	311	335	
335	0%	CST BA review time	5 days	Fri 9/15/23	Thu 9/21/23	CentralSquare	334	336	
336	0%	Review & refine as needed	5 days	Fri 9/22/23	Thu 9/28/23	Customer	335	337,338	
337	0%	Supply CST with GIS data for the Hub	20 days	Fri 9/29/23	Thu 10/26/23	Customer	311,316,320,324,328,332,336		
338	0%	Document Findings in Operational Scenarios Document (OSD)	5 days	Fri 9/29/23	Thu 10/5/23		311,316,320,324,328,332,336	339,342,344,346,348,350,352	
339	0%	Core Hub Configurations Setup (PSAPs, Agencies, Initial Users/Groups, GIS Data)	3 days	Fri 10/6/23	Tue 10/10/23	CentralSquare	308,338	342,344,346,348,350,352	
340	**0%**	**Customer Code Mapping (Nature, Units, Unit Status)**	**20 days**	**Wed 10/11/...**	**Tue 11/7/23**				
341	**0%**	**Miami-Dade Fire Rescue**	**10 days**	**Wed 10/11/...**	**Tue 10/24/23**				
342	0%	SME Workshop #2: Code-mapping	10 days	Wed 10/11/23	Tue 10/24/23	CentralSquare; Customer	338,339	353	
343	**0%**	**Miami-Dade PD**	**10 days**	**Wed 10/11/...**	**Tue 10/24/23**				
344	0%	SME Workshop #2: Code-mapping	10 days	Wed 10/11/23	Tue 10/24/23	CentralSquare; Customer	338,339	353	
345	**0%**	**Aventura PSAP**	**10 days**	**Wed 10/11/...**	**Tue 10/24/23**				
346	0%	SME Workshop #2: Code-mapping	10 days	Wed 10/11/23	Tue 10/24/23	CentralSquare; Customer	338,339	353	
347	**0%**	**Pinecrest PSAP**	**10 days**	**Wed 10/11/...**	**Tue 10/24/23**				
348	0%	SME Workshop #2: Code-mapping	10 days	Wed 10/11/23	Tue 10/24/23	CentralSquare; Customer	338,339	353	
349	**0%**	**AMR Ambulance Dispatch**	**10 days**	**Wed 10/11/...**	**Tue 10/24/23**				
350	0%	SME Workshop #2: Code-mapping	10 days	Wed 10/11/23	Tue 10/24/23	CentralSquare; Customer	338,339	353	
351	**0%**	**Miami Dade Ambulance**	**10 days**	**Wed 10/11/...**	**Tue 10/24/23**				
352	0%	SME Workshop #2: Code-mapping	10 days	Wed 10/11/23	Tue 10/24/23	CentralSquare; Customer	338,339	353	
353	0%	Set up customer Code Mapping (Nature, Units, Unit Status)	10 days	Wed 10/25/23	Tue 11/7/23	CentralSquare	342,344,350,348,346,352	354	
354	0%	System Build Phase Complete	0 days	Tue 11/7/23	Tue 11/7/23		353		
355	**0%**	**Stage 2c: CAD Interface Implementation and Development**	**170 days**	**Thu 8/31/23**	**Wed 4/24/24**				
356	**0%**	**CentralSquare Enterprise CAD Interface Deployments**	**33 days**	**Thu 8/31/23**	**Mon 10/16/23**				
357	**0%**	**Technical/Connectivity Kickoff**	**33 days**	**Thu 8/31/23**	**Mon 10/16/23**				
358	0%	Confirm PSAPs readiness	10 days	Thu 8/31/23	Wed 9/13/23	CentralSquare; Customer	308	361,368,375,382,389,396	
359	**0%**	**CAD-to-Hub Networking**	**23 days**	**Thu 9/14/23**	**Mon 10/16/23**				
360	**0%**	**Technical kick-off call with CST Cloud Team (Miami-Dade Fire Rescue)**	**23 days**	**Thu 9/14/23**	**Mon 10/16/23**				
361	0%	Identify networking requirements	5 days	Thu 9/14/23	Wed 9/20/23	CentralSquare; Customer	358	362	
362	0%	Implement networking requirements	5 days	Thu 9/21/23	Wed 9/27/23	Customer	361	363	
363	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 9/28/23	Wed 10/4/23	CentralSquare; Customer	362	365	
364	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**8 days**	**Thu 10/5/23**	**Mon 10/16/23**				
365	0%	Install of CAD interface and CAD config	5 days	Thu 10/5/23	Wed 10/11/23	CentralSquare	363	366	
366	0%	CentralSquare Verify Successful Connection	3 days	Thu 10/12/23	Mon 10/16/23	CentralSquare	365	402	
367	**0%**	**Technical kick-off call with CST Cloud Team (Miami-Dade PD)**	**23 days**	**Thu 9/14/23**	**Mon 10/16/23**				
368	0%	Identify networking requirements	5 days	Thu 9/14/23	Wed 9/20/23	CentralSquare; Customer	358	369	
369	0%	Implement networking requirements	5 days	Thu 9/21/23	Wed 9/27/23	Customer	368	370	
370	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 9/28/23	Wed 10/4/23	CentralSquare; Customer	369	372	
371	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**8 days**	**Thu 10/5/23**	**Mon 10/16/23**				
372	0%	Install of CAD interface and CAD config	5 days	Thu 10/5/23	Wed 10/11/23	CentralSquare	370	373	
373	0%	CentralSquare Verify Successful Connection	3 days	Thu 10/12/23	Mon 10/16/23	CentralSquare	372	402	
374	**0%**	**Technical kick-off call with CST Cloud Team (Aventura PSAP)**	**23 days**	**Thu 9/14/23**	**Mon 10/16/23**				
375	0%	Identify networking requirements	5 days	Thu 9/14/23	Wed 9/20/23	CentralSquare; Customer	358	376	
376	0%	Implement networking requirements	5 days	Thu 9/21/23	Wed 9/27/23	Customer	375	377	
377	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 9/28/23	Wed 10/4/23	CentralSquare; Customer	376	379	
378	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**8 days**	**Thu 10/5/23**	**Mon 10/16/23**				
379	0%	Install of CAD interface and CAD config	5 days	Thu 10/5/23	Wed 10/11/23	CentralSquare	377	380	
380	0%	CentralSquare Verify Successful Connection	3 days	Thu 10/12/23	Mon 10/16/23	CentralSquare	379	402	
381	**0%**	**Technical kick-off call with CST Cloud Team (Pinecrest PSAP)**	**23 days**	**Thu 9/14/23**	**Mon 10/16/23**				

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
382	0%	Identify networking requirements	5 days	Thu 9/14/23	Wed 9/20/23	CentralSquare; Customer	358	383	
383	0%	Implement networking requirements	5 days	Thu 9/21/23	Wed 9/27/23	Customer	382	384	
384	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 9/28/23	Wed 10/4/23	CentralSquare; Customer	383	386	
385	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**8 days**	**Thu 10/5/23**	**Mon 10/16/23**				
386	0%	Install of CAD interface and CAD config	5 days	Thu 10/5/23	Wed 10/11/23	CentralSquare	384	387	
387	0%	CentralSquare Verify Successful Connection	3 days	Thu 10/12/23	Mon 10/16/23	CentralSquare	386	402	
388	**0%**	**Technical kick-off call with CST Cloud Team (AMR Ambulance Dispatch)**	**23 days**	**Thu 9/14/23**	**Mon 10/16/23**				
389	0%	Identify networking requirements	5 days	Thu 9/14/23	Wed 9/20/23	CentralSquare; Customer	358	390	
390	0%	Implement networking requirements	5 days	Thu 9/21/23	Wed 9/27/23	Customer	389	391	
391	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 9/28/23	Wed 10/4/23	CentralSquare; Customer	390	393	
392	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**8 days**	**Thu 10/5/23**	**Mon 10/16/23**				
393	0%	Install of CAD interface and CAD config	5 days	Thu 10/5/23	Wed 10/11/23	CentralSquare	391	394	
394	0%	CentralSquare Verify Successful Connection	3 days	Thu 10/12/23	Mon 10/16/23	CentralSquare	393	402	
395	**0%**	**Technical kick-off call with CST Cloud Team (Miami Dade Ambulance)**	**23 days**	**Thu 9/14/23**	**Mon 10/16/23**				
396	0%	Identify networking requirements	5 days	Thu 9/14/23	Wed 9/20/23	CentralSquare; Customer	358	397	
397	0%	Implement networking requirements	5 days	Thu 9/21/23	Wed 9/27/23	Customer	396	398	
398	0%	Test, troubleshoot & validate networking connectivity	5 days	Thu 9/28/23	Wed 10/4/23	CentralSquare; Customer	397	400	
399	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**8 days**	**Thu 10/5/23**	**Mon 10/16/23**				
400	0%	Install of CAD interface and CAD config	5 days	Thu 10/5/23	Wed 10/11/23	CentralSquare	398	401	
401	0%	CentralSquare Verify Successful Connection	3 days	Thu 10/12/23	Mon 10/16/23	CentralSquare	400	402	
402	0%	All Connections Verified Complete	0 days	Mon 10/16/23	Mon 10/16/23		366,373,380,387,394,401	438,451,464,477,490,503	
403	**0%**	**CAD Adapter Development**	**115 days**	**Fri 9/1/23**	**Thu 2/8/24**				
404	**0%**	**Customer/CAD Provider Discussions**	**60 days**	**Fri 9/1/23**	**Thu 11/23/23**				
405	0%	PSAPs Negotiate Agreements With CAD Vendors	15 days	Fri 9/1/23	Thu 9/21/23	Customer	311	406	
406	0%	PSAP Contracts With CAD Vendor	20 days	Fri 9/22/23	Thu 10/19/23	Customer	405	407	
407	0%	CST & CAD Vendor NDAs Executed	25 days	Fri 10/20/23	Thu 11/23/23	CentralSquare	406	408	
408	0%	Start Date Determined	0 days	Thu 11/23/23	Thu 11/23/23		407	410,422,435,448,461,474,487,500	
409	**0%**	**Motorola PremierOne Adapter Initial Development using CentralSquare SDK**	**50 days**	**Fri 11/24/23**	**Thu 2/1/24**			**448**	
410	0%	Weekly CentralSquare Development or Assistance Session 1	10 days	Fri 11/24/23	Thu 12/7/23	CentralSquare	408	411,416	
411	0%	Weekly CentralSquare Development or Assistance Session 2	10 days	Fri 12/8/23	Thu 12/21/23	CentralSquare	410	412,417	
412	0%	Weekly CentralSquare Development or Assistance Session 3	10 days	Fri 12/22/23	Thu 1/4/24	CentralSquare	411	413,418	
413	0%	Weekly CentralSquare Development or Assistance Session 4	10 days	Fri 1/5/24	Thu 1/18/24	CentralSquare	412	414,419	
414	0%	Weekly CentralSquare Development or Assistance Session 5	10 days	Fri 1/19/24	Thu 2/1/24	CentralSquare	413	420	
415	**0%**	**Motorola PremierOne Basic Testing/Rework/Modifications**	**45 days**	**Fri 12/8/23**	**Thu 2/8/24**			**448**	
416	0%	Weekly Testing Session with CentralSquare and Rework 1	5 days	Fri 12/8/23	Thu 12/14/23	CentralSquare	410		
417	0%	Weekly Testing Session with CentralSquare and Rework 2	5 days	Fri 12/22/23	Thu 12/28/23	CentralSquare	411		
418	0%	Weekly Testing Session with CentralSquare and Rework 3	5 days	Fri 1/5/24	Thu 1/11/24	CentralSquare	412		
419	0%	Weekly Testing Session with CentralSquare and Rework 4	5 days	Fri 1/19/24	Thu 1/25/24	CentralSquare	413		
420	0%	Weekly Testing Session with CentralSquare and Rework 5	5 days	Fri 2/2/24	Thu 2/8/24	CentralSquare	414	455	
421	**0%**	**LOGIS Adapter Initial Development using CentralSquare SDK**	**50 days**	**Fri 11/24/23**	**Thu 2/1/24**			**487**	
422	0%	Weekly CentralSquare Development or Assistance Session 1	10 days	Fri 11/24/23	Thu 12/7/23	CentralSquare	408	423,428	
423	0%	Weekly CentralSquare Development or Assistance Session 2	10 days	Fri 12/8/23	Thu 12/21/23	CentralSquare	422	424,429	
424	0%	Weekly CentralSquare Development or Assistance Session 3	10 days	Fri 12/22/23	Thu 1/4/24	CentralSquare	423	425,430	
425	0%	Weekly CentralSquare Development or Assistance Session 4	10 days	Fri 1/5/24	Thu 1/18/24	CentralSquare	424	426,431	
426	0%	Weekly CentralSquare Development or Assistance Session 5	10 days	Fri 1/19/24	Thu 2/1/24	CentralSquare	425	432	
427	**0%**	**LOGIS Basic Testing/Rework/Modifications**	**45 days**	**Fri 12/8/23**	**Thu 2/8/24**			**487**	
428	0%	Weekly Testing Session with CentralSquare and Rework 1	5 days	Fri 12/8/23	Thu 12/14/23	CentralSquare	422		
429	0%	Weekly Testing Session with CentralSquare and Rework 2	5 days	Fri 12/22/23	Thu 12/28/23	CentralSquare	423		

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

CENTRALSQUARE

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
430	0%	Weekly Testing Session with CentralSquare and Rework 3	5 days	Fri 1/5/24	Thu 1/11/24	CentralSquare	424		
431	0%	Weekly Testing Session with CentralSquare and Rework 4	5 days	Fri 1/19/24	Thu 1/25/24	CentralSquare	425		
432	0%	Weekly Testing Session with CentralSquare and Rework 5	5 days	Fri 2/2/24	Thu 2/8/24	CentralSquare	426	494	
433	**0%**	**Production One-Way and Test Bidirectional Installations**	**109 days**	**Fri 11/24/23**	**Wed 4/24/24**				
434	**0%**	**Miami-Dade Fire Rescue (TBD) Production One-way and Test Bidirectional Installation**	**54 days**	**Fri 11/24/23**	**Wed 2/7/24**				
435	0%	CAD Vendor engagement & exploration call	1 day	Fri 11/24/23	Fri 11/24/23	CentralSquare; Customer	408	438	
436	**0%**	**CAD-to-Hub Networking**	**53 days**	**Mon 11/27/...**	**Wed 2/7/24**				
437	**0%**	**Technical kick-off call with CST Cloud Team**	**53 days**	**Mon 11/27/...**	**Wed 2/7/24**				
438	0%	Identify networking requirements	5 days	Mon 11/27/23	Fri 12/1/23	CentralSquare; Customer	435,402	439	
439	0%	Implement networking requirements	5 days	Mon 12/4/23	Fri 12/8/23	Customer	438	440	
440	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 12/11/23	Fri 12/15/23	Customer	439	442	
441	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Mon 12/18/...**	**Wed 2/7/24**				
442	0%	Install of CAD interface and CAD config	5 days	Mon 12/18/23	Fri 12/22/23	Customer	440	443	
443	0%	CentralSquare Verify Successful Connection	3 days	Mon 12/25/23	Wed 12/27/23	CentralSquare	442	444	
444	0%	Rework in cust TEST environment - Session 1	10 days	Thu 12/28/23	Wed 1/10/24	Customer	443	445	
445	0%	Rework in cust TEST environment - Session 2	10 days	Thu 1/11/24	Wed 1/24/24	Customer	444	446	
446	0%	Rework in cust TEST environment - Session 3	10 days	Thu 1/25/24	Wed 2/7/24	Customer	445	512	
447	**0%**	**Miami-Dade PD (Motorola PremierOne) Production One-way and Test Bidirectional Installation**	**54 days**	**Fri 2/9/24**	**Wed 4/24/24**				
448	0%	CAD Vendor engagement & exploration call	1 day	Fri 2/9/24	Fri 2/9/24	CentralSquare; Customer	408,409,415	451	
449	**0%**	**CAD-to-Hub Networking**	**53 days**	**Mon 2/12/24**	**Wed 4/24/24**				
450	**0%**	**Technical kick-off call with CST Cloud Team**	**53 days**	**Mon 2/12/24**	**Wed 4/24/24**				
451	0%	Identify networking requirements	5 days	Mon 2/12/24	Fri 2/16/24	CentralSquare; Customer	448,402	452	
452	0%	Implement networking requirements	5 days	Mon 2/19/24	Fri 2/23/24	Customer	451	453	
453	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 2/26/24	Fri 3/1/24	Customer	452	455	
454	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Mon 3/4/24**	**Wed 4/24/24**				
455	0%	Install of CAD interface and CAD config	5 days	Mon 3/4/24	Fri 3/8/24	Customer	453,420	456	
456	0%	CentralSquare Verify Successful Connection	3 days	Mon 3/11/24	Wed 3/13/24	CentralSquare	455	457	
457	0%	Rework in cust TEST environment - Session 1	10 days	Thu 3/14/24	Wed 3/27/24	Customer	456	458	
458	0%	Rework in cust TEST environment - Session 2	10 days	Thu 3/28/24	Wed 4/10/24	Customer	457	459	
459	0%	Rework in cust TEST environment - Session 3	10 days	Thu 4/11/24	Wed 4/24/24	Customer	458	512	
460	**0%**	**Aventura PSAP (Sunguard OSSI) Production One-way and Test Bidirectional Installation**	**54 days**	**Fri 11/24/23**	**Wed 2/7/24**				
461	0%	CAD Vendor engagement & exploration call	1 day	Fri 11/24/23	Fri 11/24/23	CentralSquare; Customer	408	464	
462	**0%**	**CAD-to-Hub Networking**	**53 days**	**Mon 11/27/...**	**Wed 2/7/24**				
463	**0%**	**Technical kick-off call with CST Cloud Team**	**53 days**	**Mon 11/27/...**	**Wed 2/7/24**				
464	0%	Identify networking requirements	5 days	Mon 11/27/23	Fri 12/1/23	CentralSquare; Customer	461,402	465	
465	0%	Implement networking requirements	5 days	Mon 12/4/23	Fri 12/8/23	Customer	464	466	
466	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 12/11/23	Fri 12/15/23	Customer	465	468	
467	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Mon 12/18/...**	**Wed 2/7/24**				
468	0%	Install of CAD interface and CAD config	5 days	Mon 12/18/23	Fri 12/22/23	Customer	466	469	
469	0%	CentralSquare Verify Successful Connection	3 days	Mon 12/25/23	Wed 12/27/23	CentralSquare	468	470	
470	0%	Rework in cust TEST environment - Session 1	10 days	Thu 12/28/23	Wed 1/10/24	Customer	469	471	
471	0%	Rework in cust TEST environment - Session 2	10 days	Thu 1/11/24	Wed 1/24/24	Customer	470	472	
472	0%	Rework in cust TEST environment - Session 3	10 days	Thu 1/25/24	Wed 2/7/24	Customer	471	512	
473	**0%**	**Pinecrest PSAP (CentralSquare OSSI) Production One-way and Test Bidirectional Installation**	**54 days**	**Fri 11/24/23**	**Wed 2/7/24**				
474	0%	CAD Vendor engagement & exploration call	1 day	Fri 11/24/23	Fri 11/24/23	CentralSquare; Customer	408	477	
475	**0%**	**CAD-to-Hub Networking**	**53 days**	**Mon 11/27/...**	**Wed 2/7/24**				
476	**0%**	**Technical kick-off call with CST Cloud Team**	**53 days**	**Mon 11/27/...**	**Wed 2/7/24**				
477	0%	Identify networking requirements	5 days	Mon 11/27/23	Fri 12/1/23	CentralSquare; Customer	474,402	478	

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ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
478	0%	Implement networking requirements	5 days	Mon 12/4/23	Fri 12/8/23	Customer	477	479	
479	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 12/11/23	Fri 12/15/23	Customer	478	481	
480	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Mon 12/18/...**	**Wed 2/7/24**				
481	0%	Install of CAD interface and CAD config	5 days	Mon 12/18/23	Fri 12/22/23	Customer	479	482	
482	0%	CentralSquare Verify Successful Connection	3 days	Mon 12/25/23	Wed 12/27/23	CentralSquare	481	483	
483	0%	Rework in cust TEST environment - Session 1	10 days	Thu 12/28/23	Wed 1/10/24	Customer	482	484	
484	0%	Rework in cust TEST environment - Session 2	10 days	Thu 1/11/24	Wed 1/24/24	Customer	483	485	
485	0%	Rework in cust TEST environment - Session 3	10 days	Thu 1/25/24	Wed 2/7/24	Customer	484	512	
486	**0%**	**AMR Ambulance Dispatch (Logis) Production One-way and Test Bidirectional Installation**	**54 days**	**Fri 2/9/24**	**Wed 4/24/24**				
487	0%	CAD Vendor engagement & exploration call	1 day	Fri 2/9/24	Fri 2/9/24	CentralSquare; Customer	408,421,427	490	
488	**0%**	**CAD-to-Hub Networking**	**53 days**	**Mon 2/12/24**	**Wed 4/24/24**				
489	**0%**	**Technical kick-off call with CST Cloud Team**	**53 days**	**Mon 2/12/24**	**Wed 4/24/24**				
490	0%	Identify networking requirements	5 days	Mon 2/12/24	Fri 2/16/24	CentralSquare; Customer	487,402	491	
491	0%	Implement networking requirements	5 days	Mon 2/19/24	Fri 2/23/24	Customer	490	492	
492	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 2/26/24	Fri 3/1/24	Customer	491	494	
493	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Mon 3/4/24**	**Wed 4/24/24**				
494	0%	Install of CAD interface and CAD config	5 days	Mon 3/4/24	Fri 3/8/24	Customer	492,432	495	
495	0%	CentralSquare Verify Successful Connection	3 days	Mon 3/11/24	Wed 3/13/24	CentralSquare	494	496	
496	0%	Rework in cust TEST environment - Session 1	10 days	Thu 3/14/24	Wed 3/27/24	Customer	495	497	
497	0%	Rework in cust TEST environment - Session 2	10 days	Thu 3/28/24	Wed 4/10/24	Customer	496	498	
498	0%	Rework in cust TEST environment - Session 3	10 days	Thu 4/11/24	Wed 4/24/24	Customer	497	512	
499	**0%**	**Miami Dade Ambulance (Zoll Data Rescuenet) Production One-way and Test Bidirectional Installatio**	**109 days**	**Fri 11/24/23**	**Wed 4/24/24**				
500	0%	CAD Vendor engagement & exploration call	1 day	Fri 11/24/23	Fri 11/24/23	CentralSquare; Customer	408	503	
501	**0%**	**CAD-to-Hub Networking**	**108 days**	**Mon 11/27/...**	**Wed 4/24/24**				
502	**0%**	**Technical kick-off call with CST Cloud Team**	**108 days**	**Mon 11/27/...**	**Wed 4/24/24**				
503	0%	Identify networking requirements	5 days	Mon 11/27/23	Fri 12/1/23	CentralSquare; Customer	500,402	504	
504	0%	Implement networking requirements	5 days	Mon 12/4/23	Fri 12/8/23	Customer	503	505	
505	0%	Test, troubleshoot & validate networking connectivity	5 days	Mon 12/11/23	Fri 12/15/23	Customer	504	507	
506	**0%**	**Adapter Installation in agency TEST env (Bidirectional)**	**38 days**	**Mon 12/18/...**	**Wed 2/7/24**				
507	0%	Install of CAD interface and CAD config	5 days	Mon 12/18/23	Fri 12/22/23	Customer	505	508	
508	0%	CentralSquare Verify Successful Connection	3 days	Mon 12/25/23	Wed 12/27/23	CentralSquare	507	509	
509	0%	Rework in cust TEST environment - Session 1	10 days	Thu 12/28/23	Wed 1/10/24	Customer	508	510	
510	0%	Rework in cust TEST environment - Session 2	10 days	Thu 1/11/24	Wed 1/24/24	Customer	509	511	
511	0%	Rework in cust TEST environment - Session 3	10 days	Thu 1/25/24	Wed 2/7/24	Customer	510	512	
512	0%	CAD Vendor Testing Complete	0 days	Wed 4/24/24	Wed 4/24/24		446,459,472,485,498,511	515,522,529,536,543,550	
513	**0%**	**Stage 3: Initial End-to-End Testing (In Test Environment - With Currently Connected Systems or CentralSquare SimulatorCAD)**	**13 days**	**Wed 4/24/24**	**Mon 5/13/24**				
514	**0%**	**Miami-Dade Fire Rescue (TBD) - Initial End to End Testing**	**10 days**	**Wed 4/24/24**	**Wed 5/8/24**				
515	0%	Start Date [DTBS]	0 days	Wed 4/24/24	Wed 4/24/24	CentralSquare; Customer	512	516	
516	0%	Weekly Testing Session 1	2 days	Thu 4/25/24	Fri 4/26/24	CentralSquare; Customer	515	517	
517	0%	Weekly Testing Session 2	2 days	Mon 4/29/24	Tue 4/30/24	CentralSquare; Customer	516	518	
518	0%	Weekly Testing Session 3	2 days	Wed 5/1/24	Thu 5/2/24	CentralSquare; Customer	517	519	
519	0%	Weekly Testing Session 4	2 days	Fri 5/3/24	Mon 5/6/24	CentralSquare; Customer	518	520	
520	0%	Weekly Testing Session 5	2 days	Tue 5/7/24	Wed 5/8/24	CentralSquare; Customer	519	564,559,556	
521	**0%**	**Miami-Dade PD (Motorola PremierOne) - Initial End to End Testing**	**13 days**	**Wed 4/24/24**	**Mon 5/13/24**				
522	0%	Start Date [DTBS]	0 days	Wed 4/24/24	Wed 4/24/24	CentralSquare; Customer	512	523	
523	0%	Weekly Testing Session 1	2 days	Thu 4/25/24	Fri 4/26/24	CentralSquare; Customer	522	524	
524	0%	Weekly Testing Session 2	2 days	Mon 4/29/24	Tue 4/30/24	CentralSquare; Customer	523	525	

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors
525	0%	Weekly Testing Session 3	2 days	Wed 5/1/24	Thu 5/2/24	CentralSquare; Customer	524	526
526	0%	Weekly Testing Session 4	2 days	Fri 5/3/24	Mon 5/6/24	CentralSquare; Customer	525	527
527	0%	Weekly Testing Session 5	5 days	Tue 5/7/24	Mon 5/13/24	CentralSquare; Customer	526	566,556,571
528	**0%**	**Aventura PD (Sunguard OSSI) - Initial End to End Testing**	**13 days**	**Wed 4/24/24**	**Mon 5/13/24**			
529	0%	Start Date [DTBS]	0 days	Wed 4/24/24	Wed 4/24/24	CentralSquare; Customer	512	530
530	0%	Weekly Testing Session 1	2 days	Thu 4/25/24	Fri 4/26/24	CentralSquare; Customer	529	531
531	0%	Weekly Testing Session 2	2 days	Mon 4/29/24	Tue 4/30/24	CentralSquare; Customer	530	532
532	0%	Weekly Testing Session 3	2 days	Wed 5/1/24	Thu 5/2/24	CentralSquare; Customer	531	533
533	0%	Weekly Testing Session 4	2 days	Fri 5/3/24	Mon 5/6/24	CentralSquare; Customer	532	534
534	0%	Weekly Testing Session 5	5 days	Tue 5/7/24	Mon 5/13/24	CentralSquare; Customer	533	573,556,578
535	**0%**	**Pinecrest PSAP (CentralSquare OSSI) - Initial End to End Testing**	**10 days**	**Wed 4/24/24**	**Wed 5/8/24**			
536	0%	Start Date [DTBS]	0 days	Wed 4/24/24	Wed 4/24/24	CentralSquare; Customer	512	537
537	0%	Weekly Testing Session 1	2 days	Thu 4/25/24	Fri 4/26/24	CentralSquare; Customer	536	538
538	0%	Weekly Testing Session 2	2 days	Mon 4/29/24	Tue 4/30/24	CentralSquare; Customer	537	539
539	0%	Weekly Testing Session 3	2 days	Wed 5/1/24	Thu 5/2/24	CentralSquare; Customer	538	540
540	0%	Weekly Testing Session 4	2 days	Fri 5/3/24	Mon 5/6/24	CentralSquare; Customer	539	541
541	0%	Weekly Testing Session 5	2 days	Tue 5/7/24	Wed 5/8/24	CentralSquare; Customer	540	580,556,585
542	**0%**	**AMR Ambulance (Zoll Data Rescuenet) - Initial End to End Testing**	**10 days**	**Wed 4/24/24**	**Wed 5/8/24**			
543	0%	Start Date [DTBS]	0 days	Wed 4/24/24	Wed 4/24/24	CentralSquare; Customer	512	544
544	0%	Weekly Testing Session 1	2 days	Thu 4/25/24	Fri 4/26/24	CentralSquare; Customer	543	545
545	0%	Weekly Testing Session 2	2 days	Mon 4/29/24	Tue 4/30/24	CentralSquare; Customer	544	546
546	0%	Weekly Testing Session 3	2 days	Wed 5/1/24	Thu 5/2/24	CentralSquare; Customer	545	547
547	0%	Weekly Testing Session 4	2 days	Fri 5/3/24	Mon 5/6/24	CentralSquare; Customer	546	548
548	0%	Weekly Testing Session 5	2 days	Tue 5/7/24	Wed 5/8/24	CentralSquare; Customer	547	587,556,592
549	**0%**	**Miami Dade Ambulance (Zoll Data Rescuenet) - Initial End to End Testing**	**10 days**	**Wed 4/24/24**	**Wed 5/8/24**			
550	0%	Start Date [DTBS]	0 days	Wed 4/24/24	Wed 4/24/24	CentralSquare; Customer	512	551
551	0%	Weekly Testing Session 1	2 days	Thu 4/25/24	Fri 4/26/24	CentralSquare; Customer	550	552
552	0%	Weekly Testing Session 2	2 days	Mon 4/29/24	Tue 4/30/24	CentralSquare; Customer	551	553
553	0%	Weekly Testing Session 3	2 days	Wed 5/1/24	Thu 5/2/24	CentralSquare; Customer	552	554
554	0%	Weekly Testing Session 4	2 days	Fri 5/3/24	Mon 5/6/24	CentralSquare; Customer	553	555
555	0%	Weekly Testing Session 5	2 days	Tue 5/7/24	Wed 5/8/24	CentralSquare; Customer	554	594,556,599
556	0%	CAD Provider End-to-End Testing Complete - Milestone	0 days	Mon 5/13/24	Mon 5/13/24		520,527,534,541,548,555	
557	**0%**	**Stage 4: Acceptance Testing (In Test Environment - With Currently Connected Systems)**	**13 days**	**Wed 5/8/24**	**Mon 5/27/24**			
558	**0%**	**Miami-Dade Fire Rescue - Acceptance Testing**	**10 days**	**Wed 5/8/24**	**Wed 5/22/24**			
559	0%	Start Date [DTBS]	0 days	Wed 5/8/24	Wed 5/8/24		520	560
560	0%	Weekly Testing Session 1	2 days	Thu 5/9/24	Fri 5/10/24	Customer	559	561
561	0%	Weekly Testing Session 2	2 days	Mon 5/13/24	Tue 5/14/24	CentralSquare; Customer	560	562
562	0%	Weekly Testing Session 3	2 days	Wed 5/15/24	Thu 5/16/24	CentralSquare; Customer	561	600
563	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Thu 5/9/24**	**Wed 5/22/24**			
564	0%	CentralSquare Assistance with SOP's	10 days	Thu 5/9/24	Wed 5/22/24	CentralSquare	520	
565	**0%**	**Miami-Dade PD - Acceptance Testing**	**10 days**	**Mon 5/13/24**	**Mon 5/27/24**			
566	0%	Start Date [DTBS]	0 days	Mon 5/13/24	Mon 5/13/24		527	567
567	0%	Weekly Testing Session 1	2 days	Tue 5/14/24	Wed 5/15/24	CentralSquare; Customer	566	568
568	0%	Weekly Testing Session 2	2 days	Thu 5/16/24	Fri 5/17/24	CentralSquare; Customer	567	569
569	0%	Weekly Testing Session 3	2 days	Mon 5/20/24	Tue 5/21/24	CentralSquare; Customer	568	600
570	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Tue 5/14/24**	**Mon 5/27/24**			
571	0%	CentralSquare Assistance with SOP's	10 days	Tue 5/14/24	Mon 5/27/24	CentralSquare	527	
572	**0%**	**Aventura PSAP - Acceptance Testing**	**10 days**	**Mon 5/13/24**	**Mon 5/27/24**			

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
573	0%	Start Date [DTBS]	0 days	Mon 5/13/24	Mon 5/13/24		534	574	
574	0%	Weekly Testing Session 1	2 days	Tue 5/14/24	Wed 5/15/24	CentralSquare; Customer	573	575	
575	0%	Weekly Testing Session 2	2 days	Thu 5/16/24	Fri 5/17/24	CentralSquare; Customer	574	576	
576	0%	Weekly Testing Session 3	2 days	Mon 5/20/24	Tue 5/21/24	CentralSquare; Customer	575	600	
577	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Tue 5/14/24**	**Mon 5/27/24**				
578	0%	CentralSquare Assistance with SOP's	10 days	Tue 5/14/24	Mon 5/27/24	CentralSquare	534		
579	**0%**	**Pinecrest PSAP - Acceptance Testing**	**10 days**	**Wed 5/8/24**	**Wed 5/22/24**				
580	0%	Start Date [DTBS]	0 days	Wed 5/8/24	Wed 5/8/24		541	581	
581	0%	Weekly Testing Session 1	2 days	Thu 5/9/24	Fri 5/10/24	CentralSquare; Customer	580	582	
582	0%	Weekly Testing Session 2	2 days	Mon 5/13/24	Tue 5/14/24	CentralSquare; Customer	581	583	
583	0%	Weekly Testing Session 3	2 days	Wed 5/15/24	Thu 5/16/24	CentralSquare; Customer	582	600	
584	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Thu 5/9/24**	**Wed 5/22/24**				
585	0%	CentralSquare Assistance with SOP's	10 days	Thu 5/9/24	Wed 5/22/24	CentralSquare	541		
586	**0%**	**AMR Ambulance Dispatch - Acceptance Testing**	**10 days**	**Wed 5/8/24**	**Wed 5/22/24**				
587	0%	Start Date [DTBS]	0 days	Wed 5/8/24	Wed 5/8/24		548	588	
588	0%	Weekly Testing Session 1	2 days	Thu 5/9/24	Fri 5/10/24	CentralSquare; Customer	587	589	
589	0%	Weekly Testing Session 2	2 days	Mon 5/13/24	Tue 5/14/24	CentralSquare; Customer	588	590	
590	0%	Weekly Testing Session 3	2 days	Wed 5/15/24	Thu 5/16/24	CentralSquare; Customer	589	600	
591	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Thu 5/9/24**	**Wed 5/22/24**				
592	0%	CentralSquare Assistance with SOP's	10 days	Thu 5/9/24	Wed 5/22/24	CentralSquare	548		
593	**0%**	**Miami Dade Ambulance - Acceptance Testing**	**10 days**	**Wed 5/8/24**	**Wed 5/22/24**				
594	0%	Start Date [DTBS]	0 days	Wed 5/8/24	Wed 5/8/24		555	595	
595	0%	Weekly Testing Session 1	2 days	Thu 5/9/24	Fri 5/10/24	CentralSquare; Customer	594	596	
596	0%	Weekly Testing Session 2	2 days	Mon 5/13/24	Tue 5/14/24	CentralSquare; Customer	595	597	
597	0%	Weekly Testing Session 3	2 days	Wed 5/15/24	Thu 5/16/24	CentralSquare; Customer	596	600	
598	**0%**	**Customer Revise SOP's with new CAD-to-CAD functionality**	**10 days**	**Thu 5/9/24**	**Wed 5/22/24**				
599	0%	CentralSquare Assistance with SOP's	10 days	Thu 5/9/24	Wed 5/22/24	CentralSquare	555		
600	0%	All Acceptance Testing Complete	0 days	Tue 5/21/24	Tue 5/21/24		562,569,576,583,590,597	603,621,639,657,675,693	
601	**0%**	**Stage 5: Incremental Deployment (Production Testing With Currently Connected Systems)**	**137 days**	**Mon 12/18/...**	**Tue 6/25/24**				
602	**0%**	**Deployment - Miami-Dade Fire Rescue**	**137 days**	**Mon 12/18/...**	**Tue 6/25/24**				
603	0%	Start Date [DTBS]	1 day	Wed 5/22/24	Wed 5/22/24	CentralSquare	600	606,607,604	
604	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23	CentralSquare	603		
605	**0%**	**Incremental Deployment**	**24 days**	**Thu 5/23/24**	**Tue 6/25/24**				
606	0%	Enable Unit Status Sharing & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	603	609	
607	0%	Enable AVL Updates & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	603	609	
608	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Mon 5/27/24**	**Mon 5/27/24**				
609	0%	Conduct limited production call sharing testing in production	1 day	Mon 5/27/24	Mon 5/27/24	Customer	606,607	611	
610	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Tue 5/28/24**	**Tue 5/28/24**				
611	0%	Identify Unnecessary Comments for Blocking	1 day	Tue 5/28/24	Tue 5/28/24	Customer	609	613,617,618,619	
612	**0%**	**Production Observation Period**	**20 days**	**Wed 5/29/24**	**Tue 6/25/24**				
613	0%	Weekly Evaluation and Rework 1	5 days	Wed 5/29/24	Tue 6/4/24	CentralSquare; Customer	611	614	
614	0%	Weekly Evaluation and Rework 2	5 days	Wed 6/5/24	Tue 6/11/24	CentralSquare; Customer	613	615	
615	0%	Weekly Evaluation and Rework 3	5 days	Wed 6/12/24	Tue 6/18/24	CentralSquare; Customer	614	616	
616	0%	Weekly Evaluation and Rework 4	5 days	Wed 6/19/24	Tue 6/25/24	CentralSquare; Customer	615		
617	0%	Development Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	CentralSquare	611		
618	0%	Configuration Adjustment as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	611		
619	0%	Business Adjustment Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	611	710	
620	**0%**	**Deployment - Miami-Dade PD**	**137 days**	**Mon 12/18/...**	**Tue 6/25/24**				

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ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
621	0%	Start Date [DTBS]	1 day	Wed 5/22/24	Wed 5/22/24	CentralSquare	600	624,625,622	
622	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23	CentralSquare	621		
623	**0%**	**Incremental Deployment**	**24 days**	**Thu 5/23/24**	**Tue 6/25/24**				
624	0%	Enable Unit Status Sharing & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	621	627	
625	0%	Enable AVL Updates & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	621	627	
626	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Mon 5/27/24**	**Mon 5/27/24**				
627	0%	Conduct limited production call sharing testing in production	1 day	Mon 5/27/24	Mon 5/27/24	Customer	624,625	629	
628	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Tue 5/28/24**	**Tue 5/28/24**				
629	0%	Identify Unnecessary Comments for Blocking	1 day	Tue 5/28/24	Tue 5/28/24	Customer	627	631,635,636,637	
630	**0%**	**Production Observation Period**	**20 days**	**Wed 5/29/24**	**Tue 6/25/24**				
631	0%	Weekly Evaluation and Rework 1	5 days	Wed 5/29/24	Tue 6/4/24	CentralSquare; Customer	629	632	
632	0%	Weekly Evaluation and Rework 2	5 days	Wed 6/5/24	Tue 6/11/24	CentralSquare; Customer	631	633	
633	0%	Weekly Evaluation and Rework 3	5 days	Wed 6/12/24	Tue 6/18/24	CentralSquare; Customer	632	634	
634	0%	Weekly Evaluation and Rework 4	5 days	Wed 6/19/24	Tue 6/25/24	CentralSquare; Customer	633		
635	0%	Development Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	CentralSquare	629		
636	0%	Configuration Adjustment as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	629		
637	0%	Business Adjustment Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	629	710	
638	**0%**	**Deployment - Aventura PSAP**	**137 days**	**Mon 12/18/...**	**Tue 6/25/24**				
639	0%	Start Date [DTBS]	1 day	Wed 5/22/24	Wed 5/22/24	CentralSquare	600	642,643,640	
640	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23	CentralSquare	639		
641	**0%**	**Incremental Deployment**	**24 days**	**Thu 5/23/24**	**Tue 6/25/24**				
642	0%	Enable Unit Status Sharing & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	639	645	
643	0%	Enable AVL Updates & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	639	645	
644	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Mon 5/27/24**	**Mon 5/27/24**				
645	0%	Conduct limited production call sharing testing in production	1 day	Mon 5/27/24	Mon 5/27/24	Customer	642,643	647	
646	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Tue 5/28/24**	**Tue 5/28/24**				
647	0%	Identify Unnecessary Comments for Blocking	1 day	Tue 5/28/24	Tue 5/28/24	Customer	645	649,653,654,655	
648	**0%**	**Production Observation Period**	**20 days**	**Wed 5/29/24**	**Tue 6/25/24**				
649	0%	Weekly Evaluation and Rework 1	5 days	Wed 5/29/24	Tue 6/4/24	CentralSquare; Customer	647	650	
650	0%	Weekly Evaluation and Rework 2	5 days	Wed 6/5/24	Tue 6/11/24	CentralSquare; Customer	649	651	
651	0%	Weekly Evaluation and Rework 3	5 days	Wed 6/12/24	Tue 6/18/24	CentralSquare; Customer	650	652	
652	0%	Weekly Evaluation and Rework 4	5 days	Wed 6/19/24	Tue 6/25/24	CentralSquare; Customer	651		
653	0%	Development Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	CentralSquare	647		
654	0%	Configuration Adjustment as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	647		
655	0%	Business Adjustment Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	647	710	
656	**0%**	**Deployment - Pinecrest PSAP**	**137 days**	**Mon 12/18/...**	**Tue 6/25/24**				
657	0%	Start Date [DTBS]	1 day	Wed 5/22/24	Wed 5/22/24	CentralSquare	600	660,661,658	
658	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23	CentralSquare	657		
659	**0%**	**Incremental Deployment**	**24 days**	**Thu 5/23/24**	**Tue 6/25/24**				
660	0%	Enable Unit Status Sharing & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	657	663	
661	0%	Enable AVL Updates & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	657	663	
662	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Mon 5/27/24**	**Mon 5/27/24**				
663	0%	Conduct limited production call sharing testing in production	1 day	Mon 5/27/24	Mon 5/27/24	Customer	660,661	665	
664	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Tue 5/28/24**	**Tue 5/28/24**				
665	0%	Identify Unnecessary Comments for Blocking	1 day	Tue 5/28/24	Tue 5/28/24	Customer	663	667,671,672,673	
666	**0%**	**Production Observation Period**	**20 days**	**Wed 5/29/24**	**Tue 6/25/24**				
667	0%	Weekly Evaluation and Rework 1	5 days	Wed 5/29/24	Tue 6/4/24	CentralSquare; Customer	665	668	
668	0%	Weekly Evaluation and Rework 2	5 days	Wed 6/5/24	Tue 6/11/24	CentralSquare; Customer	667	669	

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors	M-1
669	0%	Weekly Evaluation and Rework 3	5 days	Wed 6/12/24	Tue 6/18/24	CentralSquare; Customer	668	670	
670	0%	Weekly Evaluation and Rework 4	5 days	Wed 6/19/24	Tue 6/25/24	CentralSquare; Customer	669		
671	0%	Development Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	CentralSquare	665		
672	0%	Configuration Adjustment as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	665		
673	0%	Business Adjustment Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	665	710	
674	**0%**	**Deployment - AMR Ambulance Dispatch**	**137 days**	**Mon 12/18/...**	**Tue 6/25/24**				
675	0%	Start Date [DTBS]	1 day	Wed 5/22/24	Wed 5/22/24	CentralSquare	600	678,679,676	
676	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23	CentralSquare	675		
677	**0%**	**Incremental Deployment**	**24 days**	**Thu 5/23/24**	**Tue 6/25/24**				
678	0%	Enable Unit Status Sharing & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	675	681	
679	0%	Enable AVL Updates & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	675	681	
680	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Mon 5/27/24**	**Mon 5/27/24**				
681	0%	Conduct limited production call sharing testing in production	1 day	Mon 5/27/24	Mon 5/27/24	Customer	678,679	683	
682	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Tue 5/28/24**	**Tue 5/28/24**				
683	0%	Identify Unnecessary Comments for Blocking	1 day	Tue 5/28/24	Tue 5/28/24	Customer	681	685,689,690,691	
684	**0%**	**Production Observation Period**	**20 days**	**Wed 5/29/24**	**Tue 6/25/24**				
685	0%	Weekly Evaluation and Rework 1	5 days	Wed 5/29/24	Tue 6/4/24	CentralSquare; Customer	683	686	
686	0%	Weekly Evaluation and Rework 2	5 days	Wed 6/5/24	Tue 6/11/24	CentralSquare; Customer	685	687	
687	0%	Weekly Evaluation and Rework 3	5 days	Wed 6/12/24	Tue 6/18/24	CentralSquare; Customer	686	688	
688	0%	Weekly Evaluation and Rework 4	5 days	Wed 6/19/24	Tue 6/25/24	CentralSquare; Customer	687		
689	0%	Development Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	CentralSquare	683		
690	0%	Configuration Adjustment as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	683		
691	0%	Business Adjustment Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	683	710	
692	**0%**	**Deployment - Miami Dade Ambulance**	**137 days**	**Mon 12/18/...**	**Tue 6/25/24**				
693	0%	Start Date [DTBS]	1 day	Wed 5/22/24	Wed 5/22/24	CentralSquare	600	696,697,694	
694	0%	Support Overview and Connection Check	1 day	Mon 12/18/23	Mon 12/18/23	CentralSquare	693		
695	**0%**	**Incremental Deployment**	**24 days**	**Thu 5/23/24**	**Tue 6/25/24**				
696	0%	Enable Unit Status Sharing & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	693	699	
697	0%	Enable AVL Updates & Monitor	2 days	Thu 5/23/24	Fri 5/24/24	Customer	693	699	
698	**0%**	**Enable Call Sharing & Monitor**	**1 day**	**Mon 5/27/24**	**Mon 5/27/24**				
699	0%	Conduct limited production call sharing testing in production	1 day	Mon 5/27/24	Mon 5/27/24	Customer	696,697	701	
700	**0%**	**Enable Call Comments & Monitor**	**1 day**	**Tue 5/28/24**	**Tue 5/28/24**				
701	0%	Identify Unnecessary Comments for Blocking	1 day	Tue 5/28/24	Tue 5/28/24	Customer	699	703,707,708,709	
702	**0%**	**Production Observation Period**	**20 days**	**Wed 5/29/24**	**Tue 6/25/24**				
703	0%	Weekly Evaluation and Rework 1	5 days	Wed 5/29/24	Tue 6/4/24	CentralSquare; Customer	701	704	
704	0%	Weekly Evaluation and Rework 2	5 days	Wed 6/5/24	Tue 6/11/24	CentralSquare; Customer	703	705	
705	0%	Weekly Evaluation and Rework 3	5 days	Wed 6/12/24	Tue 6/18/24	CentralSquare; Customer	704	706	
706	0%	Weekly Evaluation and Rework 4	5 days	Wed 6/19/24	Tue 6/25/24	CentralSquare; Customer	705		
707	0%	Development Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	CentralSquare	701		
708	0%	Configuration Adjustment as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	701		
709	0%	Business Adjustment Rework as needed	20 days	Wed 5/29/24	Tue 6/25/24	Customer	701	710	
710	0%	Interface Ready for Go-Live	0 days	Tue 6/25/24	Tue 6/25/24		619,637,655,673,691,709	760	
711	**0%**	**System Configuration / Training**	**386.5 days**	**Mon 1/30/23**	**Tue 7/23/24**				
712	**0%**	**CAD Build/Training**	**386.5 days**	**Mon 1/30/23**	**Tue 7/23/24**				
713	0%	CAD/Mobile System Orientation (Review System Module Spreadsheet)	1 day	Mon 1/30/23	Mon 1/30/23	CAD BA,Client,PM	11	718,714	
714	0%	Complete Pre-Configuration Document	5 days	Tue 1/31/23	Mon 2/6/23	CAD BA,Client	713	715	
715	0%	Pre-config Questionnaire Review Call (hierarchy, case numbers, personnel)	1 day	Tue 2/7/23	Tue 2/7/23	CAD BA,Client	714	716	
716	0%	CAD System Pre-Configuration	10 days	Wed 2/8/23	Tue 2/21/23	CAD BA[60%]	715	754,717	

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Miami Dade Fire Rescue DRAFT Project Schedule v 1.0

ID	% Comple	Task Name	Dur	Start	Finish	Resource Names	Predecessors	Successors
717	0%	CAD/Mobile Peer Config Review	1 day	Thu 2/23/23	Thu 2/23/23	CAD BA	716,754	725,718
718	0%	System Configuration & Operational Assessment and Review (OAR)	4 days	Mon 3/20/23	Thu 3/23/23	CAD BA,Client,PM	713,744,717	720FS+20 days,719
719	0%	Client System Build	15 days	Fri 3/24/23	Thu 4/13/23	Client	718	720
720	0%	Sys Admin / Code File Management Workshop	3 days	Fri 4/21/23	Tue 4/25/23	CAD BA,Client	718FS+20 days,719	0 days,97,177,721,287,288,289,290,291,292
721	0%	Client System Build	5 days	Wed 4/26/23	Tue 5/2/23	Client	720	722
722	0%	Response Planning Workshop	3 days	Wed 6/21/23	Fri 6/23/23	CAD BA,Client	720FS+40 days,721	726,723,287,288,289,290,291,292
723	0%	Client System Testing	5 days	Mon 6/26/23	Fri 6/30/23	CAD BA,Client[40%]	722	726,755,724
724	0%	Response Plan Build and System Testing	10 days	Mon 7/3/23	Fri 7/14/23	Client,CAD BA	723	726
725	0%	BA Check of Migrated System & Review CIM with Client	2 days	Thu 3/16/23	Fri 3/17/23	CAD BA,Client	717,27,37	726
726	0%	CAD Functional Test	2 days	Mon 7/17/23	Tue 7/18/23	CAD BA,Client	723,722,724,725	777,729,727
727	0%	CAD Validation & Readiness Workshop	3 days	Wed 7/19/23	Fri 7/21/23	CAD BA,Client	726	729,728
728	0%	CAD Supervisor Training	5 days	Tue 3/26/24	Mon 4/1/24	CAD BA,Client	727,777	729
729	0%	CAD User Training #1 of 4	2 days	Tue 4/23/24	Wed 4/24/24	CAD BA,Client	726,777FS+20 days,727,728	730
730	0%	CAD User Training #2 of 4	2 days	Thu 4/25/24	Fri 4/26/24	CAD BA,Client	729	733,760,778,731
731	0%	CAD User Training #3 of 4	2 days	Mon 4/29/24	Tue 4/30/24	CAD BA,Client	730	732
732	0%	CAD User Training #4 of 4	2 days	Wed 5/1/24	Thu 5/2/24	CAD BA,Client	731	
733	0%	CAD Go-Live Prep	5 days	Thu 5/30/24	Thu 6/6/24	CAD BA,Client	730,778FS-15 days	734
734	0%	CAD/Mobile Post Go-Live Optimization Workshop	3 days	Thu 7/18/24	Tue 7/23/24	CAD BA,Client	778FS+20 days,733	780
735	**0%**	**GIS**	**230 days**	**Mon 1/30/23**	**Fri 12/15/23**			
736	0%	GIS Kick-Off / Orientation Meeting	1 day	Mon 1/30/23	Mon 1/30/23	Client,GIS Specialist	11	737
737	0%	Client Prepares and Delivers GIS Data	10 days	Tue 1/31/23	Mon 2/13/23	Client	736	739
738	**0%**	**CAD GIS**	**219 days**	**Tue 2/14/23**	**Fri 12/15/23**			
739	0%	GIS Analysis	5 days	Tue 2/14/23	Mon 2/20/23	GIS Specialist	737	740
740	0%	GIS Analysis Report Review Meeting	1 day	Tue 2/21/23	Tue 2/21/23	Client,GIS Specialist	739	741
741	0%	Client Updates and Delivers GIS Data	7 days	Wed 2/22/23	Thu 3/2/23	Client	740	742
742	0%	GIS CAD/Mobile Data Conversion/Configuration	10 days	Fri 3/3/23	Thu 3/16/23	GIS Specialist	741	746FS+20 days,743,744,745
743	0%	GIS Routing Server Configuration - Test/Train	1 day	Fri 3/17/23	Fri 3/17/23	GIS Specialist	742	746
744	0%	GIS Routing Server Configuration - Prod	1 day	Fri 3/17/23	Fri 3/17/23	GIS Specialist	742	746,718
745	0%	GIS Routing Server Configuration - DR	1 day	Fri 3/17/23	Fri 3/17/23	GIS Specialist	742	746
746	0%	GIS Link Training	3 days	Fri 4/14/23	Tue 4/18/23	Client,GIS Specialist	742FS+20 days,743,744,745	9FS+3 days,750FS+3 days,751FS+3 days,747
747	0%	GIS Link Training TCR Approval	5 days	Wed 4/19/23	Tue 4/25/23	Client	746	752
748	0%	CAD GIS Support and Updates	170 days	Mon 4/24/23	Fri 12/15/23	GIS Specialist	746FS+3 days	752
749	0%	GIS Routing Server Support/Updates - Test/Train	1 day	Mon 4/24/23	Mon 4/24/23	GIS Specialist	746FS+3 days	752
750	0%	GIS Routing Server Support/Updates - Prod	1 day	Mon 4/24/23	Mon 4/24/23	GIS Specialist	746FS+3 days	752
751	0%	GIS Routing Server Support/Updates - DR	1 day	Mon 4/24/23	Mon 4/24/23	GIS Specialist	746FS+3 days	752
752	0%	CAD GIS Effort Complete	0 days	Fri 12/15/23	Fri 12/15/23		748,749,750,751,747	755,777,760,778
753	**0%**	**Mobiles Build/Training**	**344.5 days**	**Wed 2/22/23**	**Tue 6/18/24**			
754	0%	Mobile System Pre-Configuration	1 day	Wed 2/22/23	Wed 2/22/23	CAD BA[50%]	716	717,755
755	0%	Mobile Admin Training #1 of 1	0.5 days	Mon 12/18/23	Mon 12/18/23	CAD BA,Client	11,752,723,754	177,756
756	0%	Mobile System Build	1 day	Mon 12/18/23	Tue 12/19/23	CAD BA,Client	755	757
757	0%	Mobile Train the Trainer Training #1 of 1	0.5 days	Tue 3/26/24	Tue 3/26/24	CAD BA,Client	777,756	758
758	0%	Client Led End-User Training	60 days	Tue 3/26/24	Tue 6/18/24	Client	757	778
759	**0%**	**Go-Live Prep**	**64.5 days**	**Thu 3/28/24**	**Wed 6/26/24**			
760	0%	All Systems Ready for Go Live	1 day	Wed 6/26/24	Wed 6/26/24		730,752,283,710	
761	0%	Go-Live Leadership Meeting: 12 weeks prior (Internal)	1 day	Thu 3/28/24	Fri 3/29/24	Functional Managers,PM	778FS-12 ewks	781
762	0%	Go-Live Readiness (GLR) Review: 10 Weeks Prior to Go-Live (Internal)	1 day	Thu 4/11/24	Fri 4/12/24	PM,Team	778FS-10 ewks	781
763	0%	Go-Live Readiness (GLR) Review: 6 Weeks Prior to Go-Live (Internal)	1 day	Thu 5/9/24	Fri 5/10/24	PM,Team	778FS-6 ewks	781
764	0%	Go-Live Readiness (GLR) Review: 4 Weeks Prior to Go-Live (Internal)	1 day	Tue 5/21/24	Wed 5/22/24	PM,Team	778SS-4 ewks	781

MDC565

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Provide a detailed description of the proposed use of County resources for the implementation of the Solution, including a County staffing plan outlining the anticipated role (i.e., subject matter expertise, technical support staff, application development, etc.), including work expected to be performed by County staff. In addition to thisdescription, Proposers are to complete Attachment F. County Resources Staffing Worksheet.

- **List all key positions that will be required by Miami-Dade County for all phases of this project (e.g., project management, SMEs – Technical, GIS, etc.)**
- **Describe the role and responsibility for each Miami-Dade County position**
- **For key Miami-Dade County positions listed above (e.g., Project Manager, System Administration and Technical positions), please describe all required minimum mandatory knowledge, skills and abilities**
- **Describe the estimated level of effort that will be required by each of the identified County positions for each phase of the project.**

CentralSquare Response: CentralSquare has completed Attachment F and included it with its proposal submission. Please note that the hours listed in Attachment F are estimated maximum hours, and hours worked will vary throughout the project. CentralSquare can provide a more detailed Staffing Worksheet, if required, upon the completion of a mutually agreed upon SOW.

Project Manager

The MDFR's Project Manager is the principal MDFR contact who will manage a team of MDFR Project personnel. The MDFR's Project Manager manages and coordinates the MDFR'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, approval of the Project documentation and Functional Test, and management of the MDFR's staff. Additionally, 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.

System Administrator

The MDFR's System Administrator is the individual primarily responsible for managing the technical back-end of the System components, including Windows, SQL Server, network, hardware, data back-ups and log management for any on-premise components and the MDFR's network. This individual is the primary technical point of contact representing the MDFR.

As identified in the contract and the Software Subscription and Services Agreement, following the initial system installation, administration, and support for hardware (including the software operating system) and network components for any on-premise components are the responsibility of the MDFR. The MDFR needs to plan for support and maintenance through the development of the MDFR resources, other departments within the MDFR's organization, or by contracting for such services. The MDFR should establish procedures for managing warranty service of hardware.

This position includes 1) managing Microsoft Windows Operating System including patches and service packs; 2) managing Microsoft SQL Server including patches and service packs; 3) implementing software prerequisites (in accordance with CentralSquare Documentation) on computers as needed for current operations and System upgrades; 4) monitoring, managing and maintaining of the network including LANs, WANs, wireless networks, security accounts and support connectivity (in accordance with CentralSquare Documentation); 5) maintaining and troubleshooting hardware; managing file and data back-ups and software



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and error log; and 6) creating, maintaining and renewing certificates of on-premise systems.

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 MDFR's administrative LAN/WAN[1], coordination will be important to avoid problems with the MDFR's network traffic.

System Administrator

System Administrators have access to the full setup and configuration of the CAD-to-CAD Hub for all connected CAD systems and participating agencies. Changes made by the administrator can potentially affect another agency inadvertently. For this reason, System Administrators should regularly consult and coordinate together before making configuration changes to the Hub.

- It is the responsibility of the Customer to determine which individuals will be assigned as System Administrators.
- When an administrator change is made, a log entry is created that describes the change made, the date and time, and the user that made the change.
- System Administrators can create new users and assign permissions.

GIS Consultant

The GIS Consultant is responsible for the mapping components required for the CentralSquare software. Activities include providing the initial GIS files to CentralSquare for analysis. The GIS Consultant will be responsible for working with CentralSquare's GIS Consultant to implement mapping components for the CentralSquare software.

During scheduled activities, the MDFR 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.

Supervisors

Input from the Users/Supervisors is important to ensure that the configuration settings approved by the MDFR'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 MDFR should have a fully dedicated person or persons. Post-implementation should be maintenance only. These personnel should attend the applicable User trainings.

Subject Matter Experts

Input from subject matter experts in all applicable areas 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 MDFR and\or third-party vendors. If the vendors are not CentralSquare subcontractors, the MDFR will be responsible for engaging them in necessary discussions and documentation of the requirements.

The MDFR 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. Post-implementation, the involvement of the subject matter experts should be limited to maintenance only.



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Application Trainers

A team of trainers is needed for training the MDFR staff on CentralSquare software on an on-going basis. Trainers will be responsible for reading CentralSquare release notes and maintaining an understanding of new and existing features. The MDFR 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.

Provide a general overview of the implementation approach proposed for the County.

CentralSquare Response: CentralSquare's proposed project implementation methodology has proven to be successful in hundreds of public safety deployments. This standard implementation process is designed for deployment of its 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.

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

A full description of CentralSquare's implementation approach is provided in response to number 14 in this section.

Provide an overview of the proposed change management plan and/or methodology. The plan description should identify roles and responsibilities clearly defining role ownership by Proposer and/or County resources.

CentralSquare Response: A Change Management Plan document will be formalized between CentralSquare and the MDFR which will document the project's Change Management process. Changes in project scope, products defined in the System Purchase Agreement or SOW, or other requested changes trigger the change control process. This process captures the requested change, with authority to implement requiring approval from both the MDFR and CentralSquare. Changes may affect the schedule, cost, deliverables, scope, payment terms, etc. and document additions, deletions, or other requested changes. This may also include major changes to the project schedule. Change Management is typically administered by the CentralSquare and the MDFR Project Managers but may also include Executive members of each party.

Describe any resources or documentations to support the County in any necessary operational redesign processes that the County will undergo as part of the implementation of the proposed Solution.

CentralSquare Response: The CentralSquare Consultant is the primary resource to conduct a business process/operational review with the MDFR during CAD System Orientation. The detailed information about operational and configuration requirements is gathered during System Orientation process via interactive sessions between the CentralSquare consultant and a small group of the MDFR stakeholders and operational staff. As one of the key objectives of this activity is for CentralSquare to understand the MDFR's current practices and desired workflow, it is of key importance that the MDFR participants are fully versed in current workflow, policies, procedures, and interdependencies. It is also important that the MDFR participants are empowered to identify and make decisions regarding desired changes to policies, procedures and workflow based on configuration decisions mutually agreed-upon as outcome of System Orientation and the subsequent configuration and testing of the subsystem. The CentralSquare Consultant will provide feedback and recommendations for optimal configuration based on the input received from the MDFR.



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Identify any work on the proposed Solution that is anticipated to be completed offshore (i.e., outside of the United States). This may include:

- Any development on the proposed Solution
- Any work related to the Miami-Dade project (e.g., Project Management, design, configuration, testing, interfaces, data conversion, training, implementation)
- Any Support and Maintenance services post go-live

CentralSquare Response: There is no work expected to be completed offshore for this project.

Proposers shall identify the steps and functions taken to certify compliance with industry standards and policies as outlined in Section 2.10.

CentralSquare Response: CentralSquare is heavily involved with public safety organizations in all levels of the organization. In particular, the product management staff take part in industry organizations such as IACP, APCO, NENA, and NSA. This participation varies, but includes participation in seminars, working groups, and authoring publications and specifications to keep current on industry trends, new requirements, and best practices. CentralSquare coordinates this information with its product roadmap and development plans to keep CentralSquare Enterprise Suite the most effective solution for its customers.

Provide a detailed explanation of the approach to Solution maintenance, including but not limited to the Proposer's policy regarding new software releases, software versions, software upgrades, updates, patches, bugfixes, optional software features, etc. Specify which are included as part of the Proposed Solution(s).

CentralSquare Response: CentralSquare offers world-class support with an executed and active Maintenance and Support contract to help clients maximize the value of their investment. Support the MDFR will receive includes new software releases, software upgrades, updates, patches, bug fixes, and technical support. The following services are included as part of the proposed hosted solution. CentralSquare would be happy to discuss "optional software features" to help the agency meet any critical need.

New Software Releases/Upgrades/Fixes

The Public Safety Suite – Enterprise is continually refreshed and updated to keep up with current technology and the ever-changing operational requirements of its customers. Over the past decade, changing technologies have allowed CentralSquare to substantially update its core development platform and communications architecture. There are generally two well-accepted methods of upgrading products to address these issues:

- **Total product replacement:** The product is completely rewritten in the new architecture and the new development platform; this is truly a new product from the ground up.
- **Evolutionary transformation:** Slowly adapt the product at each incremental version to upgrade the architecture module-by-module and gradually introduce the new architecture.

CentralSquare has adopted an evolutionary approach to development, introducing changes in small upgrades over several years. Customers are not significantly impacted by the changes because they are applied in small doses. In the case of architectural changes such as shifting from one development language to another, users generally do not notice the change. Since these changes are delivered over several versions spanning multiple years, the disruption to the user is minimal (if any). This prevents a big bang upgrade or system replacement while allowing users to stay current on technology. Given the rate of introduction and change in technology, CentralSquare expects the Public Safety Suite – Enterprise will always be evolving to take advantage of the platform and development environments.



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CentralSquare's CAD-to-CAD is deployed using a continuous upgrade methodology. Software versions are released in three different categories: versions, service packs, and patches (hotfixes).

- **Major version upgrades:** Released approximately two to three times annually and contain new features and defect repairs. These releases receive full integration and regression testing in CentralSquare's QA labs and may also incorporate support for new operating system and database software versions.
- **Service Packs:** More tightly focused in scope and timing. Service Packs are typically also delivered approximately every three weeks and contain only issue resolutions. Service Packs also receive full integration and regression testing in CentralSquare QA labs.
- **Patches or hotfixes:** Released as needed for high priority or widespread issues.

Through CentralSquare Support, the MDFR can expect:

- Answers to the MDFR questions about the CentralSquare products as well as recommended best practices.
- Assistance in identifying and verifying the causes of suspected errors within the MDFR's CentralSquare environment.
  - CentralSquare uses reasonable efforts to correct any reproducible programming error in the product software attributable to CentralSquare with a level of effort commensurate with the severity of the error, provided that CentralSquare is not obligated to correct all errors in any product software. Customers should notify CentralSquare of such errors and should provide CentralSquare with enough information to reproduce an error. CentralSquare is only responsible for errors that are attributable to the CentralSquare product and are reproducible by CentralSquare on unmodified product software as delivered to the customer.
- Quality fixes for identified errors or malfunctions concerning impacting CentralSquare users within the MDFR organization.
- Major and Minor application upgrades and product documentation
- Security updates
- Access to CentralSquare Support by phone, and 24/7 access to the CentralSquare Community, knowledge base, and Case entry portal

Resources are prioritized to ensure rapid response times for urgent and critical issues.

Technical Support the MDFR Can Rely On

To maintain customer satisfaction, CentralSquare's commitment to provide unparalleled support and service, has been instrumental in the company's unmatched client retention rate since its founding. CentralSquare provides fast and reliable maintenance and support services, including unlimited telephone customer support from highly trained IT professionals.

CentralSquare clients can call the toll-free support line at any time and be connected with a live person – not an automated answering service or an offshore phone bank. Questions or issues can also be reported online. Even if it is just a simple how-to question, support representatives are ready to assist.

Every call received is entered into a tracking system and assigned a number to ensure that no concern goes unnoticed. Response times are monitored, so all issues are resolved as quickly as possible. All critical issues are given the highest importance ranking and the CentralSquare support team devotes their attention immediately to the matter until it is resolved.



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Many questions or issues that occur can be solved immediately by the support team using remote connectivity. Once connected, the support team takes a hands-on approach, easily reviewing issues and minimizing the potential for miscommunication.

The Public Safety Suite Enterprise standard support contract includes regular software updates that encompass feature enhancements. Clients receive a greater return on investment because of CentralSquare's commitment to continually improve its public safety software.

Products covered by a valid maintenance and support contract qualify for software maintenance releases and updates as CentralSquare makes them generally available without additional charge to CentralSquare's support customers. The contents and timing of all maintenance releases and updates are determined by CentralSquare.

All Support and Maintenance incidents/requests for service will be prioritized as detailed below:

CentralSquare seeks to provide the most responsive support possible based on the information the MDFR can provide. If the MDFR is reporting an issue in a previously stable environment, CentralSquare will need to know some additional information:

- Define the problem priority:
  - P1: Urgent. Severe impact to business operations
  - P2: Critical. High Impact with disruption to normal business operations
  - P3: Non-Critical. Medium to low impact to normal business operations
  - P4: Minor. Minor problems, requests for information
- If anything changed within the network or specific application prior to the problem arising
- How/If the issue affects the performance of the application
- Any other details the MDFR can provide, for example:
  - The application presents a specific message box
  - The MDFR tried to restart the application at HH:MM today with _____result

CentralSquare works with customers to assign a priority to submitted problems. The priority level defines the targeted time frames for initial response goals and escalation potential. This process assists the appropriate resources within CentralSquare to manage problems quickly and efficiently according to their priority level.

All cases are prioritized according to their impact to the customer (Priority 1 (P1) through Priority 3 (P4)) with P1 being the most urgent. The priority of the case can change, being upgraded or downgraded, depending on troubleshooting progress. CentralSquare uses reasonable efforts to provide the service level responses as follows:

CentralSquare's support matrix is provided on the following pages. Full details are defined in the Software Subscription and Services Agreement

All support staff are experienced in network and workstation applications and are highly proficient in CAD/Mobile Enterprise product installations across a wide range of system environments.



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RESPONSE AND RESOLUTION OVERVIEW

Priority	Issue Definition	Response Time	Response Process
1 – Urgent	A system down or not functioning event, and no procedural workaround exists. This is defined as the following: CentralSquare server software inoperative Loss of ability for all users to log on to system Loss of transactional data & transactional data corruption This means one or more critical server components are nonfunctional disabling the software or the field reporting capabilities of workstations.	**Normal Customer Service Hours:** Telephone calls to 833-278-7877 will be immediately answered and managed by the first available representative. CentralSquare initially responds to a Priority 1 case within 30 minutes after opening. **After Normal Customer Service Hours:** Thirty (30) minute call back after Client telephone contact to 833-278-7877. Priority 1 issues must be called in via 833-278-7877 in order to receive this level of response.	CentralSquare 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. CentralSquare will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 24 hours after notification. CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.
2 – Critical	A serious Software Error that disrupts operations but there is capacity to remain productive and maintain necessary business level operations. Such errors will be consistent and reproducible. A significant number of the 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 833-278-7877 will be immediately answered and managed by the first available representative. CentralSquare initially responds to a Priority 2 case within one hour after opening. **After Normal Customer Service Hours:** One (1) hour call back after Client telephone contact to 833-278-7877. Non-Urgent Priority issues may also be reported via Https://support.centralsquare.com/s/contrac-us	CentralSquare will work to provide the Client with a solution that allows the Client to resume normal operations on the production system which may include a fix on the system prior to the next panned commercial release of the applicable CentralSquare product software. CentralSquare will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification. CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.

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Priority	Issue Definition	Response Time	Response Process
3 – Non-Critical	A Software Error not meeting the criteria of an Urgent or Critical Priority, has a workaround available, and involves partial loss of noncritical functionality. Such errors will be consistent and reproducible. ■ Loss of Non-Urgent Data (with "Non-Urgent" being defined as not causing an error classified as a Priority 1 or Priority 2 error (above). ■ NIBRS State reporting issues that cause agency reports to exceed State error	**Normal Customer Service Hours:** Telephone calls to 833-278-7877 will be answered and managed by the first available representative. CentralSquare initially responds to a Priority 3 case within eight business hours after opening. Non-Critical Priority issues may also be reported via Https://support.centralsquare.com/s/contrac-us Non-Critical Priority issues are not managed after Normal Customer Service Hours.	CentralSquare will work to provide the Client with a resolution reasonably appropriate to the nature of the case which may include a workaround or code correction in a future release of the software. Priority 3 issues have priority scheduling in a subsequent release. CentralSquare will provide a procedural or configuration workaround that allows the Client to resolve the problem.
4 – Minor	A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. The inconvenience is slight and can be tolerated.	**Normal Customer Service Hours:** Telephone calls to 833-278-7877 will be answered and managed by the first available representative. CentralSquare initially responds the next business day after the pint of opening a Priority 4 case during CentralSquare's normal local business hours or within two business days after a P4 case is opened outside of CentralSquare's normal local business hours. Minor Priority issues may also be reported via Https://support.centralsquare.com/s/contrac-us Minor Priority issues are not managed after Normal Customer Service Hours.	CentralSquare 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. If CentralSquare determines that a reported Minor Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.

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Describe how the Proposer will provide updates/upgrades to the proposed Solution. This should include information on both the server and client software and how updates/upgrades are processed and distributed. Describe in update/upgrade process in detail, including all aspects in the description (e.g., how items are identified, timing/frequency of updates, communication with the customer about pending updates, level of effort required by the customer to complete the update, impact on the proposed Solution, etc.) Describe how customers can be involved in the decision-making process to determine items are included in upgrades.

CentralSquare Response: CentralSquare's CAD Enterprise and CAD-to-CAD are deployed using a continuous upgrade methodology. Software versions are released in three different categories: versions, service packs, and patches (hotfixes).

- **Major version upgrades:** Released approximately two to three times annually and contain new features and defect repairs. These releases receive full integration and regression testing in CentralSquare's QA labs and may also incorporate support for new operating system and database software versions.
- **Service Packs:** More tightly focused in scope and timing. Service Packs are typically also delivered approximately every three weeks and contain only issue resolutions. Service Packs also receive full integration and regression testing in CentralSquare QA labs.
- **Patches or hotfixes:** Released as needed for high priority or widespread issues.

As a COTS solution, any modifications to the CentralSquare software will be incorporated in a subsequent release, which would then be included in upgrades as part of CentralSquare's normal release cycle. The configurations would go unchanged in the system unless there was a change in the product that required additional items to be configured. 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 client agencies 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 its customers.

If the rare situation arises where a single client has a critical requirement that a CentralSquare application cannot otherwise support, the company will attempt to engineer a solution for adding that requirement as a client-funded feature with a configuration option to enable/disable it.

Upgrade Process

CentralSquare's agencies 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 MDFR's desire and plan. The Public Safety Suite – Enterprise follows an agile release process where Service Packs are typically released every three weeks, new versions are typically scheduled once a quarter, and major platforms are released every five to seven years.

CentralSquare's customer services team typically alerts clients about upgrades via email and will also work with the MDFR to schedule upgrades for the CentralSquare software as they are released. The MDFR 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.



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The MDFR'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.

CentralSquare typically provides updates or service packs to its products every three weeks. These are released to address software issues and minor enhancements to the product line. Version releases are typically scheduled once a quarter and address larger functional or technical enhancements.

Under the terms of CentralSquare's Software Subscription and Services Agreement, 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:

For modifications outside the scope of the Agreement, additional charges will apply, including any agreed upon modifications to comply with local statutory requirements. The scope of the modification will be used to determine the additional charge.

Interfaces

CentralSquare interfaces are designed as separate applications that are not affected by upgrades to the core applications. CentralSquare maintains interfaces as necessary to ensure compatibility with the application software. Updates or upgrades for interfaces are released according to CentralSquare's normal upgrade schedule for the core applications.

Documentation

The MDFR can access documentation to assist with upgrade preparation (as well as all available user documentation) via a secure client login on CentralSquare's website. End users and IT staff should review the upgrade documentation and Read Me files for information on the changes contained in the upgrade.

Release Integration

As a COTS solution, any modifications to the CentralSquare software will be incorporated in a subsequent release, which would then be included in upgrades as part of CentralSquare's normal release cycle. The configurations would go unchanged in the system unless there was a change in the product that required additional items to be configured.

Any CentralSquare software customizations or modifications are incorporated in a subsequent release, included in upgrades as part of CentralSquare's normal software release cycle. 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 its 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.

If the rare situation arises where a single client has a critical requirement that a CentralSquare application cannot otherwise support, the company will attempt to engineer a solution for adding that requirement as a client-funded feature with a configuration option to enable/disable it.

Testing

Releases are validated and tested through a rigorous QA process and then released to CentralSquare's upgrade team for deployment to the customers. Each environment is upgraded independently (Training/Test/Production).

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CentralSquare has proposed both a test/training environment and a production environment. The test/training environment is, for all practical purposes, a facsimile copy of the production system. Some elements external to the CentralSquare systems (e.g. historical data, interfaces, etc.) will likely be less than what they are in the production system. The test/training environment has been designed to allow the MDFR to test the functionality of new releases or updates to the software prior to installing them on the production system.

Prior to any upgrade, CentralSquare will work with the MDFR to install the updates on the Test environment. This allows the MDFR to evaluate the upgrade in their environment prior to installation on the MDFR's live Production system. The MDFR will then test the new upgrade and when the MDFR is satisfied with the new upgrade, the MDFR contacts CentralSquare's support staff who will work with the MDFR to place the upgrade into Production. The MDFR shall backup their system prior to an upgrade to provide a rollback point.

Downtime

CAD Enterprise is architected to disseminate configuration changes to affected applications without requiring the server or workstation to be restarted. The server must be restarted to complete the addition of an agency. Since the CAD Enterprise workstation has a small footprint, an update to the server application is usually all that is required for the change to be effective at the client. A small number of configuration changes require each client be restarted but they do not need to be restarted immediately. There does not need to be any downtime as each workstation can be restarted at a time that is convenient to the user.

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.

CentralSquare also provides periodic enhancements and new releases of Mobile Enterprise as part of an ongoing software maintenance agreement. A CentralSquare technician performs the server upgrades and CentralSquare supplies a CD with all the appropriate documentation for each release. Mobile Enterprise includes an automated update process for the delivery of updated client files to all workstations. The server update is applied first. Once the server update has been applied, the client workstations are notified of the availability of the client update. The MDFR can run the update to ensure synchronization with the server version. Mobile Enterprise will also 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.

CentralSquare applications are designed such that client configurations and user profile preferences are not affected by updates to the core application.

Customer Involvement in Enhancements

The MDFR may request enhancements as required. Expected turnaround of enhancement requests shall be determined by urgency.

The CentralSquare Product Management Team communicates directly with the members of the external stakeholder groups through email, conference calls, web meetings, and onsite visits with the agency. During the development cycle, the stakeholder groups meet to review and validate the content being prepared for a release. Customer feedback provided before a release is packaged allows CentralSquare to immediately incorporate the feedback in the product.

The CentralSquare roadmaps are driven by key changes to technology and public safety needs looking out two to five years.



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Describe the product release cycle including, but not limited to:

- **Frequency of updates/enhancements or new versions (major and minor version releases)**
- **Contents of a release**
- **Availability of release notes**
- **Information contained in release notes (including known issues)**

CentralSquare Response: CentralSquare offers 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. The Public Safety Suite – Enterprise follows an agile release process where service packs are released every three weeks, new versions every nine to twelve months, and major platforms are released every five to seven years.

CentralSquare provides release notes for all versions. These provide information on new features available, any feature changes (if applicable), and defects repaired. CentralSquare also maintains a known issues list for versions. All documentation is accessible by clients on CentralSquare's support website.

Describe the process for managing local customizations to include:

- **How does the Proposer define customization versus configuration?**
- **How can the County customize or configure the Solution directly without Proposer involvement?**
- **How are local customizations or configurations maintained when installing new releases of the proposed Solution**

CentralSquare Response: Changes made to the configuration of the CAD-to-CAD product are retained when new versions of the proposed solution are released.

CentralSquare's CAD Enterprise, Mobile Enterprise, and CAD-to-CAD are deployed via software versions are that are released in three different categories: versions, service packs, and patches (hotfixes).

- **Major version upgrades** are released approximately twice annually and contain new features and defect repairs. These releases receive full integration and regression testing in CentralSquare's QA labs and may also incorporate support for new Operating System and Database Software versions.
- **Service Packs** are more tightly focused in scope and timing. Service Packs are typically also delivered approximately every three weeks and contain only issue resolutions. Service Packs also receive full integration and regression testing in CentralSquare QA labs.
- **Patches or hotfixes** are released as needed for high priority or widespread issues.

After Go-Live, updates are applied initially to the MDFR's Test/Training server. Once the MDFR has completed internal testing, CentralSquare will work with the MDFR to schedule an upgrade to the Production server. During the implementation, the CentralSquare Project Manager will coordinate any updates necessary to the pre-Production system.



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A 'configuration' represents an available option and the resultant change that can be made to the existing COTS Enterprise CAD/Mobile subsystem. A 'customization' represents functionality outside of the current COTS system that would require a formal request via the Change Management process to scope, cost, and determine a release date to accommodate the customization. Both CentralSquare and the MDFR agree upon the requested product customization as part of the Change Management process.

During the project implementation, and for an existing configuration option, the CentralSquare Consultant works with the MDFR to set the desired configuration. CentralSquare also provides training during the project implementation so the MDFR can both complete the initial system configuration, and then manage subsequent configuration changes via its Administrator(s).

Describe the recommended approach to the following types of testing to be performed on the project and the type of assistance to provide to the County related to testing:

- **Functional Testing**

  CentralSquare Response: CentralSquare will complete FATs for all standard and non-standard interfaces proposed. The FAT for interfaces will be conducted remotely, with participation of CentralSquare, the MDFR, and third-party vendors (as applicable). CentralSquare conducts a set of standard FATs for standard interfaces as applicable to the MDFR's configurations. FAT documents for non-standard interfaces are developed by the CentralSquare Systems Engineer based on the functionality described in the approved OSD for the interface.

  Once the FAT for CAD Enterprise, Mobile Enterprise, and interfaces related to these systems is complete, CentralSquare will conduct a one-day integration test with the MDFR. Integration testing will be conducted for the products that Go Live together. In this process, the system will be tested to validate the end-to-end processing of incidents and the operation of the system interfaces. CentralSquare will provide the MDFR with a set of scripts for the Integration

- **Integration Testing**

  CentralSquare Response: Once the FAT is successfully concluded for all subsystems that are scheduled to Go Live together and in preparation for Go Live, CentralSquare and the MDFR will conduct a one-day remote Integration Test.

  The Integration Testing for CAD Enterprise and its subsystems will be conducted based on a number of scenarios that test the call flow from the call creation to disposition in CAD Enterprise. These scenarios include 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 MDFR staff (one to two dispatchers and one to two mobile field users) will participate in this test with CentralSquare. CentralSquare will work with the MDFR to define a set of test scenarios that test the system based on the MDFR's practices. CentralSquare recommends that the MDFR use sample calls from the legacy system.

- **Stress / Performance Testing**

  CentralSquare Response: CentralSquare conducts extensive QA testing (unit tests, regression tests, and load tests) on each version of its products prior to release; however, these tests are performed in CentralSquare's QA lab, and are not specific to a client's configuration. The purpose is to test the functionality of CentralSquare products based on their design and under a load that mimics the maximum load at CentralSquare's largest client sites. Should the MDFR encounter performance issues with any of the proposed software applications that degrade the productive use of the system, CentralSquare will work with the MDFR project personnel to isolate and correct the problem.

  CentralSquare has not proposed a process or price for additional onsite Quality Assurance Testing, Stress Testing, or Performance Testing, separate from the tests that are conducted in CentralSquare QA lab. If such



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tests are desired by the MDFR, CentralSquare will work with the MDFR to define an appropriate series of tests and test criteria and can provide pricing for the additional professional and technical service and related travel.

- **Interface Testing**

  CentralSquare Response: Standard interface testing is based on the approved configuration and standard functionality described in CentralSquare documents. A standardized FAT is conducted for each interface representing a complete end-end functionality test. Testing will require the participation of CentralSquare, the MDFR, and vendor(s).

  Custom interface testing is based on the approved OSD (Operational Scenario Document), which is also the basis for functionality and configuration of the interface. A FAT is conducted for each interface representing a complete end-end functionality test. Testing will require the participation of CentralSquare, the MDFR, and vendor(s).

  Go-live interfaces may also be tested in end-end scenario-based scripts as part of Integration Testing, along with CAD and Mobile Enterprise.

- **Capacity Testing/Scalability Testing**

  CentralSquare Response: CentralSquare's Unify CAD-to-CAD interface integrates multiple CAD systems, creating a seamless two-way interface between participating agencies. The Unify engine is extremely scalable and automatically translates data items between systems, supports Incident transfer between CAD systems, allows jurisdictions to request and share assets and resources, and enables user-to-user messaging across system boundaries. The interface links CAD systems together so that they function as an integrated, cross-jurisdictional system. Interface configuration/scalability options and implications are discussed, agreed-upon and fully tested as described in the project schedule.

  CentralSquare employs extensive QA testing (comprised of unit tests, regression tests and load testing) as part of its application development process to ensure that its systems can handle the peak call volumes of its largest customers prior to release; however, these tests are performed in CentralSquare's QA lab and are not specific to a client's configuration. Should the MDFR encounter performance issues with any of the proposed software applications that degrade productive use of the system, CentralSquare will work with the MDFR to isolate and correct the problem.

- **Testing of Configuration Decisions**

  CentralSquare Response: The CentralSquare process for testing configuration decisions for interfaces is iterative and begins once the interface completes its initial configuration phase and enters into testing. The CentralSquare Consultant both assists and trains the MDFR in implementing and vetting configuration decisions based on the input received from the MDFR. The CentralSquare Consultant explains the implications of each configuration option. This ensures as configuration options are entered and tested both informally and formally during work on the interface, the MDFR understands the ramifications of configuration decisions, and is then empowered to own its system after Go-Live.

- **Workflow and Security Testing**

  CentralSquare Response: Once the FAT is successfully concluded for all subsystems that are scheduled to Go Live together and to prepare for Go Live, CentralSquare and the MDFR will conduct a remote, one-day Integration Test.

  The Integration (i.e., Workflow) Testing for CAD Enterprise, Mobile Enterprise and Go-Live interfaces is based on several standard workflow scenarios that test the call flow from the call creation to disposition in CAD Enterprise. These scenarios include Mobile Enterprise and interfaces that can be tested and are scheduled to



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go live at the same time. A group of the MDFR staff (usually one to two dispatchers and one to two mobile field users) participate in this test with CentralSquare. CentralSquare will work with the MDFR to define a set of test scenarios that test the system based on the MDFR's practices. CentralSquare recommends that the MDFR use sample calls from its existing legacy system.

The MDFR must approve the workflow scenarios prior to commencement of Integration Testing. At the successful completion of Integration Testing without any issues that prevent the System from going live, provides written approval that the system is ready for Go Live.

The CentralSquare Cyber Security Program implements a series of comprehensive physical and logical controls that align with the NIST Cyber Security Framework and standards to provide a secure, layered defense for all hosted information. CentralSquare also maintains annual Payment Card Industry (PCI) and Statement on Standards for Attestation Engagements (SSAE18) compliance through a series of ongoing assessments and security testing performed by a PCI Qualified Security Assessor and AICPA auditor. Adherence to these standards helps to ensure all controls are met specific to access, transmission, processing, and storage of data.

Additionally, CentralSquare conducts security testing to review the enterprise-wide deployment of network and application environments for current and emerging vulnerabilities including but not limited to:

- Annual application penetration testing for all hosted, web-based, internet-facing applications
- Internal and External vulnerability scanning
- Ad hoc scanning to support remediation efforts
- Scanning as part of the server build process
- Security reviews for new applications
- Annual SSAE16 control review

- **Reliability Testing**

CentralSquare Response: Immediately upon production cutover (Go Live) of each of CentralSquare subsystems, a 30-day Reliability Test will begin to verify the reliability of the CentralSquare subsystem(s) deployed for this project. If no Critical or Urgent Priority Software Errors (as those terms are defined in the Software Subscription and Services Agreement) are reported during such 30-day period, the system shall be deemed to have achieved Final Acceptance. In the event that a Critical Priority or Urgent Priority Software Error occurs during the Reliability Test Period, CentralSquare shall commence actions to resolve the reported error in accordance with the Agreement. If a Critical Priority Software Error occurs during the 30-day test period, CentralSquare will stop the test and restart the 30-day period once a resolution has been provided in accordance with CentralSquare's Agreement. If an Urgent Priority software error occurs between Day 1 and Day 15, CentralSquare will stop the test and restart the 30-day period after a resolution has been provided in accordance with the 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 that are outside of CentralSquare's control, and/or from variables which are outside the scope of CentralSquare's responsibilities, will not be considered as Critical or Urgent Priority software errors. Examples of such failures could be, but are not limited to:

- Power failures
- Operator error
- Network problems or failure
- Availability of components that are not provided by CentralSquare but interface with the CentralSquare solution
- Hardware or Operating System software
- Non-CentralSquare supplied software components introduced to the working environment



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During the Reliability Testing period, the subsystem will be frozen, (i.e., no changes, fixes, and/or updates will be applied, except those that are required to address Critical or Urgent Priority Software Errors associated with the Reliability Testing).

At the successful conclusion of the Reliability Test, the subsystem will be deemed accepted by the MDFR.

- **User Acceptance Testing**

  CentralSquare Response: User acceptance testing is not applicable as a separate process. Standard and custom interfaces are tested using the test scripts either based on the custom interface OSD or the standard interface IRD. As such, when those tests are completed, each interface is acknowledged to be go-live ready.

  Interfaces may also be optionally/selectively included (if ready) at the time of System Integration Testing.

- **Disaster Recovery Testing**

  CentralSquare Response: A DR solution will be installed as part of the on-premise system. CentralSquare will conduct an initial test of the system with the MDFR to confirm the solution is operable and also to confirm the overall process is understood and can be repeated afterwards by the MDFR. CentralSquare strongly encourages the MDFR conduct regular, scheduled DR failover testing. Once interfaces have been completed along with the core system, they can be tested within a failover scenario.

Describe the approach to providing permanent fixes to work arounds that are identified pre and post go-live (i.e., interim patches vs. waiting for version release).

CentralSquare Response: CentralSquare's agencies 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 MDFR's desire and plan. CentralSquare Enterprise follows an agile release process where service packs are released every three weeks, new versions every nine to 12 months, and major platforms released every five to seven years. Updates and service packs are released to address software issues and minor enhancements to the product line. Version releases address larger functional or technical enhancements. These upgrades are not forklift-style upgrades that require rebuilding a system but are applied in line with the current configurations. These upgrades address defect repairs and provide new features additions. Software versions are released in three different categories: versions, service packs, and patches (hotfixes).

Issues identified during the implementation are triaged, and those that require fixes via a service pack or patch for Go-Live are factored into upcoming service pack or patch releases. The installation of these into the MDFR's Pre-Production environment is coordinated by the CentralSquare Project Manager for the version identified for Go-Live.

- **Major version upgrades** are typically released approximately two times annually and contain new features and defect repairs. These releases receive full integration and regression testing in CentralSquare's QA labs, and may also incorporate support for new Operating System and Database Software versions.
- **Service Packs** are more tightly focused in scope and timing. Service packs are typically also delivered approximately every three weeks and contain only issue resolutions. Service packs also receive full integration and regression testing in CentralSquare QA labs.
- **Patches or hotfixes** are released as needed for high priority or widespread issues.



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Provide a detailed explanation of training to be provided, including each of the areas outlined in Section 2.24. This should address the user counts, tiers, and scheduling requirements. Describe post-training assessments or other tools used to confirm County personnel have achieved the requisite skills to successfully operate the proposed Solution.

CentralSquare Response: CentralSquare will provide Portal Administrator training on how to monitor system health, manage groups and users, and make basic configuration changes. This training will be conducted remotely through a webinar.

CentralSquare will provide advisement on how to incorporate CAD-to-CAD concepts into the MDFR's training courses for dispatchers and call takers in a train-the-trainer approach. Subject Matter Experts (SME's) will become be sufficiently familiar with their operational procedures and CAD configuration to conduct training on the interface for their respective agencies.

- **Hub Portal Training Videos**: CentralSquare will provide the customer with access to training videos on essential Portal features.
- **Training Documentation:** Agency specific documentation of local sharing use cases and rules is the responsibility of the Customer. CentralSquare provides the CAD-to-CAD Hub's Administrator Guide as the key source document for the interface.

Training classes generally do not exceed 10 users, though the Administrative and Technical classes are generally smaller.

Proposer shall provide a list and description of the training courses offered in the areas listed below and further detailed in Section 2.26. For each course, Proposer shall state prerequisite courses required, recommended class size, duration, and method of instruction.

CentralSquare Response: As a supplement to the following training information, CentralSquare has included its CAD-to-CAD Hub Administrator's Guide in the Supporting Documentation section of this document.

- **Application/System Administrator Training**

CentralSquare Response: CentralSquare will provide a one-to-two-hour Portal Administrator training on how to monitor system health, manage groups and users, and make basic configuration changes. This training will be conducted remotely through a webinar.

Training Documentation – Agency specific documentation of local sharing use cases and rules is the responsibility of the Customer. CentralSquare provides the CAD-to-CAD Hub's Administrator Guide as the key source document for the interface.

Training classes generally do not exceed 10 users, though the Administrative and Technical classes are generally smaller.

- **Train-the-Trainer Training**

CentralSquare Response: CentralSquare will work provide advisement on how to incorporate CAD-to-CAD concepts into the MDFR's training courses for dispatchers and call takers in a one-hour course with a train-the-trainer approach. Subject Matter Experts (SME's) will become be sufficiently familiar with their operational procedures and CAD configuration to conduct training on the interface for their respective agencies. Classes may optionally be recorded for use in a train-the-trainer environment.

Class sizes are generally not to exceed 10 users.

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- **End User Training**

  CentralSquare Response: CentralSquare will work provide advisement on how to incorporate CAD-to-CAD concepts into the MDFR's training courses for dispatchers and call takers in a train-the-trainer approach. Subject Matter Experts (SME's) will become be sufficiently familiar with their operational procedures and CAD configuration to conduct training on the interface for their respective agencies.

  Training classes generally do not exceed 10 users.

- **Technical System Support Training**

  CentralSquare Response: CentralSquare will provide Portal Technical/Administrator training on how to monitor system health, manage groups and users, and make basic configuration changes. This training will be conducted remotely through a webinar.

  Training classes generally do not exceed 10 users, though the Administrative and Technical classes are generally smaller.

- **Online/Computer Based Training**

  CentralSquare Response: Hub Portal Training Videos – CentralSquare will provide the customer with access to training videos on essential Portal features. Train-the-trainer classes can also optionally be recorded for usage if desired.

Describe training documentation/materials as outlined in Section 2.25 to be provided by the Proposer. Include samples and/or screenshots.

CentralSquare Response: The documentation for the interface consists of the CAD-to-CAD Hub Administrator's Guide included in the Supporting Documentation section of this document.

Provide a detailed explanation of the post-implementation Reliability Period support as outlined in Section 2.24 to be provided for the Proposed Solution. Identify the resources to be committed to providing post-implementation Reliability Period support including roles and responsibilities. Include total duration in calendar days, hours of support, type of support (on-site, remote, etc.), and number of resources.

CentralSquare Response: Information on CentralSquare's Post-Implementation Support is below.

As described in response to requirement number 24 above concerning technical support and response times, CentralSquare clients current on maintenance can call the toll-free support line at any time and be connected with a live person – not an automated answering service or an offshore phone bank. Questions or issues can also be reported online. Even if it is just a simple how-to question, support representatives are ready to assist.

Every call received is entered into a tracking system and assigned a number to ensure that no concern goes unnoticed. Response times are monitored, so all issues are resolved as quickly as possible. All critical issues are given the highest importance ranking and the CentralSquare support team devotes their attention immediately to the matter until it is resolved.

Clients can submit and track issues via secure login on CentralSquare's website (https://support.centralsquare.com/), 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)



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An online case provides the fastest access to CentralSquare support representatives and means to track your case.

Toll-Free Phone Support 24x7x365

The Software Subscription and Services Agreement includes 24x7x365 toll-free phone support at 800.987.0911 where calls are answered during normal business hours, 7:30 a.m. to 8:30 p.m. Eastern Time, Monday to Friday.

During off-peak hours, Support personnel are available by pager for emergency technical support as follows:

- Technical support calls are received by our Tier 1 Support staff to assess the urgency of the issue being reported. Information calls and those that can be resolved within a few minutes are handled by the call-taker.
- Calls that cannot be resolved within a few minutes are passed to Tier 2 Support
- Unresolved issues may escalate to Tier 3 staff with support from the Development team.
- After-hours support calls that are critical are responded to within 2 hours.
- Non-critical calls are handled the next business day.

Safe, Secure Remote Access

CentralSquare's technical analysts provide remote analysis and support to easily review and resolve issues. CentralSquare has implemented BeyondTrust, which is a remote support solution that allows support technicians to remotely connect for access and maintenance. The BeyondTrust tool provides CJIS-level security and allows for both escorted and persistent connection access to agency sites. Pre-connection notifications are sent and recorded within the CentralSquare ticketing system.

While CentralSquare can use specific VPN solutions for remote access, CentralSquare has implemented BeyondTrust to connect to customer systems. BeyondTrust provides an industry-leading support connectivity system that meets the standards of the FBI CJIS Policy and provides:

- Secure access controls with advanced authentication
- Secure encrypted connectivity
- Secure storage of connection event documentation
- Customer access to connection logging and recordings through Salesforce
- Options for either escorted and/or unescorted system access

CentralSquare has more than 270 dedicated Maintenance and Support personnel, all of whom are empowered to reach across the company to solve client issues. Of that number more than 130 support the company's Public Safety and Justice solutions, such as CAD/Mobile Enterprise. CentralSquare does not include names of its support professionals in RFP responses in respect to their privacy.

Provide a detailed description of the technical support and helpdesk services proposed to address the information outlined in Section 2.20. Include details regarding opening a support ticket, electronic ticketing, weeklycase reporting, number of IVR steps to reach live support, etc. A sample of the ticketing reporting as described in Section 2.22 should be provided.

CentralSquare Response: As described in response to requirement number 23 above concerning technical support and response times, CentralSquare clients can call the toll-free support line at any time and be connected with a live person – not an automated answering service or an offshore phone bank. Questions or issues can also be reported online. Even if it is just a simple how-to question, support representatives are ready to assist.



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Every call received is entered into a tracking system and assigned a number to ensure that no concern goes unnoticed. Response times are monitored, so all issues are resolved as quickly as possible. All critical issues are given the highest importance ranking and the CentralSquare support team devotes their attention immediately to the matter until it is resolved.

Clients can submit and track issues via secure login on CentralSquare's website (https://support.centralsquare.com/), 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 case provides the fastest access to CentralSquare support representatives and means to track your case.

In response to RFP Section 2.22, if CentralSquare is unable to diagnose and correct a reported software issue remotely, but the error is reproducible at the MDFR's site, CentralSquare will, at the MDFR's request, provide onsite assistance. If it is determined that the reported error is not attributable to the CentralSquare software, CentralSquare's travel expense related to such onsite visit will be invoiced to the MDFR, including labor at the MDFR's then-current hourly rates for such onsite services.

When calling CentralSquare Support there are currently only two IVR steps to reach a tech, 1) listening to the prompts for the appropriate department and 2) selecting the correct prompt.

Then, tier 1 techs triage the cases, reach out for initial response, and collect initial information to get the case moving forward. If Tier 1 is unable to resolve the case, then engage the tier 2 representative is engaged and the case is escalated to that individual. From there case movement is tracked by communicating via case updates or emails logged to the case. CentralSquare tracks cases daily using a dashboard that calculates where cases currently reside or where they have been escalated or dispositioned to. CentralSquare Support discusses these cases through in leadership meetings as well as individual team meetings to ensure proper engagement is continuously made until resolution.

CentralSquare has provided a sample case reporting on the following pages.

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Enterprise CAD & Mobile System Down Definitions

Priority 1 Critical issues are defined as follows:

1. Enterprise CAD:
    a. The Enterprise CAD System is down, and all workstations will not launch or function.
    b. The Enterprise CAD System is inoperable due to data corruption caused by CentralSquare Technologies Software.
    c. The Enterprise CAD Reporting and Archiving Server is down, and the system is configured to use the Reporting Server for dispatching functions (e.g., Premise History).
    d. Law enforcement users are unable to send or receive justice queries (using all available methods).

2. Enterprise Mobile:
    a. The Enterprise CAD/ Enterprise Mobile System is down, and all unit Enterprise Mobile devices will not login or function.
    b. The Enterprise CAD/ Enterprise Mobile System is inoperable due to data corruption caused by CentralSquare Technologies Software.

3. Enterprise CAD Browser and Enterprise CAD GISLink:
    a. There are no Critical Priority (Priority 1) issues for these products.

Note: Web portal entries are reviewed on the next business day therefore, the client should always use the telephone to report Priority 1 or 2 problems.

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Priority 2 - Urgent Priority issues are defined as follows:

1. Enterprise CAD :
    a. Enterprise CAD users are severely impacted due to one of the following conditions:
        i. New requests for service via the emergency or scheduled call-taking screen are unable to be entered by multiple users/workstations (using all available methods).
        ii. Status changes fail for multiple users/workstations (using all available methods).
        iii. Incidents are unable to be assigned/dispatched by multiple users/workstations (using all available methods).
        iv. Incidents are unable to be closed by multiple users/workstations (using all available methods).
        v. Multiple users/workstations are unable to view incident information needed to dispatch an incident (using all available methods).
        vi. There are no alternate cad workstations available that are operational to perform critical functions of the system.

2. Enterprise CAD Enterprise Mobile:
    a. Enterprise Mobile users are severely impacted due to one of the following conditions:
        i. Unable to receive new requests for service from Enterprise CAD (using all available methods).
        ii. Unable to view incident information needed to dispatch an incident (using all available methods).
        iii. Law enforcement users are unable to send or receive justice queries (using all available methods).
        iv. There are no alternate units/vehicles that are available/operational to perform critical functions of the system.

3. Enterprise CAD/Enterprise CAD Interfaces:
    a. An Enterprise CAD Station Alerting Interface repeatedly fails to process a station alert as part of a unit assignment or there is a reoccurring significant delay in the interface processing a station alert as part of a unit assignment (once diagnosed as not being caused by the station alerting system) or is completely down.
    b. An Enterprise CAD Station Alerting Interface is down.
    c. An Enterprise CAD Paging Interface repeatedly fails to process a unit alert as part of a unit assignment (once diagnosed as not being caused by the paging system or vendor) or is completely down.
    d. An ANI ALI interface is down, or the ANI ALI interface repeatedly fails to process information into an incident.
    e. An interface to an external rostering system used to logon units is down.
    f. An AVL interface fails to process updates for over 5000 of units.
    g. A CAD to CAD interface repeatedly fails to process information into an incident.
    h. An Enterprise Mobile interface (MDT or MDC) repeatedly fails to process incident or status change information.

4. Enterprise CAD Browser and Enterprise CAD GISLink:
    a. There are no Urgent Priority (Priority 2) issues for these products.

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Note: *Web portal entries are reviewed on the next business day therefore, the client should always use the telephone to report Priority 1 or 2 problems.*

Priority 3 – Non-Critical Priority issues are defined as follows:

1. Enterprise CAD:
    a. Inaccurate address verification information not secondary to problems with GIS data.
    b. Inaccurate unit recommendations not secondary to problems with GIS data.
    c. The inability to view edit premise or caution note information.
    d. The inability to send and receive text messaging (within CAD, CAD to Enterprise Mobile, or Enterprise Mobile to Enterprise Mobile).
    e. Inaccurate information in incident and unit queue displays that does not meet the criteria for a Critical issue (e.g., false positive display of queue warnings)
    f. The Enterprise CAD Reporting and Archiving Server is down, and the system configured to use the Reporting Server for dispatching functions (e.g., Premise History).

2. Enterprise CAD Enterprise Mobile:
    a. Inaccurate address verification information not secondary to problems with GIS data.
    b. The inability to view edit premise or caution note information.
    c. The inability to send and receive text messaging (within CAD, CAD to Enterprise Mobile, or Enterprise Mobile to Enterprise Mobile).
    d. Inaccurate information in incident and unit queue displays that does not meet the criteria for a Critical issue (e.g., false positive display of queue warnings).

3. Enterprise CAD Interfaces:
    a. An interface down involving an interface not listed under the critical or urgent priorities.

4. Enterprise CAD Browser
    a. Data corruption caused by CentralSquare Technologies Software.
    b. A Enterprise CAD Browser user is unable to enter new requests for service via the Browser call-taking screen (using all available methods).
    c. A Enterprise CAD Browser law enforcement user is unable to send NCIC State Message Switch queries (using all available methods) and does not receive responses to such queries (future product).

6. There are no High Priority (Priority 2) issues for or Enterprise CAD GISLink.

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7. Priority 3 – Non-Critical Priority issues do not include code file maintenance, cosmetic, documentation, reporting, or similar problems; or questions or inquiries regarding the operation of the software or its installation and training.

Priority 4 - Minor Priority issues are defined as follows:

1. Enterprise CAD Command, Enterprise CAD, Enterprise Mobile and Enterprise CAD Browser:
    a. System Administrator Utilities
    b. Query functions such as Recall or Enterprise Mobile queries
    c. Reporting errors or calculation problems

2. Enterprise CAD/Enterprise CAD Interfaces:
    d. Intermittent problems involving an Enterprise CAD Station Alerting Interface, an Enterprise CAD Paging Interface, an ANI ALI interface, a CAD to CAD interface, or an Enterprise Mobile interface server (MDT or MDC).
    e. General problems involving other interfaces.

3. GISLink
    a. All issues functional issues for GISLink.

4. Unreproducible or intermittent errors will be categorized as Minor Priority (Level 4).

5. All CentralSquare Technologies PSJ Enterprise products:
    a. Terminology, wording or misspellings of text on forms and messages.
    b. Documentation inaccuracies.
    c. Cosmetic issues.
    d. Questions or inquiries relating to functionality, system administration, or installation.

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Describe the proposed approval process for customization and technical change management.

CentralSquare Response: As described in response #6, the approval process for any changes to requested customizations outside the contract is managed via the Change Management process.

Describe the documentation to be provided to the County as outlined in Section 2.25.

CentralSquare Response: In addition to the CAD-to-CAD Hub Administrator's Guide, CentralSquare will provide its most current System Planning Guide Document with relation to the Enterprise environment and requirements for networking, security, support connectivity, system components such as the database server, business and interface servers. The guide also covers site preparation, third party product compatibility, sizing parameters, server specifications, etc. related to the Enterprise suite of products.

CentralSquare also provides documentation for new Enterprise system releases and service pack releases (which also contain new feature/functionality information and system corrections addressed in the service pack).

Technical documentation includes:

- Network Diagram
- Server/system installation and specification information via CentralSquare's ISR (Installation Service Request) document
- System Planning Guide
- Release Notes
- Enterprise User Guides
- Interface specifications and configuration via standard interface IRDs and custom interface OSDs, and related configuration documents
- API information
- Standardized System Reports

Describe the Software Escrow services to be provided, including information regarding proposed triggering events as described in Section 2.28. Attach a sample escrow agreement.

CentralSquare Response: CentralSquare has an established escrow arrangement with NCC Group f/k/a Iron Mountain and is willing to enter into a three-party agreement. CentralSquare limits release conditions to bankruptcy and failure to operate in normal course of business only. Since each customer escrow agreement is customer specific, no sample escrow agreement is available to share.

Describe any financing options that the Proposer may offer for the purchase of the proposed Solution. This should include information on third party, Proposer in-house, or bank provided options.

CentralSquare Response: CentralSquare has provided a quote from GovCap for financing on the following page.



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GOVERNMENT CAPITAL
CORPORATION

90 SANDLEWOOD TRAIL BROOKHAVEN, MISSISSIPPI 39601 Ph: 800.561.0461
345 MIRON DRIVE SOUTHLAKE, TEXAS 76092 Ph: 817.421.5400
WWW.GOVCAP.COM

April 29, 2022

Natalya Vasilyeva
Miami-Dade Fire Rescue
9300 Northwest 41st Street
Miami, FL 33178

Thank you for the opportunity to propose financing options for the purchase of public safety technology. The following is submitted for your review and consideration.

LENDER:	Government Capital Corporation
ISSUER:	Miami-Dade County, FL
FINANCING STRUCTURE:	Tax Exempt Financing

CAD to CAD, Interfaces and Services

PROJECT COST:	$1,785,127.50
TERMS:	5 ANNUAL PMTS
FIXED INTEREST RATE:	3.45%
PAYMENT AMOUNT:	$395,808.04
PAYMENTS BEGINNING:	May 2023 or one year from funding

The above proposal is subject to audit analysis, assumes bank qualification and mutually acceptable documentation. The terms outlined herein are based on current markets. Upon credit approval, rates may be locked for up to thirty (30) days. If funding does not occur within this time period, rates will be indexed to markets at such time. The above payment amount includes all applicable fees expressed as 0.00252. These costs can include documentation fees, legal fees, issuance expenses, etc.

Should you need further information, feel free to contact me at 601-754-5951 or email at dc.greer@govcap.com.

Submitted by

DC Greer
Vice President
Government Capital Corporation

CC: Nick Hempel – Central Square

This transaction described herein is an arm's length, commercial transaction between you and Government Capital Corporation ("GCC"), in which GCC: (i) is acting solely for its own financial and other interests that may differ from yours; (ii) is not acting as your municipal advisor or financial advisor and has no fiduciary duty to you with respect to this transaction; and (iii) is not recommending that you take an action with respect to this transaction.

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Solution Architecture

Describe how the product incorporates NG 9-1-1 data sources as described in Section 2.11.

CentralSquare Response: The CAD-to-CAD hub can pass any text-based data sources through the system. The connected CAD systems would be responsible for displaying any information passed through the hub.

Describe the proposed Solution's ability to automatically transfer associated incidents to appropriate agencies based on geography, agency, business process and incident type.

CentralSquare Response: The CentralSquare CAD-to-CAD with patented intelligent hub technology is capable of automatically transferring associated incidents to appropriate agencies based on pre-configured business rules. These rules can involve location triggers, incident type triggers, key word triggers, as well as combinations of all types of triggers. The business rule logic is capable of being as complex as necessary to meet the agency needs.

Describe the components the proposed Solution that require third party products to meet the needs of the County outlined in this RFP. For third party products proposed that are integrated with the proposed Solution provide the following for each product:

- **Nature of relationship with the third-party vendor**
- **Reason that this product is a third-party product versus being part of the proposed Solution(s)**
- **Reason why this particular Solution(s) was chosen over other solutions in the marketplace,**
- **Length of the existing relationship; and**
- **Extent to which this third-party product is integrated with the Proposer's solution.**
- **List of existing customers that are utilizing the proposed integration**

CentralSquare Response: The CentralSquare CAD-to-CAD system with patented intelligent hub technology will meet the needs of the MDFR without requiring addition third-party products. The only requirements for the system to function as proposed is for each CAD vendor to provide a connector to the system based on the CentralSquare API specifications.

For a non-virtualized environment, describe the computer hardware and storage hardware recommended to support the proposed Solution in compliance with Exhibit 1. ITD Technology Model. Provide a diagram of the technical architecture (the diagram may be created in any application but should be converted to PDF when uploaded to BidSync). This should show components such as the database server, applications server, reportingserver, test/training server, firewall(s), web server(s), web browser, workstations, remote access, wireless connectivity, network connectivity to LANs and WAN, etc. In the event that there are multiple hardware or software platforms (i.e. SQL, Oracle, etc.) available, list all options. Indicate which is the preferred hardware platform and why. List the conditions in which the preferred hardware platform would change. A hardware configuration, which considers the size of the County, application modules, database size, and anticipated growth, must be provided, including the following:

- **Provide a detailed overview of the proposed system architecture**
- **Explain why the architecture will benefit Miami-Dade County (e.g., reliability, dependability, system performance, redundancy/failover, disaster recovery)**
- **Explain in detail what workload information was used to develop the proposed architecture**



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- **Explain in detail the ability of the proposed architecture to support 100% of County usage for sustained periods (e.g., two-week period during a hurricane or other long-term event)**
- **Explain in detail how the proposed architecture was designed to ensure queries, dashboards and reports do not negatively impact the performance of the production system**
- **Explain in detail the redundancy/failover process as outlined in Section 2.14**
- **Explain how the proposed system is scalable for future growth**
- **Provide all recommended specifications for all hardware and software for the proposed architecture to operate at an optimum level (e.g., servers, computers – Desktop, mobile, tablet, etc.)**
- **Provide specifications of other necessary peripherals, to ensure that the system meets or exceeds the proposed reliability and performance standards.**

  CentralSquare Response: Not applicable.

For a virtualized environment, describe the computer hardware and storage hardware recommended to support the proposed Solution(s) in compliance with Exhibit 1. ITD Technology Model. Describe the use of virtual server technologies (e.g., Microsoft Hyper-V, VMWare) and application accelerators and note on what platforms the proposed Solution(s) has been deployed. Provide a diagram of the technical architecture (the diagram may be created in any application but should be converted to PDF when uploaded to BidSync). This should show components such as the database server, applications server, reporting server, test/training server, firewall(s), web server(s), web browser, workstations, remote access, wireless connectivity, network connectivity to LANs and WAN, etc. In the event that there are multiple hardware or software platforms (i.e., SQL, Oracle, etc.) available, list all options. Indicate which is the preferred hardware platform and why. List the conditions in which the preferred hardware platform would change. A hardware configuration, which takes into account the size of the County, application modules, database size, and anticipated growth, must be provided, including the following:

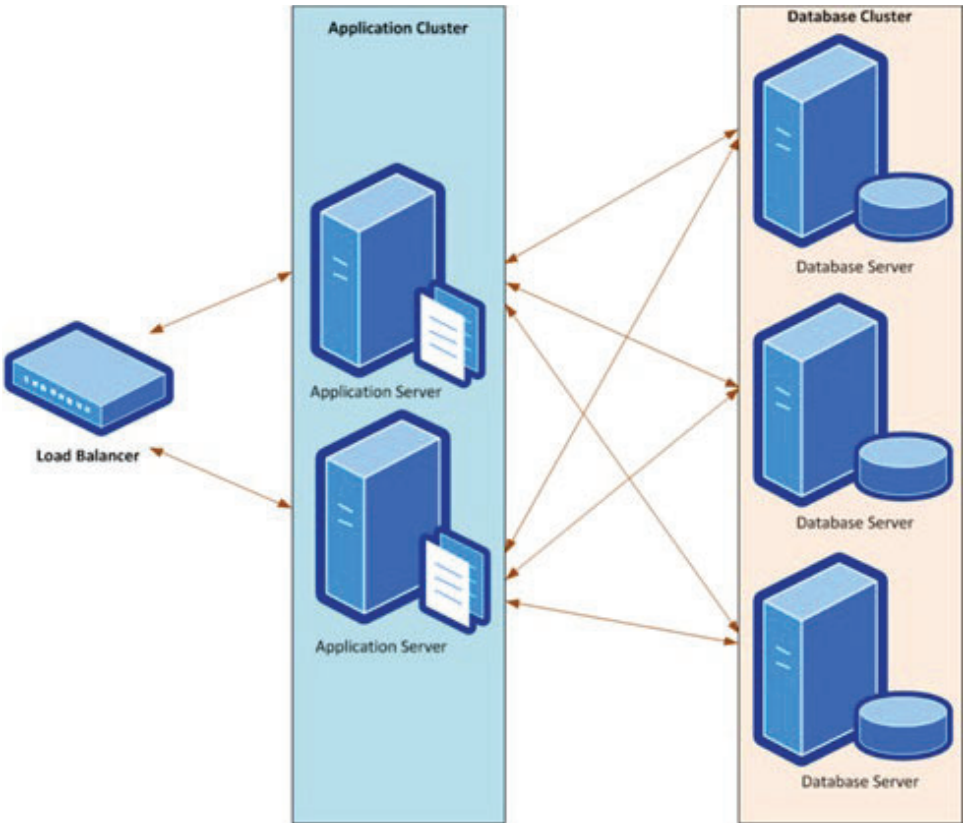
- **Provide a detailed overview of the proposed system architecture**

  CentralSquare Response: CentralSquare's Cost Proposal includes licensing of CentralSquare's Unify CAD-to-CAD product. Unify CAD-to-CAD is built using an intelligent hub-based architecture, the fault-tolerant, interoperable system is designed as a COTS product that is user-configurable and affordable to all agencies. Plug-and-play adapters connect disparate CAD, records, and other public safety systems to the hub where business rules can be configured as needed to meet the operating procedures of each inter-agency relationship. The Unify CAD-to-CAD engine automatically translates data items between systems, allowing jurisdictions to request and share assets and resources, and integrate into existing operator workstations, eliminating the need for retraining. Constantly and automatically updating call and unit information directly in each of the connected CAD systems, the Unify CAD-to-CAD engine provides dispatchers up-to-the-minute details of incidents and unit availability. Unify CAD-to-CAD provides robust, rules-driven data mediation, linking CAD systems together so that they function as an integrated, cross-jurisdictional system. Mutual aid, automatic aid, and other cooperative arrangements can be set up and managed so that requests, actions, and responses are facilitated in real-time instead of using traditional phone-based or radio coordination.

  CentralSquare's deployment model is based on an Application Cluster and Database Cluster. Each cluster provides multiple servers for redundancy, scalability, and reliability. Please refer to the below diagram. The number of servers in the diagram are for illustration purposes. The number of Application Servers and Database Servers for MDFR are provided in the detailed specifications.



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Application Servers – These servers perform the data processing for new data fed into the system. Once processing is complete, messages are relayed to the various connected systems. Application servers may easily be added to improve performance and increase redundancy. The system will operate with a single application server, but multiple are recommended for redundancy.
Database Servers – All database servers are replicated so that each database stores identical data. The database cluster will automatically elect a "primary" server which will interact with the application server and synchronize data to the secondary databases. One database server is required, but it is highly recommended that multiple servers be employed for redundancy.

Load Balancer – The load balancer distributes workloads across multiple computers for the service-oriented architecture within the application cluster (i.e., HTTP/HTTPS RESTful API). The load balancer may be physical or software based. The IP address of the load balancer serves as the endpoint for all external connections.

CentralSquare recommends a virtualized deployment so that capacity can easily be added as the MDFR load dictates. We suggest starting with two (2) Application Servers and three (3) Database Servers for initial testing and then scale to three (3) Application Servers and five (5) Database Servers at or near go live.

When deploying CentralSquare Unify CAD-to-CAD in a virtualized environment, the following factors are recommended:

- Split the application servers between virtual hosts
- Split the database servers between at least two virtual hosts
- Ensure virtual hosts connect with a high-speed network connection (1Gbps or greater) with low latency
- Disable automatic VM migration

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A Windows-based client application is loaded on user workstations to connect to the Hub for viewing region-wide data. The Hub Portal desktop application requires agency users to log in with their unique credentials to identify them as authorized users from their respective agencies on the system.

Each customer agency that utilizes the system has an agency administrator. This administrator has complete control over all user accounts and permissions regarding what data each user can access when utilizing the system. Each customer agency is responsible for ensuring that the users they authorize into the system are permitted to access the data contained therein.

Filters are implemented to restrict data to which the users have access. For example, non-sworn volunteer firefighters may be restricted from viewing criminal justice incidents with potentially sensitive information, or optionally from viewing specific types of criminal justice incidents.

The devices and users to which the Hub Portal client application is installed is completely maintained and controlled by the customer agency administrator from the Portal or by a global administrator for all agencies.

External System Connections in CAD-to-CAD Hub

CAD systems are the primary external systems connected to the Hub for data sharing. Each CAD is equipped with an “adapter” that serves to interface or adapt the CAD data to the Hub. Separate adapters are utilized for production, testing and/or training in CAD environments. Adapters may be installed separately from the CAD system such as in a Demilitarized Zone (hereinafter “DMZ”). The customer agency determines the location of these adapter/s within their internal network.

The Hub utilizes TLS 1.2 encryption with FIPS compliant algorithms for all internet reliant connections. Virtual Private Networks (VPN) and SSH (Secure Shell) tunnels to transmit and receive data are other options that may be utilized by the customer to achieve similar encryption levels.

Firewalls are used to protect each network from intrusion, primarily by restricting adapter connections to specific IP addresses and ports (“whitelisting”).

Hub Portal Connections

The Hub Portal client workstation is installed on Windows-based machines for connection to the Hub access point. Access can be controlled at the machine level as well through user credentials.

Firewalls may be configured by the customer to whitelist acceptable IP addresses. IP whitelisting is required for cloud implementations.

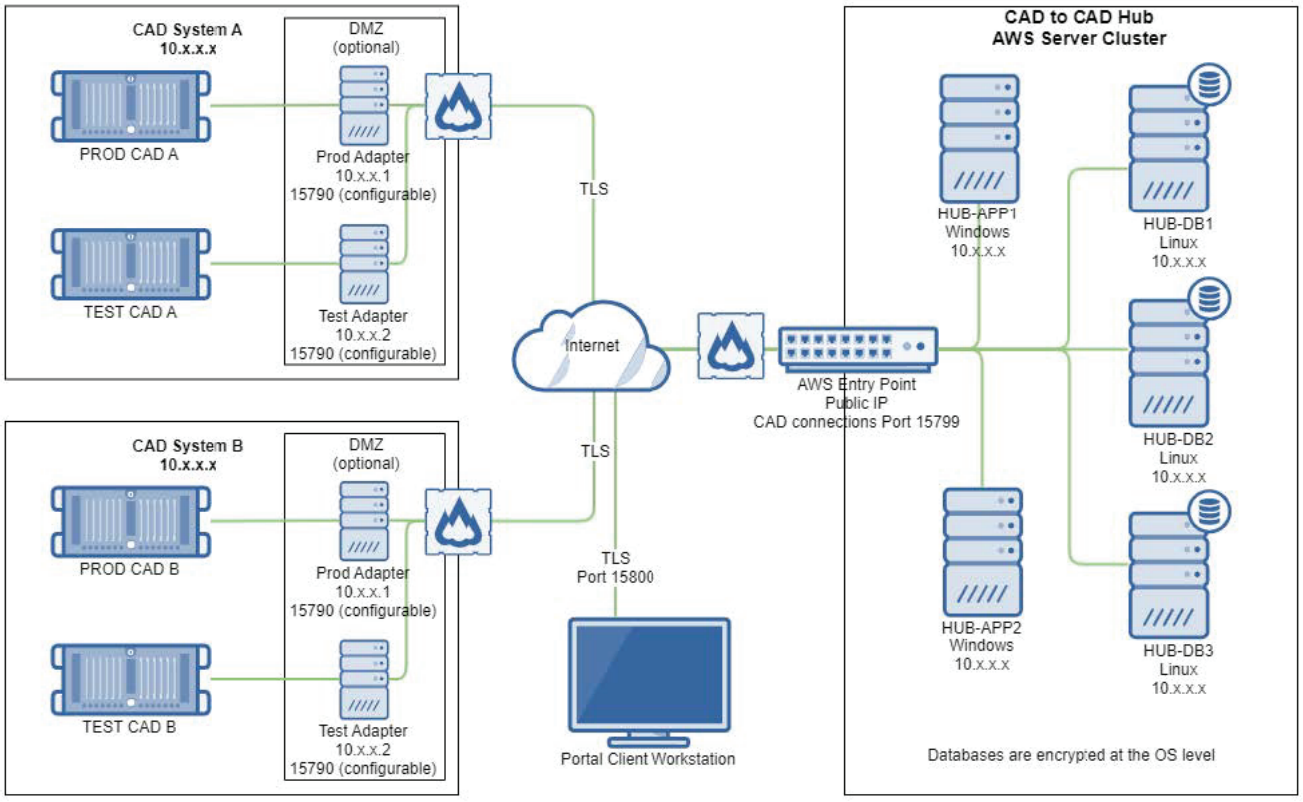
CAD-to-CAD Hub Server Cluster

The Hub is the central core of the Hub system. The Hub can consist of single or multiple application servers. Additional application servers may be added for scalability to handle increased loads. CAD data is not stored on the application servers.

The database can consist of a single or many database servers, typically with an odd number of database servers, with three (3) being the minimum number of database servers. Database servers are added primarily for redundancy and failover. The database does not serve as a long-term data repository. Information is only retained for a previously configured length of time by the customer agency for trouble-shooting purposes as previously discussed. The diagram provided below illustrates the proposed CAD-to-CAD Hub architecture. The number of servers shown are for illustration purposes:



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Network connections utilize TLS 1.2 encryption with FIPS compliant algorithms.

Explain why the architecture will benefit Miami-Dade County (e.g., reliability, dependability, system performance, redundancy/failover, disaster recovery)

CentralSquare Response: The proposed solution has been proven to be robust, scalable, reliable, and highly available. Using the multiple Application Server and multiple Database Servers ensures system performance and redundancy.

Explain in detail what workload information was used to develop the proposed architecture

CentralSquare Response: We determine sizing based on the number of agencies, size of agencies, and other scaling factors to determine the correct number of resources.

Explain in detail the ability of the proposed architecture to support 100% of County usage for sustained periods (e.g., two-week period during a hurricane or other long-term event)

CentralSquare Response: The system is sized to allow it to handle periods of increased volume by not operating at maximum capacity for a normal workload. The system can both vertically and horizontally scale to handle periods of increased volume.

Explain in detail how the proposed architecture was designed to ensure queries, dashboards and reports do not negatively impact the performance of the production system

CentralSquare Response: The CAD-to-CAD system is designed so the data that is viewed via the portal does not negatively impact the system.

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Explain in detail the redundancy/failover process as outlined in Section 2.14

CentralSquare Response: The CAD-to-CAD Hub system is designed to be fault tolerant and able to have servers in the cluster go down without taking the whole cluster down. The redundancy of the system at the application level is based on the capability that database nodes can fail or an application server can fail and the system continues to operate. Adding additional database nodes or application servers adds to the redundancy capability.

For on-premise installations, the redundancy and failover capacity is mostly determined by the hardware and network used and what types of failover/redundancy capabilities exist in those systems. For example, a system with a redundant fiber connection, SD-WAN capability, and utilizing fault tolerant systems with fail over capabilities like HPE Nimble Storage and HPE Compute would be the most redundant and fault tolerant option. This is based on the hardware and networking chosen by the customer and not by the CAD-to-CAD Hub application itself.

Explain how the proposed system is scalable for future growth

CentralSquare Response: The virtualized approach to CAD-to-CAD ensures the system is capable of vertical and horizontal scaling to accommodate future growth.

Provide all recommended specifications for all hardware and software for the proposed architecture to operate at an optimum level (e.g., servers, computers – Desktop, mobile, tablet, etc.)

CentralSquare Response: Below are the specifications for the virtual machines to support CentralSquare Unify CAD-to-CAD for the MDFR:

- Application Server(s) - Provides the distributed application services for all application services (e.g., hub, logging, configuration, SOA, etc.). 6 core (12 thread)
  - 16 GB RAM
  - 240 GB SSD
- Windows Server 2019 or newer
- Database Server(s) - Provides the distributed data storage for the CAD-to-CAD Unify Hub. All configuration and data is stored within the data cluster. 6 core (12 thread)
  - 32 GB RAM
  - 2 TB SSD
  - Mongo db
- Ubuntu Linux Server 20.04 or newer, or Windows Server 2019 or newer
- Load Balancer – 1 recommended - The load balancer distributes workloads across multiple computers for the service-oriented architecture within the application cluster (i.e., HTTP/HTTPS RESTful API). The load balancer may be physical or software based. Configurations are established and maintained by the customer. The IP address of the load balancer will serve as the endpoint for all external connections.

Specific hardware requirements for participating agencies (CAD systems) required for the CAD adapters will vary based upon how each CAD system connects to the CAD-to-CAD Hub. There are multiple ways to configure the secure connections between each agency and the CAD-to-CAD Hub (e.g., VPN, Proxy Server, sTunnel, etc.).



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Provide specifications of other necessary peripherals, to ensure that the system meets or exceeds the proposed reliability and performance standards.

CentralSquare Response: The CAD-to-CAD system is designed to be horizontally and vertically scalable and to have some fault tolerance built in. The system is capable of continuing to process if a database node goes down or an application server goes offline. Adding additional database nodes and/or application servers adds to the redundancy capability. Additionally, adding application servers increases potential performance.

With an on-premise system, it is the responsibility of the customer to ensure the hardware and networking systems used by the CAD-to-CAD will meet the standards for reliability. CentralSquare provides recommendations on specifications for the servers that run the CAD-to-CAD hub application. The number of ways to configure a network and options for improving reliability are numerous and too complex to list all possible configurations. CentralSquare has many on-premise hub customers, and each takes a different approach to their level of fault tolerance. This topic is best done as part of a discussion/planning session.

Describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc.

CentralSquare Response: The administration of the CAD-to-CAD system is done via a portal client with controlled access. Agency administrators are designated in the system where they can view and edit various code mapping and other settings related to their agency. Additionally, user management is done via the portal client.

Describe the System Development Life Cycle (SDLC) and the Proposer's migration methodology.

CentralSquare Response: The Public Safety Suite – Enterprise is continually refreshed and updated to keep up with current technology and the ever-changing operational requirements of its customers. Over the past decade, changing technologies have allowed CentralSquare to substantially update its core development platform and communications architecture. There are generally two well-accepted methods of upgrading products to address these issues:

- **Total product replacement:** The product is completely rewritten in the new architecture and the new development platform; this is truly a new product from the ground up.
- **Evolutionary transformation:** Slowly adapt the product at each incremental version to upgrade the architecture module-by-module and gradually introduce the new architecture.

CentralSquare has adopted an evolutionary approach to development, introducing changes in small upgrades over several years. Customers are not significantly impacted by the changes because they are applied in small doses. In the case of architectural changes such as shifting from one development language to another, users generally do not notice the change. Since these changes are delivered over several versions spanning multiple years, the disruption to the user is minimal (if any). This prevents a big bang upgrade or system replacement while allowing users to stay current on technology. Given the rate of introduction and change in technology, CentralSquare expects the Public Safety Suite – Enterprise will always be evolving to take advantage of the platform and development environments.

CentralSquare's CAD-to-CAD is deployed using a continuous upgrade methodology. Software versions are released in three different categories: versions, service packs, and patches (hotfixes).

- **Major version upgrades:** Released approximately two to three times annually and contain new features and defect repairs. These releases receive full integration and regression testing in CentralSquare's QA labs and may also incorporate support for new operating system and database software versions.



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- **Service Packs:** More tightly focused in scope and timing. Service Packs are typically also delivered approximately every three weeks and contain only issue resolutions. Service Packs also receive full integration and regression testing in CentralSquare QA labs.
- **Patches or hotfixes:** Released as needed for high priority or widespread issues.

As a COTS solution, any modifications to the CentralSquare software will be incorporated in a subsequent release, which would then be included in upgrades as part of CentralSquare's normal release cycle. The configurations would go unchanged in the system unless there was a change in the product that required additional items to be configured. 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 client agencies 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 its customers.

If the rare situation arises where a single client has a critical requirement that a CentralSquare application cannot otherwise support, the company will attempt to engineer a solution for adding that requirement as a client-funded feature with a configuration option to enable/disable it.

Proposers should describe the ability to address separate environments to support the proposed Solution, such as Staging/Testing, Training, and Production, including a description of functionality to push updates and data across environments to facilitate migrations.

CentralSquare Response: For CAD-to-CAD, the server cluster is capable of supporting multiple environments simultaneously. Test and production are separate environments in the cluster but share the same hardware/software.

Describe the proposed business continuity and disaster recovery operations and capabilities for the proposed Solution as outlined in Section 2.14.11 of the Scope of Services.

CentralSquare Response: The CAD-to-CAD Hub system is designed to be fault tolerant and able to have servers in the cluster go down without taking the whole cluster down. The redundancy of the system at the application level is based on the capability that database nodes can fail or an application server can fail and the system continues to operate. Adding additional database nodes or application servers adds to the redundancy capability.

For on-premise installations, the redundancy and failover capacity is mostly determined by the hardware and network used and what types of failover/redundancy capabilities exist in those systems. For example, a system with a redundant fiber connection, SD-WAN capability, and utilizing fault tolerant systems with fail over capabilities like HPE Nimble Storage and HPE Compute would be the most redundant and fault tolerant option. This is based on the hardware and networking chosen by the customer and not by the CAD-to-CAD Hub application itself.

Proposers shall provide network connectivity requirements including recommended bandwidth, latency and throughput utilization to ensure optimal performance of the proposed Solution.

CentralSquare Response: The proposed CAD-to-CAD solution requires connectivity from each CAD system to the CAD-to-CAD Hub with a minimum connection of 10Mbps between the Hub and each CAD system. The optimal latency should be around 10ms – 30ms, with the lower latency being the best. CentralSquare does not provide throughput utilization recommendations.



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State estimated system disk space required (all system data/databases - initial, plus expected annual growth) forthe County's Storage Area Network (SAN). Also, specify any additional storage requirements that cannot be met by the centralized SAN storage.

CentralSquare Response: Estimated disk space is provided in the specifications provided above in Section 43.h. Disk storage does not grow as one would expect with database systems because CAD-to-CAD data is transient in nature, and not stored for long periods of time.

Please indicate what port number(s) and protocols the proposed Solution uses to communicate between clients and application server.

CentralSquare Response: The CAD-to-CAD Hub utilizes ports 15790, 15799, and 15800 using TCP/IP.

Between application server and database server, describe the Proposer's licensing model (enterprise, module versus system, concurrent versus named, per device, Browser-based user(s), smart device, query versus user, etc.) and within the multiple environments as outlined in Section 2.14.

CentralSquare Response: CentralSquare licenses its CAD-to-CAD products as an annual subscription fee per PSAP. The subscription rate is determined by the product type and the number of active dispatch workstations at each PSAP.

Identify potential issues for operating within the specific environment outlined in Exhibit 1. ITD Technology Model.

CentralSquare Response: CentralSquare is not aware of any issues when using the applicable technologies listed in Exhibit 1. ITD Technology Model.

Provide information on the querying and reporting capabilities of the proposed Solution:

- **Describe various reports included**
- **Describe the available query and reporting tools**
- **Describe ad hoc reporting capabilities**

CentralSquare Response: Because the CAD-to-CAD hub is mostly a pass through for information flow into the destination systems, the query or reporting tools provided in the portal client are related to transaction viewing mainly for testing and troubleshooting purposes. Since all incident data sent to each CAD system based on the business rules in place, all reporting for CAD incident, unit times, etc., would be done using whatever tools they use now with their CAD system.

Describe the features available to track a user's access and usage of the proposed Solution.

CentralSquare Response: CAD-to-CAD logs all transactions that pass through the hub for troubleshooting purposes. It also logs settings changes in the admin tool.

Provide description of any item (functional, software, or hardware) not identified in the RFP that will be required to make Proposed Solution meet the requirements outlined within the Scope of Services.

CentralSquare Response: CentralSquare believes that the necessary items to comply with this request are included.

Describe the proposed Solution's Browser-based functionality to meet the needs described in Section 2.14.5.

CentralSquare Response: The system uses a thick client portal application for management of the system. The portal viewer is also used for situational awareness viewing of activity across the CAD-to-CAD network.



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There is a web-based utility for viewing CAD incidents and associated units. A full web portal replacement to include administrative functions is planned for release in 2023.

Describe the proposed Solution's ability to display units on a County-wide basis. Provide mock screen shots as examples.

CentralSquare Response: Typically, use case is users will view units in their own CAD system because the CAD-to-CAD hub system allows for sharing of unit status information and AVL location across agencies. The portal client can also be used for a larger situational awareness view.

There are no screenshots specific to CAD-to-CAD for this item.

- **How are assigned units displayed?**

  CentralSquare Response: Unit display is customized based on customer preferred look and feel.

- **Can the County filter the units to be displayed using unit status, originating jurisdiction, etc.?**

  CentralSquare Response: The system includes filter options for viewing units in the portal software. How units are viewed in the CAD is a function of CAD.

- **Can the Solution continuously export relevant geo-data to another platform?**

  CentralSquare Response: The system can have a data subscriber created using the API/SDK. This data subscriber could export continuously to another platform. Connections for one-way exports will incur a yearly subscription fee.

Provide the response times for the proposed Solution in the column labeled "Solution Response Time"

CentralSquare Response: CentralSquare is unable to provide response times on the amount of time it will take for another vendor's CAD system to respond to a message. CentralSquare aims to process messages on the CAD-to-CAD Hub within three (3) seconds, however, most messages are processed within 500ms. CentralSquare's CAD-to-CAD Hub does provide a configuration setting for timeout intervals per interface that can determine how long the CAD-to-CAD Hub will wait for a response before considering it to have failed.

Proposer shall complete all matrices found in Attachment B. Functional Specifications Matrix (Group B) C2C Worksheet to this Proposer Information document. Follow the instructions and response codes provided in Attachment B.

CentralSquare Response: CentralSquare has responded to attachment B and submitted it with its proposal response. CentralSquare made a good faith effort to respond to the Attachment B in an accurate manner. It is possible that CentralSquare's interpretation of a certain requirement may not match the MDFR's intention. CentralSquare requests the right to update the checklist and review or clarify the meaning of each requirement during any contract negotiations.

Solution Interfaces

Does the proposed Solution utilize open APIs?

CentralSquare Response: CentralSquare provides an API/SDK available for any vendor to use in order to create their own adapter to the hub system once all necessary NDA's and license agreements are signed.

Does the proposer provide API's or other tools to build and support interfaces using utilities?

CentralSquare Response: CentralSquare provides an API available for any vendor to use in order to create their own adapter to the hub system once all necessary NDA's and license agreements are signed.

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Please indicate vendor's preferred methodology utilized for third party interfaces. I.e., REST, .NET etc.

CentralSquare Response: The system supports GRPC and REST. GRPC is preferred.

Is there a vendor supplied interface development tools available for County personnel to build and administer interfaces?

CentralSquare Response: CentralSquare provides an API available for any vendor to use in order to create their own adapter to the hub system once all necessary NDA's and license agreements are signed.

Describe opportunities for making local/County development of interfaces without compromising the integrity of the Licensed Software.

An example of a local/county developed interface could be to create a data subscriber to feed some type of other records system or other system that would be able to utilize some of the data that flows through the CAD-to-CAD hub.

Proposer shall complete the matrix in Attachment B. Functional Specifications Matrix (Group B), Section 3 - C2C Interfaces to this Proposer Information document. Follow the instructions and response codes provided in Attachment B.

CentralSquare Response: CentralSquare has completed Attachment B and Attachment D Interface Specifications and submitted them with its proposal response.

Miami-Dade County is an ESRI based GIS jurisdiction. See Section 2.4.3 Geographic System Environment of the SOW. Describe how your system would maximize integration with the County's ESRI platform to support GIS and mapping.

CentralSquare Response: Application administrator can upload shape files from their Esri system to the CAD-to-CAD hub for visibility in the portal. In the event a CAD system wasn't able to do geo-verification, the CAD-to-CAD system can access the Esri geo-coding web service.

Proposer's Sustainable Practices

Describe in detail Proposer's sustainable business practices, by addressing the three pillars of sustainability: environmental, social, and economic

Environmental – provide information about Proposer's environmental policies, programs, and certifications.

CentralSquare Response: CentralSquare's environmental policies are as follows:

- **Energy Efficiency:** CentralSquare is committed to using Energy Star computers, servers, heating and cooling systems, and appliances. Additional initiatives to be energy efficient include auto-sensors on lights, reduction of fluorescent lighting, installation of exterior LED lights on solar timers, and the installation of window tinting.
- **Reduction of Waste to Landfill:** CentralSquare is committed to recycling plastic, cardboard, paper, etc., where available.
- **Reduction of Water Consumption:** Efforts to reduce water consumption by personnel include flow-limiting faucets, low-flow toilets, under-the-sink hot water dispensers, and natural landscaping that does not require irrigation.



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Social/Fair Labor Standards - contributions to the health, well-being and development of its employees. Describe Proposer's criteria in support of safe, fair, and equitable work practices and ethical behavior, to include

CentralSquare Response: CentralSquare is guided by its core values. These values guide actions and decision making inside CentralSquare and with clients.

Accountability

- We hold ourselves and others responsible for delivering results
- We measure our goals and contributions with data to drive maximum positive impact
- We follow through on our commitments and expect the same of those around us

Social Responsibility

- We honor our local communities, and give back through volunteerism and charitable donations
- We foster an inclusive environment and proactively seek opportunities to make our workforce more diverse
- We act with the highest ethical standards and live by our Code of Conduct

Reliability

- We support and depend on our colleagues to do their best work
- We deliver quality products and services that our customers can trust
- We make realistic promises to achieve our ambitious goals

Respect

- We follow through and communicate clearly to teammates and customers
- We thoughtfully challenge and push boundaries
- We collaborate cross-functionally and value the talent, time, and background of everyone we work with

Integrity

- We do the right thing, even when it's not the easy thing
- We communicate and act with transparency
- We make plans, not excuses

CentralSquare's diversity policies and culture oppose any form of discrimination on the basis of race, color, religion, gender, gender expression, age, nationality, physical abilities, marital status, sexual orientation, social class, political beliefs or military status.

Highlights of the initiatives undertaken in the last year to improve workplace diversity include:

- Developing a culture across all CentralSquare business units that promotes inclusiveness
- Fostering diversity at all levels of the organization
- Annual diversity training based on our Ethics and Code of Conduct Policy
- Promote mentorship opportunities through programs such as Hour of Code (All CentralSquare employees are provided 40 hours of paid time off for volunteer work)
- Paid time off for religious holidays
- Flexible work hours and work location, where practical
- Recruitment efforts that include higher education institutions who have an emphasis on diversity
- Billboards in urban areas near CentralSquare's five centers of excellence to attract a broader candidate base



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CentralSquare seeks to foster equality, diversity, and inclusion in the workplace, while actively recruiting and developing a diverse workforce that reflects the broad range of customers served across North America.

CentralSquare strives to create a safe, inclusive environment for employees in which all voices are heard. CentralSquare seeks to build lasting change in the way we speak, see, and interact with each other. CentralSquare's employee resource groups are a dedicated way to support employees, provide mentorship and leadership opportunities, and create actionable, positive changes within the organization. These groups include:

- **Intersections: BIPOC and Allies:** CentralSquare BIPOC & Allies are dedicated to advancing the goals of inclusivity and diversity at CentralSquare by celebrating minority achievements and promoting compassion toward underrepresented groups through education and awareness.
- **Elevate: Women's Leadership Network:** CentralSquare Women's Leadership Network seeks to ELEVATE by encouraging and empowering women throughout the organization to lead in building smarter and safer communities.
- **OutFront: LGBTQ and Allies:** Out Front highlights employees of all sexual orientations, gender identities, and gender expressions. We actively promote a friendly, safe, and inclusive environment within CentralSquare.
- **AdabtABLE: Disability Awareness and Support:** AdaptABLE's mission is to foster an inclusive community advancing equality for the differently abled within the CentralSquare organization by advocating and building awareness about creating an innovative and inclusive workplace.
- **United in Service: Veterans and First Responders:** The mission of United in Service: Veterans and First Responders Employee Resource Group is to unleash the maximum potential of CentralSquare employees to drive business success by advancing diversity and inclusion of veterans and first responders who share common backgrounds, experiences, interests and/or goals.
- **Insights: Experienced Talent and Allies:** Insight's mission is to leverage the industry knowledge, skills, and insight of experienced talent to support CentralSquare's goals and employees while bringing value to the customer experience.

Economic - equal access to small, diverse and disadvantaged suppliers. Identify Proposer's direct efforts to develop supplier diversity initiatives used to increase the participation of small, diverse and disadvantaged enterprises, in contracting opportunities.

CentralSquare Response: CentralSquare makes commercially reasonable efforts to utilize small, disadvantaged, or minority-owned businesses for subcontracting opportunities when they arise; however, as the sole source owner and provider of its proprietary public safety software, CentralSquare's products and services are provided by trained and knowledgeable staff with the necessary experience with CentralSquare's unique applications.

Exceptions

Identify if Proposer has taken any exception to the terms of this Solicitation and the Draft Form of Agreement in **Attachment G. Exceptions Table**. This should indicate what alternative is being offered and the cost implications of the exception(s) if applicable.

CentralSquare Response: CentralSquare has completed Attachment G and included it with its proposal submission.

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Proposed Price for the Solution

The Proposer's price shall be submitted on **Form1. Price Proposal Schedule (Group B).**

CentralSquare Response: CentralSquare is pleased to provide the price proposal as captured in the Form 1 Price Proposal forms for Group A and Group B.

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 MDFR's requirements as outlined in RFP No. 02199 for Computer Aided Dispatch Solution. 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 proposed CAD and Mobile Enterprise annual subscription fees based on 32 active CAD workstations. This is based on the information provided RFP section 2.4.2. CentralSquare does not propose position licenses for warm standby/DR positions or training positions. Municipalities and Vendors (AMR) are not included in the proposed 32 active workstations. This proposal will accommodate the Minimum Software Licenses as listed in section 2.19 but is not a site license. CentralSquare looks forward to the opportunity to discuss MDFR's licensing requirements in more detail.
- 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.
- All services required by MDFR to support the project will be delivered according to the agreed to Statement of Work and Project Schedule.
- All services will be performed during normal business hours unless explicitly stipulated in this quotation for specific service deliverables.
- MDFR 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, interfaces, and all proposed third-party products. Any changes to the scope of the project made by MDFR may affect project management and other implementation services.
- 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 MDFR'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.

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- Pricing includes CentralSquare's standard Acceptance Test provisions. Additional Acceptance Test pricing may be required if MDFR 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 MDFR 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 subscription fees are subject to a 5% annual increase beginning with the 6th annual subscription payment.
- CentralSquare has made its best effort to delineate the pricing for each major software component in its 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.

Payment Terms

CentralSquare's standard payment terms are as follows:

Project Services Fees

- 30% due at contract signing
- 30% due at software and hardware installation
- 30% due at completion of first pre-Go Live end-user training session
- 10% due at Go Live

Annual Subscription Fees

- 100% CAD-to-CAD annual subscription fees due at contract execution

Travel

- Billed as incurred.

Hardware and Third-Party Software

- Due at time of order

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Forms

See the following pages for the requires Supplier/Subcontractor Listing and Lobbyist Registration forms. CentralSquare has also completed the required Contractor Due Diligence and Proposals Submittal forms via Bidsync.

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SUBCONTRACTING FORM (Group B)

Solicitation Number FB-02199

***Vendor Name** CentralSquare Technologies, LLC ***FEIN #** 83-1102137

Complete "A" or "B":

A. ☒ **No subcontractors or direct suppliers will be utilized pursuant to this solicitation.**

B. ☐ **The below listed subcontractors and/or suppliers will be utilized pursuant to this solicitation**:

Business Name and Address of First Tier Subcontractor/ Subconsultant	Name of Principal Owner	Scope of Work to be Performed by Subcontractor Subconsultant	Subcontractor/ Subconsultant License (if applicable)

Business Name and Address of First Tier Direct Supplier	Name of Principal Owner	Supplies, Materials, and/or Services to be Provided by Supplier

And

Below and/or attached is a detailed statement of the firm's policies and procedures for awarding subcontractors:

CentralSquare's policies and procedures related to subcontractors are that any subcontractor or independent contractor used by CentralSquare in connection with this project will be required to comply with all applicable provisions of the final negotiated contract between CentralSquare and the MDFR. As the prime contractor, CentralSquare will be the main point of contact and responsible for its project team members, including subcontractors, in meeting the requirements of the mutually agreed upon statement of work. For the avoidance of doubt, subcontractors, independent contractors, sub-vendors, suppliers, or any other entities not directly employed by CentralSquare are not covered parties under CentralSquare's insurance policies, and are responsible for obtaining and/or maintaining their own insurance. CentralSquare will obtain all applicable Certificates of Insurance from these entities upon request by the MDFR.

(Duplicate this form if additional space is needed to provide the required information)

When Subcontracting is allowed and subcontractors will be utilized, the Contractor shall comply with Section 2-8.8 of the Code – Fair Subcontracting Practices: (1) Prior to contract award, the Bidder shall provide a detailed statement of its policies and procedures for awarding subcontracts and (2) As a condition of final payment under a contract, the Contractor shall identify subcontractors used in the work, the amount of each subcontract, and the amount paid and to be paid to each subcontractor via the BMWS at http://mdcsbd.gob2g.com.

Pursuant to Section 2-8.1(f) of the Code – Listing of subcontractors required on certain contracts, for all contracts which involve the expenditure of one hundred thousand dollars ($100,000) or more, the entity contracting with the County must report to the County the race, gender, and ethnic origin of the owners and employees of its first tier subcontractors and suppliers via the BMWS at http://mdcsbd.gob2g.com. The race, gender, and ethnic information must be submitted via BMWS as soon as reasonably available and, in any event, prior to final payment under the Contract. The Contractor shall not change or substitute first tier subcontractors or direct suppliers or the portions of the Contract work to be performed or materials to be supplied from those identified except upon written approval of the County.

I certify that the information contained in this form is to the best of my knowledge true and accurate.

DocuSigned by:
Dan Maier
1D915AE068D0477...

*Signature of Vendor's Representative	*Print Name	*Print Title	*Date
	Dan Maier	Chief Revenue Officer	4/26/2022

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LOBBYIST REGISTRATION AFFIDAVIT

(For an Oral Presentation and/or Recorded Negotiation Meeting or Sessions)

Legal Entity's Name: CentralSquare Technologies, LLC

Address: 1000 Business Center Dr | City, State and Zip Code: Lake Mary, FL 32746

Business Telephone: 800) 727-8088 | E-mail: psjproposals@centralsquare.com

Solicitation/Contract No. and Title: RFP-02199, Group B

Below listed individuals are authorized to participate in 1) an oral presentation before a Miami-Dade County evaluation, selection, technical review or similar committee or subcommittee, and/or 2) recorded negotiation meeting or sessions, involving the above-referenced procurement matter.

MDC609

NAME	TITLE	EMPLOYER	E-MAIL	MIAMI-DADE COUNTY ISD OFFICE USE ONLY SIGNATURE
Nick Hempel	Account Executive	CentralSquare Technologies	nick.hempel@centralsquare.com	
Joe Beasley	Director, Sales	CentralSquare Technologies	joe.beasley@centralsquare.com	
Tim Boyle	Chief Transformation Officer	CentralSquare Technologies	timothy.boyle@centralsquare.com	
Dan Maier	Chief Revenue Officer	CentralSquare Technologies	dan.maier@centralsquare.com	
Ron Anderson	VP, Sales	CentralSquare Technologies	ronald.anderson@centralsquare.com	
Greg Middleton	Principal Engineer	CentralSquare Technologies	greg.middleton@centralsquare.com	
Melissa Harbin	Director, Professional Services	CentralSquare Technologies	melissa.harbin@centralsquare.com	
Darrell Richards	Senior Manager, Solutions Architecture	CentralSquare Technologies	darrell.richards@centralsquare.com	
Scott Nemetz	Senior Solutions Architect	CentralSquare Technologies	scott.nemetz@centralsquare.com	
Ricky Gravely	Senior Solutions Architect	CentralSquare Technologies	ricky.gravely@centralsquare.com	
Scott Panacek	Senior Product Manager	CentralSquare Technologies	scott.panacek@centralsquare.com	
Sheri Pender	Senior Solutions Consultant	CentralSquare Technologies	sheri.pender@centralsquare.com	
Humberto Vega	Senior Solutions Consultant	CentralSquare Technologies	robert.vega@centralsquare.com	
Rena Martinez	Solutions Consultant	CentralSquare Technologies	rena.martinez@centralsquare.com	
Jamie Simpkins	Senior Manager, Solutions Consulting	CentralSquare Technologies	jamie.simpkins@centralsquare.com	
Christopher Copeland	Manager, Legal Counsel	CentralSquare Technologies	christopher.copeland@centralsquare.com	

(ATTACH ADDITIONAL SHEETS AS NECESSARY)

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LOBBYIST REGISTRATION AFFIDAVIT

(For an Oral Presentation and/or Recorded Negotiation Meeting or Sessions)

Legal Entity's Name: CentralSquare Technologies

Address: 1000 Business Center Dr | City, State and Zip Code: Lake Mary, FL 32746

Business Telephone: (800) 727-8088 | E-mail: psjproposals@centralsquare.com

Solicitation/Contract No. and Title: RFP-02199, Group A

Below listed individuals are authorized to participate in 1) an oral presentation before a Miami-Dade County evaluation, selection, technical review or similar committee or subcommittee, and/or 2) recorded negotiation meeting or sessions, involving the above-referenced procurement matter.

NAME	TITLE	EMPLOYER	E-MAIL	MIAMI-DADE COUNTY ISD OFFICE USE ONLY SIGNATURE
Sean Raburn	Senior Contracts Specialist	CentralSquare Technologies	sean.raburn@centralsquare.com	

(ATTACH ADDITIONAL SHEETS AS NECESSARY)

MDC610

For the sole purpose of an oral presentation and/or recorded negotiation meeting and sessions, the listed individuals **shall not** be required to separately register as lobbyists or pay any registration fees, in accordance with Ordinance No. 21-73, Relating to Conflict of Interest and Code of Ethics. The Lobbyist Registration Affidavit *(this Affidavit)* shall list all technical experts or employees of Principal whose normal scope of employment does not include lobbying and whose sole participation involves appearance at the meeting.

No individual shall appear before a Miami-Dade County evaluation, selection, technical review or similar committee or subcommittee, and/or recorded negotiation meeting or sessions involving the above-referenced procurement matter, unless specifically listed herein **or** registered as a lobbyist with the Clerk of the Board and has paid all applicable fees.

Nothing contained herein shall prohibit the Principal from amending any filed Lobbyist Registration Affidavit if any information changes and/or if additional individuals are authorized (by Principal) to participate in an oral presentation and/or recorded negotiation meeting and sessions. Amended Affidavit shall be filed by County Procurement staff with the Clerk of the Board, prior to the oral presentation and/or recorded negotiation meeting or sessions.

Written Declaration: Pursuant to §92.525, Florida Statutes, under penalties of perjury, I declare that I have read the foregoing Affidavit and that the facts stated in it are true, accurate, and complete.

Signature of Authorized Representative (Principal): DocuSigned by: Dan Maier 1D915AE068D0477...

Printed Name of Authorized Representative (Principal): Dan Maier

Title: Chief Revenue Officer

Date: 4/26/2022

MDC611

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Supporting Documentation

Please see the following supporting documentation on the following pages.

Evidence of Insurance

Software Subscription and Services Agreement

CAD-to-CAD Administrator's Guide

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 09/10/2021

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

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

PRODUCER MARSH USA, INC. TWO ALLIANCE CENTER 3560 LENOX ROAD, SUITE 2400 ATLANTA, GA 30326 CN130114897-EO/C-GAWU-21-22	**CONTACT NAME:** **PHONE (A/C, No, Ext):** **FAX (A/C, No):** **E-MAIL ADDRESS:**
INSURED CentralSquare Technologies, LLC 1000 Business Center Drive Lake Mary, FL 32746	**INSURER(S) AFFORDING COVERAGE** — **NAIC #** **INSURER A :** The Charter Oak Fire Insurance Co. — 25615 **INSURER B :** Phoenix Insurance Company — 25623 **INSURER C :** Travelers Property Casualty Company Of America — 25674 **INSURER D :** Travelers Casualty And Surety Company — 19038 **INSURER E :** Columbia Casualty Company — 31127 **INSURER F :**

COVERAGES **CERTIFICATE NUMBER:** ATL-005320093-00 **REVISION NUMBER:** 0

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
A	X **COMMERCIAL GENERAL LIABILITY** CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:			630-6S758660-COF-21	08/31/2021	08/31/2022	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ $ $ $ $ $	1,000,000 15,000 1,000,000 2,000,000 2,000,000
B	**AUTOMOBILE LIABILITY** ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY			BA-6S783539-21-I3-G	08/31/2021	08/31/2022	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ $ $	1,000,000
C	X **UMBRELLA LIAB** OCCUR **EXCESS LIAB** CLAIMS-MADE DED X RETENTION $ 10,000			CUP-6S801390-21-I3	08/31/2021	08/31/2022	EACH OCCURRENCE AGGREGATE	$ $	10,000,000 10,000,000
D	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N: N / N A		UB-6S783668-21-I3-G	08/31/2021	08/31/2022	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ $ $	 1,000,000 1,000,000 1,000,000
E	E&O/Cyber			652031687	08/31/2021	08/31/2022	Limit SIR		5,000,000 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence of insurance.

CERTIFICATE HOLDER

CentralSquare Technologies, LLC
Superion, LLC
TriTech Software Systems
1000 Business Center Dr.
Lake Mary, FL 32746

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE of Marsh USA Inc.

Generic4 USAInc

Marsh USA Inc.

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AGENCY CUSTOMER ID: CN130114897

LOC #: Atlanta

ADDITIONAL REMARKS SCHEDULE

AGENCY MARSH USA, INC.	**NAMED INSURED** CentralSquare Technologies, LLC 1000 Business Center Drive Lake Mary,FL 32746
POLICY NUMBER	
CARRIER / **NAIC CODE**	**EFFECTIVE DATE:**

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** Certificate of Liability Insurance

Excess E&O/Cyber:

Carrier: Certain Underwriters at Lloyds, London
Policy Number: ACX1007921
Effective Date: 08/31/2021
Expiration Date: 08/31/2022
Limit: $5M x $5M

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CENTRALSQUARE TECHNOLOGIES

SOFTWARE SUBSCRIPTION AND SERVICES AGREEMENT

This Software Subscription and Services Agreement (the "Agreement") is entered into as of the "Effective Date" by and between:

CentralSquare Technologies, LLC 1000 Business Center Drive Lake Mary, FL 32746	**[ENTER CLIENT NAME]** **[ENTER CLIENT ADDRESS]**
(hereinafter referred to as "CentralSquare")	(hereinafter referred to as "Customer")

CentralSquare and Customer may be severally referred to as a "Party" or collectively referred to as "Parties".

1. **DEFINITIONS**. Whenever used in this agreement, the following terms shall have the meanings assigned herein. Additional terms may be defined in the context in which they are first used. The following definitions apply to the entire Agreement and its Exhibits.

1.1. "Agreement" shall mean this Agreement and any attached reference documents or Addendum as those may be amended, modified or supplemented from time to time.

1.2. "Capitalization" Capitalized terms not defined herein shall have the meaning set forth in the Agreement.

1.3. "Confidential Information" shall mean all corporate information and material of a sensitive, proprietary, or non-public nature originating within the disclosing Party, whether in electronic, hard copy or other form, and disclosed as necessary between the Parties in a contractual agreement, but not made openly available or disclosed to the public nor any third party, unless such disclosure to a specific third party is consented to in writing by the disclosing Party or is otherwise required by law. Confidential Information includes without limitation, information, data and materials relating to the disclosing Party's business, customers, personnel, trade secrets, internal processes, elements of the disclosing Party's information technology infrastructure, and any of the disclosing Party's information not generally available to the public. Confidential Information shall not include information which:

a) is at the time of its disclosure already in the public domain and readily available to the public; or,

b) is independently developed by the receiving Party without reference to or prior knowledge of the disclosing Party's Confidential Information; or

c) was already legally in the possession of the receiving Party prior to its disclosure by the disclosing Party and not subject to any agreement of confidence between the receiving and disclosing Parties; or,

d) is obtained by the receiving Party from a third party authorized to possess and disclose such information without restriction; or

e) gets into the public domain via an authorized release from the disclosing Party and not via another party's unauthorized, wrongful, illegal or negligent release of this information to the public.

1.4. "Change Order" means work added to or deleted from the original scope of work as described in the Pricing Schedule and/or Statement of Work or other attachment included herein in this Agreement which alters the original scope, agreement amount, and/or completion date.

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1.5. "Customer Environment" means the computing facilities consisting of the operating computers, operating systems and other equipment and systems into which Customer intends to integrate and use the Product.

1.6. "Documentation" means any user manuals, operating instructions, descriptions, or other written directions provided to Customer by CentralSquare in connection with the Product.

1.7. "Feature Upgrade" means an optional, premium feature of a Product that CentralSquare may offer to Customer at an additional fee.

1.8. "Fees" mean all monetary amounts owed by Customer to CentralSquare for the Product, License(s), Additional License(s), Feature Upgrade(s), Module(s), Technical Services, and Professional Services, as set forth herein or in attached reference documents or Change Orders as applicable.

1.9. "Maintenance Release(s)" means a Software program fix or improvement that solves a problem or enhances the performance of the Product(s) but does not necessarily expand the functionality of the Product(s).

1.10. "Module(s)" means software containing altered and/or new functionality that does not fall within the scope of the applicable version of the standard Software licensed under this Agreement and that CentralSquare may offer to Customer at an additional fee.

1.11. "Pricing Schedule(s)" means one or more Pricing Schedules attached hereto and incorporated herein which sets forth the price for Products and Services ordered by Customer hereunder.

1.12. "Product" means, individually and collectively, any Software, Module(s) and/or Feature Upgrade, Document(s) acquired by Customer through CentralSquare or its authorized resellers.

1.13. "Reseller" means a company or individual authorized by CentralSquare to sell Product(s)

1.14. "Software" means the standard software components as described in a Pricing Schedule or Statement of Work including Maintenance Release(s), if any.

1.15. "Statement(s) of Work" means one or more Statement(s) of Work attached hereto and incorporated herein (sometimes referred to herein as the "SOW") describing the Products, Professional Services, Purchased Equipment and /or Technical Services to be provided by CentralSquare to Customer. If no pricing is detailed in the Pricing Schedule or Statement of Work, pricing for Products and Services shall be the CentralSquare prices in effect at the time such Products or Services are ordered.

1.16. "Subscription" means the binding agreement established herein between the Customer and CentralSquare to pay periodic Fees in exchange for the right to use a License to the specified Products and Software during the designated period, and for annual maintenance and support services provided by CentralSquare as defined herein.

2. **PRIOR AGREEMENTS SUPERSEDED.** This Agreement between the Parties contains all the terms and conditions that govern the rights, responsibilities, and obligations of the Parties during the term of this Agreement. This Agreement supersedes and replaces any prior or existing agreement between CentralSquare and Customer and incorporates any and all prior and ongoing agreements between the Parties. Such prior agreements, if any, shall be governed by the terms and conditions of this Agreement as if such agreements were issued hereunder. This Agreement may not be amended except in writing signed by both Parties expressly referring to which portion(s) of the Agreement are to be amended.

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3. **AGREEMENT DOCUMENTS**. This agreement shall consist of the documents listed below. The Exhibits listed below are incorporated herein and made a part of this Agreement by this reference.

3.1. Exhibit A – Professional Services and Support/Maintenance
3.2. Exhibit B – Technical Services (Implementation and Configuration Services)
3.3. Exhibit C – Project Statement(s) of Work
3.4. Exhibit D – Project Payment Schedule(s)
3.5. Exhibit E – Standard Implementation Documentation

4. **TERM AND TERMINATION.**

4.1. Term. This Agreement shall commence upon the Effective Date and extend for a period of twelve (12) months thereafter, and is renewable on an annual basis.

4.2. Termination for Cause. In the event of a material breach of this Agreement, the non-breaching Party may notify the other Party in writing of the material breach and the breaching Party will have thirty (30) days to affect a cure to such material breach. If the breaching Party does not affect such a cure to the material breach within the aforementioned thirty (30) days, the non-breaching Party may terminate this Agreement immediately without further notice to the breaching Party.

4.3. Termination without Cause. This Agreement may be terminated without cause by either party by providing written notice sixty (60) days prior to the date of termination.

4.4. Effects of Termination. Upon termination of this Agreement, without prejudice to any other rights or remedies which the Parties may have, (a) all rights licensed and obligations required hereunder shall immediately cease; provided that provisions with express survival language shall survive termination, (b) Customer will promptly delete and destroy all instances of the Product and the Documentation in its possession or control, and (c) except as expressly set forth herein, Customer shall within thirty (30) days of the date of termination pay to CentralSquare any outstanding Fees that have accrued prior to the date of termination.

5. **PRODUCT; SERVICES; EQUIPMENT; CHANGES; COMPLIANCE WITH LAWS.**

5.1. Product Subscriptions. All Products to be subscribed to by Customer hereunder are set forth in Exhibit D. After the Effective Date of this Agreement, CentralSquare will put the Product at Customer's disposal for use in accordance with the Technical Services Agreement and all applicable Documentation. All deliveries of Product shall be inclusive of the corresponding Documentation. The risk of loss of, theft of or damage to the Product or other items delivered to Customer under this Agreement shall pass to Customer when Customer or any third party appointed by Customer comes into possession of these items.

5.2. Support and Maintenance Services. Active Customer Subscriptions to CentralSquare products include software application maintenance and support, in accordance with the support provisions set forth herein and in Exhibit A.

5.3. Professional Services. CentralSquare will provide Professional Services, if requested by Customer, in accordance with, and subject to, the terms of the Professional Services Agreement attached hereto as Exhibit A.

5.4. Equipment. Any hardware or equipment Customer chooses to purchase through CentralSquare (collectively, the "Purchased Equipment") shall be as set forth in a Purchased Equipment Addendum. Any Purchased Equipment Addendum shall be attached hereto and incorporated herein.

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5.5. Changes. Customer may request changes to any particular Product, SOW, Services or Purchased Equipment by providing CentralSquare with a written request that describes the desired change (or "Change Order"). Prior to implementing any Change Order and before the Customer incurs any costs associated with any proposed change, CentralSquare will provide Customer with a written quotation which specifies any applicable increase or decrease in the cost and/or the time that will be necessary to implement the Customer requested changes specified within the requested Change Order. Provided that either the terms and conditions of the written Change Order are acceptable to the Customer as presented or the terms and conditions are acceptably modified through additional negotiation, the resulting, mutually agreed upon change(s) in scope, and any associated increase or decrease in the cost and/or time required, shall be incorporated into the Change Order and, prior to CentralSquare performing any work based on the Change Order request, the Change Order must be approved/signed and awarded by authorized representatives of both Parties.

5.6. Compliance with Laws. CentralSquare shall comply with all applicable state, local, and federal employment laws and regulations, including anti-discrimination, and payment of state and federal employment related taxes.

6. **Feature Upgrades and Modules**. CentralSquare may from time to time make Feature Upgrades or additional Modules available to Customer. In addition to the terms and conditions of this Agreement, some Feature Upgrades and Modules may be subject to the Customer's prior agreement to certain use restrictions required by CentralSquare or its authorized Resellers. The Customer's agreement to such restrictions, if any, shall be evidenced by an Amendment to this Agreement signed by both Customer and CentralSquare. Any additional or separate pricing associated with a Feature Upgrade and/or Modules separate and apart from those in the Customer's existing Subscription Agreement will be set forth on a revised, supplemented or amended Payment Schedule or Change Order.

7. **Payment Terms and Conditions.**

7.1. Fees.

a) Subscription Fees. Customer will pay CentralSquare, without deduction or offset, an annual Subscription Fee of $_____. The Subscription Fee for the initial term shall be due on the Effective Date of this Agreement, with successive annual Fees due annually on the anniversary of the Effective Date. The annual Subscription Fee shall increase by an amount from the prior year as outlined within Exhibit D. Annual Subscription Fees are subject to increase in an amount not to exceed 5% from the prior year.

7.2. Invoicing. CentralSquare shall invoice Customer for Fees due under this Agreement. The Invoice for Subscription Fees may be prorated based upon the mutually agreed upon terms and conditions set forth in Exhibit D. Customer agrees to pay CentralSquare, within thirty (30) days of receipt of an invoice, all undisputed amounts in the invoice. Any undisputed amount not paid within thirty (30) days of receipt of the invoice shall accrue interest at the rate of one and one-half percent (1.5%) per month until paid in full. With respect to any disputed amount, Customer shall provide CentralSquare with a written notice of such a dispute within thirty (30) days of Customer's receipt of the relevant invoice. The notice will cite the basis for the dispute, as well as supporting details sufficient to permit CentralSquare to cure the dispute. Customer shall send all payments to the address included on the invoice. All amounts payable shall be in U.S. currency. The invoice will also include any and all applicable sales, use and other taxes for which Customer is responsible. If Customer is a tax-exempt entity, Customer shall provide CentralSquare with proof of such exemption upon execution of this Agreement.

8. **License Grants, Restrictions on Use.**

8.1. Subscription Grants. Subject to the terms of this Agreement, CentralSquare grants to Customer a limited, non-exclusive, non-sublicensable, non-transferable Subscription to: (a) install and use (i) the Product (in

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executable form) in Computing Environment on Customer's computer(s), server(s) and/or hosted server(s) as further outlined on the Statement of Work and (ii) any related plug-ins or components on, as applicable, Customer's computer(s), server(s) and/or hosted server(s); (b) use and permit a number of Active Users as specified in the Payment Schedule (together with the Customer, the "Users") to use the Product (including any plug-ins or components) solely in connection with the Customer's business; and (c) use and make a reasonable number of copies of the Documentation provided. Customer agrees that the Product is not to be used by any other agency, department, jurisdiction, individual or entity not expressly listed on this Agreement or its Exhibits and Attachments. Certain Feature Upgrades and Modules, related to the Product, may only be offered on a Subscription basis and, in such instances, Customer will install the Feature Upgrades or Modules, and subscribe to such, Feature Upgrades and Modules as set forth in a corresponding Amendment to this Agreement. Except as specifically authorized herein, neither this Agreement, nor any right, license or obligation hereunder, may be transferred, assigned, delegated, or sublicensed, in whole or in part, by Customer without CentralSquare's prior written consent and any attempt to the contrary shall be void and of no legal effect.

8.2. Subscription Duration; Renewals, Restrictions, Services.

a) Subscription Duration. The Subscription is limited in time and is only applicable during the Term of this Agreement and any renewal thereof and under the condition that Customer continuously pays all Fee(s) due in a timely manner and in full when invoiced. The Term of the Subscription is defined in Section 4 of this Agreement.

b) Subscription Restrictions. Customer acknowledges and understands that the Software is written in a specific programming language for use with specific operating systems and is to be used only on the equipment platforms identified in the Computing Environment, as set forth in the Statement of Work. Customer may implement the Product in the Computing Environment and use the Software in accordance with the number of Subscriptions specified in the attached Payment Schedule. The number of Subscriptions may be increased by acquiring additional Subscriptions from CentralSquare (each, an "Additional Subscription"). The Term for any Additional Subscriptions shall be coterminous with the Term for the existing Subscriptions, regardless of when acquired. Customer shall pay CentralSquare the additional Fee(s) for each Additional Subscription upon acquisition.

c) Subscription Audits. Customer acknowledges and agrees to allow CentralSquare reasonable remote access under the Freedom of Access clause, Section 17.2, to perform system usage audits from time to time. If the average number of daily Active Users over a thirty (30) day period exceeds the number of Subscriptions, the Customer will be required to reduce the number of Active Users or acquire Additional Subscriptions which will be invoiced according to the terms defined in Section 7 of this Agreement.

8.3. **Additional Subscription Restrictions.** Except as expressly permitted under this Agreement, Customer agrees to NOT: (a) reverse engineer or otherwise attempt to discover the source code of or trade secrets embodied in the Product or any portion thereof; (b) distribute, transfer, grant sublicense to, or otherwise make available the Product (or any portion thereof) to third parties (other than authorized Users in connection with the operation of Customer's business), including, but not limited to, making such Product available through resellers or other distributors, or as an application service provider, service bureau, or rental source; (c) embed or incorporate in any manner the Product (or any element thereof) into other applications of Customer or third parties, other than as authorized in the applicable Documentation; (d) create modifications to or derivative works of the Product; (e) reproduce the Product; (f) use or transmit the Product in violation of any applicable law, rule or regulation, including any export/import laws; (g) in any way access, use, or copy any portion of the Product code (including the logic, functionality, and/or architecture thereof and any trade secrets included therein) to directly or indirectly develop, promote, distribute, sell or support any product or service that is competitive with the Product or (h) remove, obscure or alter any copyright notices or any name, trademark, service mark, tagline,

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hyperlink or other designation included on any display screen within the Product. Customer shall not permit any third party to perform any of the foregoing actions and shall be responsible for all damages and liabilities incurred as a result of such actions by Customer and/or third parties. The Product is a "commercial item", as that term is defined at 48 C.F.R. 2.101 (OCT 1995), and more specifically is "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (SEPT 1995). Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4 (JUNE 1995), the Product is provided to U.S. Government End Users (i) only as a commercial end item and (ii) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

9. **WARRANTIES AND DISCLAIMERS.**

9.1. Warranties.

a) From the commencement of the Agreement and Subscription granted hereunder and for as long as Customer is current with payment of Fees, CentralSquare warrants that the Products, as delivered and when used in accordance with the Documentation and CentralSquare specifications, will perform in substantial conformance with such specifications and CentralSquare Documentation.

9.2. **Disclaimers**. **THE EXPRESS WARRANTIES IN SECTION 9 ARE THE EXCLUSIVE WARRANTIES OFFERED BY CENTRALSQUARE AND ANY AND ALL OTHER CONDITIONS AND WARRANTIES OF ANY KIND OR NATURE, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, ANY CONDITIONS OR WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY, QUIET ENJOYMENT, TITLE, MERCHANTABILITY AND THOSE THAT ARISE FROM ANY COURSE OF DEALING OR COURSE OF PERFORMANCE ARE HEREBY DISCLAIMED. CENTRALSQUARE DOES NOT WARRANT THAT CUSTOMER'S USE OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE OR MAKE ANY OTHER REPRESENTATIONS REGARDING THE USE, OR THE RESULTS OF THE USE, OF THE SOFTWARE, PRODUCT OR DOCUMENTATION IN TERMS OF CORRECTNESS, ACCURACY, RELIABILITY, OR OTHERWISE. CENTRALSQUARE DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES THAT THE DATA OR INFORMATION PROVIDED THROUGH USE OF THE PRODUCT WILL BE ACCURATE, UP-TO DATE OR ERROR FREE. IN NO INSTANCE SHALL CENTRALSQUARE BE HELD LIABLE FOR ANY JUDGMENT MADE OR ACTION TAKEN BY CUSTOMER THROUGH USE OF THE PRODUCT.**

9.3. Customer's Remedy. For any nonconformance of the Product to its specification, which materially affects performance and is reported to CentralSquare by Customer, in writing, during the Term or a renewal Term, CentralSquare shall provide an analysis of the problem and provide a workable solution. Customer agrees to pay CentralSquare's then current charges for analysis and efforts to obtain workable solutions that are provided outside of those covered by the Subscription services. Customer agrees that it will in no event alter, modify, repair, disassemble, or adjust the Product obtained hereby, except in accordance with CentralSquare's instructions. CentralSquare will not be liable to the extent that any breach of the foregoing warranties is caused by (i) third-party components (including in combination with the Product) not provided by or approved in writing by CentralSquare; (ii) modifications to the Product not made by CentralSquare; (iii) unauthorized use or use of the Product other than in accordance with the Documentation; (iv) bugs, failures of anomalies resulting from changes in the Customer Environment, including operating system updates, with the exception of critical security patches, software patches other than those provided by CentralSquare, and hardware, firmware and/or hardware-software upgrades or updates; (v) use of the Product in an environment other than the Customer Environment; (vi) use of the Product on hardware not identified as compatible by CentralSquare; (vii) damages or losses caused by a Force Majeure Event (as defined below); (viii) neglect or misuse of the Product by Customer or the Users; (ix) viruses introduced by Customer, its agents or Users; or (x) continued use of the Product by Customer after CentralSquare notifies Customer, pursuant to Section 4, to discontinue use of the Product due to a claim, allegation or proceeding of third party infringement (collectively, "Exclusions") **THE FOREGOING CONSTITUTES CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES REGARDING NONCONFORMANCE OF THE PRODUCT TO ITS SPECIFICATION AND IS IN LIEU OF ANY AND ALL OTHER REMEDIES WHICH MAY BE AVAILABLE TO CUSTOMER.**

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10. **LIMITATIONS OF LIABILITY.**

TO THE EXTENT PERMITTED BY LAW, IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER PARTY OR TO ANY THIRD PARTY FOR LOSS OF USE OR GOODWILL, INTERRUPTION OF BUSINESS, LOSS OR INACCURACY OF BUSINESS INFORMATION, LOST PROFITS, COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, OR ANY INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES OF ANY KIND, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT PRODUCT LIABILITY, OR OTHERWISE, EVEN IF IT OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL EITHER PARTY'S AGGREGATE CUMULATIVE LIABILITY, IN CONNECTION WITH THIS AGREEMENT, REGARDLESS OF WHETHER UNDER THEORY OF CONTRACT, TORT OR OTHERWISE, EXCEED THE TOTAL OF THE FEES ACTUALLY PAID BY CUSTOMER UNDER THIS AGREEMENT DURING THE ONE (1) YEAR PERIOD PRIOR TO THE DATE THAT SUCH LIABILITY FIRST ARISES. THIS LIMITATION OF LIABILITY IS SPECIFICALLY RELATED TO THIS CENTRALSQUARE SOFTWARE LICENSE AND SERVICES AGREEMENT AND EXCLUDES PROFESSIONAL SERVICES AS COVERED BY ANY PROFESSIONAL SERVICES AGREEMENTS ATTACHED OR REFERRED TO HEREIN.

THIS SECTION 10 SHALL SURVIVE TERMINATION OR EXPIRATION OF THIS AGREEMENT.

11. **MARKETING AND REFERENCES.**

11.1. Marketing. During the term of this Agreement, CentralSquare may include Customer's name and logo as a customer who uses the Product on CentralSquare's website and in other marketing materials promoting the Product. The Parties shall consult and collaborate with each other before issuing any press release or otherwise making any public statements with respect to Customer's use of the Product; and shall not issue any such press release or make any such public statement without the prior consent of the other Party, which consent shall not be unreasonably withheld or delayed.

11.2. References. During the term of this Agreement, upon CentralSquare's reasonable request, Customer agrees to occasionally serve as a reference, participate in analyst calls, provide statements for marketing purposes, and/or develop case studies on Customer's success in using the Product.

12. **PROPRIETARY RIGHTS.**

12.1. CentralSquare Ownership. As between the Parties, CentralSquare and its suppliers will retain all ownership rights in and to the CentralSquare Property, Product, Documentation, all updates and upgrades thereto, all Feature Upgrades, Modules, other derivative works of the Product and/or Documentation provided by CentralSquare, and all intellectual property rights incorporated into or related to the foregoing. Customer acknowledges that the goodwill associated with the CentralSquare Property belongs exclusively to CentralSquare and, upon request, Customer will modify or cease its use of any CentralSquare property. All rights not expressly licensed by CentralSquare under this Agreement are reserved to CentralSquare. Additionally, the technology in the Product may be covered by United States ("U.S.") patents, or by U.S. and/or international patents pending. The Product, including, without limitation, any images, animation, sound, music and text incorporated therein is subject to U.S. and international copyright protection, including U.S. copyright registration. Customer shall have no right, license or interest of any kind in or to such copyrights, trademarks, patents or patents pending and the Customer shall not assert such right, license or interest or otherwise challenge CentralSquare's exclusive ownership of such copyrights, trademarks, patents or patents pending.

12.2. Customer Content. As between the parties hereto, Customer and its Users will retain all ownership rights in and to all content made available by Customer and Users through the Product (collectively

"Customer Content") and all Customer data. Customer agrees that the Product simply manages Customer data and CentralSquare has no control or liability in how such manipulated data is used by Customer.

13. **CONFIDENTIAL INFORMATION.**

13.1. Confidential Information. In the course of performing this Agreement, the Parties may disclose to each other Confidential Information. When disclosed by a Party (the "Disclosing Party"), Confidential Information will be designated and/or marked as confidential. Any information not marked as confidential when disclosed shall still be treated as Confidential Information by the Party receiving such information (the "Receiving Party") if the Receiving Party knew or reasonably should have known, under the circumstances, that such information was considered confidential or proprietary by the Disclosing Party. The Receiving Party shall preserve the confidentiality of the Disclosing Party's Confidential Information and treat such Confidential Information with at least the same degree of care that the Receiving Party uses to protect its own Confidential Information, but no less than a reasonable standard of care. Neither Party shall use the Confidential Information of the other Party for any purpose, except in the performance of its obligations under this Agreement or as otherwise expressly permitted hereunder. Confidential Information shall be disclosed only to those employees and contractors with a need to know such information for purposes of this Agreement and who are under a duty of confidentiality no less restrictive than that set forth herein. The Receiving Party shall promptly notify the Disclosing Party of any actual or potential unauthorized access to or use of the Disclosing Party's Confidential Information. The Receiving Party shall not be liable to the Disclosing Party for the release of Confidential Information if such information: (a) was known to the Receiving Party without restriction as to use or disclosure at the time of receiving such information, as evidenced by the Receiving Party's records; (b) was or becomes generally known or publicly available through no act or failure to act on the part of the Receiving Party (c) was independently developed solely by the employees of the Receiving Party who have not had access to Confidential Information; (d) is rightfully furnished to the Receiving Party without restrictions on disclosure by a third party without a breach of such third party's obligations of confidentiality; or (e) is required by law to be disclosed by the Receiving Party, provided that the Receiving Party: (i) gives the Disclosing Party prompt written notice of such requirement prior to such disclosure; (ii) provides assistance in obtaining an order protecting the Confidential Information from disclosure; and (iii) discloses the Confidential Information only to the extent required by law. Customer shall not disclose to any third party any performance information (i.e., benchmarks) relating to the Product, except as expressly contemplated herein. All Confidential Information shall remain the sole property of the Disclosing Party and the Receiving Party shall have no interest in or rights with respect thereto, except as expressly set forth in this Agreement.

13.2. Survival. This Section 13 shall survive termination or expiration of this Agreement.

14. **CENTRALSQUARE INDEMNIFICATION.**

14.1. Indemnification.

a) CentralSquare agrees to indemnify, defend, and hold harmless Customer, its officers, directors, employees, and agents from and against all damages and costs (including reasonable attorneys' fees) finally awarded against Customer (or finally settled upon) arising from or relating to any Claim, as defined below, brought against Customer by a third party alleging that the Product directly infringes any patent, copyright, trademark or other intellectual property right or misappropriates any trade secret (recognized as such under the Uniform Trade Secrets Act). If any Claim that CentralSquare is obligated to defend under this subsection (a) has occurred, or, in CentralSquare's opinion, is likely to occur, CentralSquare may, at its option and expense, either: (i) obtain for Customer the right to continue to use the applicable Product, (ii) replace or modify the Product so it becomes non-infringing, without materially adversely affecting the Product's specified functionality; or (iii) if (i) or (ii) are not readily available after using reasonable commercial efforts, or, if neither of the foregoing options is commercially reasonable, refund all

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Product Fees already paid by Customer and terminate this Agreement. Notwithstanding the foregoing, CentralSquare shall not indemnify, defend, or hold harmless Customer for any Claims solely based on: (1) any Customer or third party intellectual property or software incorporated in or combined with the Product, where in the absence of such incorporated or combined item, there would not have been infringement, excluding any third party software or intellectual property incorporated into the Product at CentralSquare's discretion; (2) Product which has been altered or modified by the Customer, by any third party, or by CentralSquare at the request of the Customer, where in the absence of such alteration or modification the Product would not be infringing; or (3) use of any version of the Product with respect to which CentralSquare has made available a non-infringing updated, revised or repaired subsequent version or other applicable update, patch, or fix.

b) CentralSquare agrees to indemnify, defend, and hold harmless Customer, its officers, directors, employees, and agents from and against all damages and costs (including reasonable attorneys' fees) finally awarded against Customer (or finally settled upon) arising from or relating to any Claim of personal injury or tangible personal property damage (excluding data) of whatsoever nature or kind arising, in whole or in part, out of, as a result of, or in connection with the gross negligence or willful misconduct of CentralSquare employees, subcontractors, or agents.

14.2. Notice. The parties acknowledge and agree that CentralSquare's obligations under this Section 14 are conditioned upon Customer providing CentralSquare: (i) prompt written notice of the existence of such claim, suit, action or proceeding (each, a "Claim"); provided that a failure of the Customer to promptly notify CentralSquare shall not relieve CentralSquare of liability hereunder except to the extent that CentralSquare's defenses to such Claim are materially impaired by such failure to promptly notify; (ii) sole control over the defense or settlement of such Claim, it being agreed that CentralSquare shall not enter into any settlement imposing any liability or obligation on Customer without Customer's prior written consent; and (iii) assistance at CentralSquare's request and sole expense, to the extent reasonably necessary for the defense or settlement of such Claim.

14.3. Survival. The provisions of this Section 14 shall survive for a period of one (1) year following the termination of this Agreement.

15. **CUSTOMER INDEMNIFICATION**.

15.1. Indemnification. Customer agrees to indemnify, defend and hold harmless CentralSquare, its officers, directors, employees and agents from and against all damages and costs (including reasonable attorneys' fees) finally awarded against CentralSquare (or finally settled upon) arising from or relating to:

a) Any Claim of personal injury or tangible personal property damage (excluding data) of whatsoever nature or kind arising, in whole or in part, out of, or as a result of gross negligence or willful misconduct of Customer, its employees, subcontractors, or agents.

b) Any Claim brought against CentralSquare by a third party arising from or relating to any modification of the Product by Customer or any use of the Software other than as permitted by this Agreement.

15.2. Notice. The parties acknowledge and agree that Customer's obligations under this Section 15 are conditioned upon CentralSquare providing Customer: (a) prompt written notice of the existence of such claim, suit, action, or proceeding; (b) sole control over the defense or settlement of such Claim; and (c) assistance at Customer's request, to the extent reasonably necessary for the defense of such Claim.

15.3. Survival. The provisions of this Section 15 herein shall survive for a period of one (1) year following termination of this Agreement.

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16. **EXPORT COMPLIANCE**. Customer shall not export or allow the export or re-export of the Product, Documentation, Modules, Feature Upgrades, any components thereof or any Confidential Information of CentralSquare without the prior written consent of CentralSquare. Customer shall comply with all export laws and regulations of the U.S. Department of Commerce and all other U.S. agencies and authorities, including, without limitation, the Export Administration Regulations of the U.S. Department of Commerce Bureau of Export Administration (as contained in 15 C.F.R. Parts 730-772), and, if applicable, relevant foreign laws and regulations.

17. **OBLIGATION OF CUSTOMER**. Customer Party is responsible for performing the following:

17.1. Customer Assistance. Customer shall, in all cases and at no charge to CentralSquare, perform such nonskilled checks and tests as reasonably required by CentralSquare's written instructions provided in its Documentation. These tests shall not require Customer to furnish specialized test equipment.

17.2. Freedom of Access. Customer agrees that CentralSquare or its authorized representative, shall have reasonable and free access to the Product. Any unreasonable delays or return service calls required because of denial of reasonable and free access to the Product will be separately billed to Customer at CentralSquare's normal and then current rates. Customer agrees to provide CentralSquare with onsite and remote access (via VPN) to Customer's systems, Record-Keeping Servers ("RKS"), network components, communication lines, connections, RKS data and workstations to enable CentralSquare to perform remote installation or conduct troubleshooting, license audits, integration testing, system testing and/or environment testing.

17.3. Customer Responsibilities. Customer agrees to prevent unauthorized adjustment, repairs or modifications, and to ensure that the Product is utilized in accordance with the applicable CentralSquare published specifications. In the event that either one of these responsibilities is not fulfilled, CentralSquare shall have the right to immediately withdraw the affected Product from coverage under this Agreement.

17.4. System Responsibility. CentralSquare has no system responsibility as to the use or application of the Product. Customer assumes full responsibility for data entry, data maintenance, the functional adequacy of the Product and/or Software configuration as applied in the installation and for all system analysis and system engineering work.

18. **GENERAL**

18.1. Order of Precedence. The following order of precedence shall be followed in resolving any inconsistencies between the terms of this Agreement and the terms of any Pricing Schedules, Exhibits, Attachments, Addenda and other incorporated documents: (a) First, the terms contained in this Agreement; (b) Second, the Statement of Work and/or Change Orders; (c) Third, the Pricing Schedule; (d) Fourth the terms of any Professional or Technical Services Addenda, and (e) Fifth, the terms of any other schedules, Exhibits, Attachments, and Addenda to this Agreement.

18.2. Independent Contractors. The relationship of CentralSquare and Customer as established by this Agreement is that of independent contractors and nothing in this Agreement shall be construed to: (a) constitute the parties as partners, agents, employer-employee, joint venturers, co-owners, or otherwise as participants in a joint or common undertaking, (b) give either Party the power to direct and control the day to day activities of the other, or (c) allow either Party to create or assume any obligation on behalf of the other Party for any purpose whatsoever.

18.3. Expense Reimbursement. When travel is requested and/or approved by Customer in connection with the performance of Services under a Statement of Work and outside of any travel explicitly included in writing as a project deliverable, Customer agrees to pay CentralSquare a daily rate ("Rate") which will encompass reasonable travel expenses. The Rate will be reimbursable for every CentralSquare employee traveling. The Rate

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will be negotiated prior to booking any travel arrangements. Customer agrees to pay negotiated Rate(s) due in a timely manner and in full when invoiced in accordance with Section 7 this Agreement.

18.4. Force Majeure. Any delay in the performance of any duties or obligations of either Party, except the payment of money owed, will not be considered a breach of this Agreement if such delay is caused by any occurrence or contingency beyond the Party's reasonable control, including, but not limited to, acts of God, labor disputes and strikes, market shortage of materials, riots, war and governmental requirements (any such event, a "Force Majeure Event"), provided that such Party uses reasonable efforts, under the circumstances, to resume performance as soon as reasonably practicable. The obligations and rights of the Party so excused will be extended on a day-to-day basis for the period of time equal to that of the underlying cause of the delay.

18.5. Assignment. Neither Party will assign, transfer or delegate its rights or obligations under this Agreement (in whole or in part) without the other Party's prior written consent except that either Party may, without the consent of the other, but with prior written notice to the other, assign this Agreement, in whole, to its parent company, controlled subsidiary of that Party or a purchaser of all or substantially all of that Party's assets used in connection with performing this Agreement. Any attempted assignment, transfer or delegation not in compliance with the foregoing shall be null and void.

18.6. Amendments. All modifications to or waivers of any terms of this Agreement must be in a writing that (a) is signed by authorized representatives of the parties hereto, and (b) expressly references this Agreement.

18.7. Governing Law. This Agreement shall be governed by the laws of the State of [ENTER STATE], United States of America without regard to its conflict of laws rules. Each party waives any objection (on the grounds of lack of jurisdiction, forum non conveniens or otherwise) to the exercise of such jurisdiction over it by any such courts. The United Nations Convention on Contracts for the International Sale of Goods will not apply to the interpretation or enforcement of this Agreement. In the event that any provision of this Agreement conflicts with governing law or if any provision is held to be null, void or otherwise ineffective or invalid by a court of competent jurisdiction, (a) such provision shall be deemed to be restated to reflect as nearly as possible the original intentions of the parties in accordance with applicable law, and (b) the remaining terms, provisions, covenants and restrictions of this Agreement shall remain in full force and effect.

18.8. Waiver. No waiver of any breach of any provision of this Agreement shall constitute a waiver of any prior, concurrent or subsequent breach of the same or any other provisions hereof, and no waiver shall be effective unless made in writing and signed by an authorized representative of the waiving Party.

18.9. Entire Agreement. This Agreement, Pricing Schedules, Professional Services, Purchased Equipment Agreements and any other attachments hereto constitute the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior and contemporaneous agreements or communications, including, without limitation, any quotations or proposals submitted by CentralSquare. The terms on any purchase order or similar document submitted by Customer to CentralSquare will have no effect and are hereby rejected.

18.10. Notices. All notices, consents and approvals under this Agreement must be delivered in writing by courier, by facsimile, or by certified or registered mail, (postage prepaid and return receipt requested) to the other Party at the address set forth on at the beginning of this Agreement (to the attention of the signatory below) and are deemed delivered when received.

18.11. Binding Agreement. The terms of this Agreement shall be binding on the parties, and all successors to the foregoing.

18.12. Execution in Counterparts and by Electronic Delivery. This Agreement may be executed in several counterparts, each of which shall be deemed to be an original, and all of which together shall be deemed to be

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one and the same instrument. Signed counterparts of this Agreement may be delivered by facsimile and by scanned .pdf image and an executed copy of this Agreement received by way of facsimile or by scanned .pdf image shall be deemed to be an original enforceable and admissible for all purposes as may be necessary under the terms hereof.

IN WITNESS THEREOF, the following Parties have caused this Agreement on the date evidenced below.

EXECUTED this ___ day of _____, 2021 (Effective Date).

[ENTER CLIENT NAME]		**CENTRALSQUARE TECHNOLOGIES, LLC**	
Signature	_____	**Signature**	_____
Name	_____	**Name**	_____
Title	_____	**Title**	_____

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EXHIBIT A
PROFESSIONAL SERVICES AND SUPPORT/MAINTENANCE

This Professional Services Agreement is incorporated in and made a part of the Subscription Agreement and is effective as of the date of the Agreement.

1. **BACKGROUND AND PURPOSE**. Pursuant to the terms and conditions of the Agreement, Customer has agreed to subscribe to Product. Customer wishes to engage CentralSquare to perform various consulting, training, customizations, and/or implementation services in connection with the Product and CentralSquare desires to provide such Professional Services, subject to the terms and conditions of the Agreement and this Professional Services Addendum. The purpose of Professional Services, either entirely or partially, is to transfer knowledge and information to Customer to enable the Customer to properly administer and support the Product and implementation within the Customer Environment.

2. **WARRANTY**.

2.1. CentralSquare warrants that the Professional Services shall be provided by qualified and trained individuals in a good and workmanlike manner consistent with industry standards and in accordance with the terms, specifications, and requirements of this Professional Services Addendum.

2.2. **THE EXPRESS WARRANTIES IN THE SOFTWARE LICENSING AGREEMENT SECTION 9 ARE THE EXCLUSIVE WARRANTIES OFFERED BY CENTRALSQUARE**

3. **PROFESSIONAL SERVICES OBLIGATIONS**.

3.1. Location. If any Professional Services are to be performed onsite at Customer's facility, CentralSquare and its personnel will comply with any applicable and reasonable security, safety or similar rules and requirements pertaining to such facility so long as Customer provides CentralSquare a written copy of the rules and requirements prior to the date the Professional Services are to be performed.

3.2. CentralSquare Personnel. CentralSquare shall retain sole control over the employees or independent contractors performing the Services. CentralSquare is responsible for the performance of any independent contractors that it may engage to perform the Services.

4. **CUSTOMER OBLIGATIONS**.

4.1. Customer acknowledges that the timely and successful performance of Services and delivery of the Deliverables requires good faith cooperation by Customer. Therefore, Customer shall (a) furnish information reasonably requested by CentralSquare in a timely manner to include use cases and test scenarios, (b) provide access to Customer personnel, working space, facilities and systems (e.g. third party CAD vendor systems) that CentralSquare or its personnel may reasonably request, (c) provide CentralSquare with on site and remote access (via VPN) to Customer's systems, servers, network components, communication lines, connections, workstations, data, and test environments if necessary to perform Services (including licenses to third party software as may be necessary) and (d) timely perform its obligations as necessary to meet the Schedule in the applicable Statement of Work.

4.2. In the event any failure by Customer to comply with the provisions of this Section 4 results in a prolonged delay or deficiency in CentralSquare's ability to perform the Services set forth in this Agreement and associated Statement of Work, CentralSquare may elect to suspend Services related to the project. CentralSquare shall not be deemed in breach of the Agreement for such suspension. CentralSquare will provide Customer with at least two verbal warnings, followed by written notice informing the Customer

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of CentralSquare's intent to put the project in "Suspended Status". Suspended Status means CentralSquare will cease Services towards the implementation, deployment, management and training on the project. Written notice will be issued at least ten days prior to Services suspension. Written notice will include:

a) Customer actions required to remedy delays or deficiencies
b) Fee(s) required to re-engage the Services should Suspended Status be enacted
c) Reinstatement Fee(s) will be a minimum of Five Thousand dollars ($5,000 (USD)
d) The length of time Suspended Status can be in effect before Customer will be in default of the Agreement

4.3. Should Customer fail to remedy the delays or deficiencies as detailed in the notice, Services will be suspended. Once suspended, CentralSquare may reassign its resources to other projects. To reinstate the project from Suspended Status will require re-assigning CentralSquare resources, establishing a new project timeline, and updating the Statement of Work. Reinstatement Fees(s) will be invoiced in accordance with the terms of the Agreement. If the project remains in Suspended Status beyond the specified limit, the Customer will be deemed in default and CentralSquare may terminate the Agreement for cause.

4.4. All Customer personnel engaged with the CentralSquare personnel during the term of this Professional Services Agreement shall have the proper skill, training and background to perform their responsibilities in a professional, competent and workmanlike manner in accordance with the prevailing industry standards. CentralSquare shall not be responsible for any actions by Customer's personnel or its contractors in connection with the Product, unless such actions have been previously approved by CentralSquare, in writing, including, but not limited to, changes or modifications of the Product, changes or modifications to CentralSquare's Documentation, or training of Customer personnel or end users.

5. **WORK PRODUCT**. All error corrections, enhancements, new releases, and any other work product created by CentralSquare in connection with the Services provided under this Professional Services Agreement ("Work Product") are and shall remain the exclusive property of CentralSquare, regardless of whether Customer, its employees, or agents may have contributed to the conception, joined in its development, or paid CentralSquare for the development or use of the Work Product. Such Work Product shall be considered part of the Product and subject to the terms and conditions contained herein and in the Agreement. Notwithstanding the foregoing, Customer retains all rights, title and interest in and to any of Customer's Confidential Information that may be incorporated into or provided with any Deliverable.

6. **SUPPORT.**

6.1. In accordance with the terms of the Agreement, CentralSquare will furnish the following Services to Customer:

a) Maintenance Releases: Each Maintenance Release will be provided to Customer by CentralSquare at the time of its general availability. Certain Maintenance Releases will be made available by CentralSquare for downloading to Customer's equipment. Other Maintenance Releases will be made available to Customer on media. One copy of each Maintenance Release will be made available to Customer for each Product licensed. Each Maintenance Release is licensed to run only in the Customer Environment for which Customer has a current License. Customer shall implement each revision within ninety (90) days from receipt of notice in order to qualify for continued Technical Service Support.

b) Technical Service Support: Direct access to CentralSquare technical expertise, problem resolution support and critical problem escalation:

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i. Level 1 Tech Support - Level 1 Tech Support is provided by a Customer in-house technical service designee (the "Super User"). This is a person(s) within the Customer organization who has completed training and is properly certified by CentralSquare in the Product to respond to the basic questions and needs of personnel of the Customer organization.

ii. Level 2 Tech Support - Level 2 Tech Support is call-in support to CentralSquare's in-house technical service team and will be provided via online and/or phone support by a CentralSquare Technical Services Agent (the "Agent").

iii. Level 3 Tech Support - Level 3 Tech Support is onsite service.

c) Hours of Service

Monday – Friday, 8:00 am to 5:00 pm, Mountain Time
Agent on call after 5:00 pm for Priority 1 & 2 Incidents, as defined below
Saturday – Sunday: Agent on call for Priority 1 & 2 Incidents, as defined below
Holidays: Agent on call for Priority 1 & 2 Incidents, as defined in the Incident Management Document.

d) Service Contact

Main Phone	(801) 397-397, Option 2
Toll-Free	(800) 517-0392
Email	support@CentralSquare.com

6.2. Limitations on Technical Service Support. Customer agrees that its point of contact for maintenance and service of the Product will be to follow the Services Levels 1-3 as outlined above, and that Customer will designate Super Users to be trained by CentralSquare to act as liaisons between CentralSquare and Customer for technical service requests. Customer understands that hotline services for the Product subject to this Technical Services Agreement will be available to Customer through electronic mail communication or by telephone.

6.3. Optional Services. Services beyond regular Maintenance Release and Product Technical Support can be purchased at CentralSquare's then current rates which are in effect at the time that the Services are requested. The Services shall be invoiced and paid in accordance with the terms of the Agreement.

6.4. Incident Management. CentralSquare has documented its support guide for call handling in its Incident Management Process documentation, which can be found as an Exhibit to this Agreement or online.

6.5. Maintenance of third-party software is not included in the Services nor is maintenance or support relating to any Exclusion.

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EXHIBIT B
TECHNICAL SERVICES AGREEMENT
(Implementation and Configuration Services)

This Technical Services Agreement is incorporated in and made a part of the Agreement and is effective as of the date of the Agreement.

1. **BACKGROUND AND PURPOSE**. Pursuant to the terms and conditions of the Agreement, CentralSquare has agreed to license Product to the Customer. Customer wishes to engage CentralSquare to perform the implementation and configuration services required to install and prepare the system for use in accordance with the Statement of Work and all related Documentation.

2. **TERM AND TERMINATION**.

2.1. This Technical Services Agreement shall commence upon execution by the Parties, and/or upon CentralSquare's receipt in writing of a Notice to Proceed by Customer. Upon commencement, the Product shall be installed in the Customer Environment in accordance with the Statement of Work and any applicable Standard Implementation Documentation.

2.2. In the event a Party materially breaches any of the terms, conditions, warranties or representations set forth herein, the other Party may, at its option, notify the non-complying Party of its intention to terminate this Technical Services Agreement. The notice of the intended termination shall be written and shall specify the breaches, violations, and deficiencies that must be corrected. Except as provided herein, the non-complying Party shall have thirty (30) days from receipt of the notice to cure such breach. Should the non-complying Party fail to cure such breach, the other Party shall then have the right to terminate this Technical Services Agreement for cause by giving written notice to the non-complying Party of such termination and specifying the effective date of such termination.

3. **SERVICES**.

3.1. Products. The Products covered by this Technical Services Agreement are set forth in the Pricing Schedule and/or Statement of Work.

3.2. Documentation. CentralSquare shall provide Documentation for use with the Product as set forth in the Statement of Work.

3.3. Pricing. The Pricing for the Services covered by this Technical Services Agreement are set forth in the Pricing Schedule.

4. **WARRANTY**.

4.1. CentralSquare warrants that the Services shall be provided by qualified and trained individuals in a good and workmanlike manner consistent with industry standards and in accordance with the terms, specifications, and requirements of this Technical Services Agreement and Statement of Work. CentralSquare's obligations are contingent upon: (a) the Software and any additional parts of the Product not having been modified, changed, or altered by anyone other than CentralSquare without prior written consent of CentralSquare; (b) the Product being used only within the Customer Environment stated in the Pricing Schedule and/or Statement of Work; (c) the computer hardware being in good operational order and installed in the Customer Environment; (d) the Customer Environment meeting the minimum technical requirements as defined in the Statement of Work (e) Customer notifying CentralSquare of its need for service within twenty-four (24) hours after an issue arises; (g) Customer providing reasonable troubleshooting information and access so that CentralSquare can identify and address problems; and (h) all Fees due to CentralSquare have been paid in full.

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4.2. **THE EXPRESS WARRANTIES IN SUBSCRIPTION AGREEMENT SECTION 9 ARE THE EXCLUSIVE WARRANTIES OFFERED BY CENTRALSQUARE.**

5. **CUSTOMER OBLIGATIONS.**

5.1. The level of support that CentralSquare can deliver to Customer is dependent upon the cooperation of Customer and the quantity and quality of information that Customer can provide to CentralSquare. If CentralSquare cannot reproduce a problem or if Customer cannot successfully gather adequate troubleshooting information or reproduce the problem as identified and reported in Customer's environment, CentralSquare may need temporary login access on Customer's system to identify and address the problem and Customer agrees to promptly provide such access.

6. **WORK PRODUCT**. All error corrections, enhancements, new releases, and any other work product created by CentralSquare in connection with the Services provided under this Technical Services Agreement ("Work Product") are and shall remain the exclusive property of CentralSquare, regardless of whether Customer, its employees, or agents may have contributed to the conception, joined in its development, or paid CentralSquare for the development or use of the Work Product. Such Work Product shall be considered part of the Product and subject to the terms and conditions contained herein and in the Agreement. Notwithstanding the foregoing, Customer retains all rights, title and interest in and to any of Customer's Confidential Information that may be incorporated into or provided with any Deliverable.

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EXHIBIT C

STATEMENT OF WORK

CAD DATA SHARING – [ENTER CLIENT NAME] Area Hub Implementation Project

Revision: April 30, 2020

1. [ENTER CLIENT NAME] AREA HUB IMPLEMENTATION PROJECT

This Statement of Work (SOW) is attached to and subject to the terms and condition of the Software License and Services Agreement (Agreement) entered on _____ between CentralSquare and [ENTER CLIENT NAME]. Any reference to Customer in this SOW refers to [ENTER CLIENT NAME]. Throughout the SOW, reference to [ENTER CLIENT NAME] is used when there are responsibilities specific to [ENTER CLIENT NAME] which need to be performed.

Where dependencies exist between [ENTER CLIENT NAME] and other agency members of this implementation, [ENTER CLIENT NAME] will facilitate the involvement of its members to achieve the deliverables of this SOW.

2. SOLUTION OVERVIEW

This Statement of Work (SOW) is entered into between CentralSquare and the [ENTER CLIENT NAME]. CentralSquare is the leading provider of bi-directional CAD-to-CAD interoperability through its Unify™ implementation of Hub™. This patented interoperability system utilizes an intelligent hub design to enable CAD systems to communicate directly with one or more other CAD systems and incorporates the interoperability information through the existing CAD consoles familiar to the dispatchers.

At the completion of this SOW, [ENTER CLIENT NAME] will be able to share emergency incident related data electronically with [ENTER CLIENT NAME] and [ENTER CLIENT NAME]. These CAD systems will be integrated using the HUB.UNIFY product to enable bidirectional sharing of incidents, unit updates, and unit locations.

3. DELIVERABLES – LICENSING

3.1. CentralSquare will provide the Customer with the following licensed software:

Qty	License Type	Description
1	Unify™ Agency License(s)	Licenses for [ENTER CLIENT NAME]
0	Unify™ Workstation License(s)	No Workstation licenses for [ENTER CLIENT NAME] were purchased by [ENTER CLIENT NAME]

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3.2. Standard Hub Functionality For Project Implementation – The customer is licensed to use the Hub functionality as described in the "Exhibit E – Section 1 - Hub Standard Scope 2019-10-08".

3.2.1 Limitations

a) Call sharing will be enabled between [ENTER CLIENT NAME], and [ENTER CLIENT NAME] so that each PSAP has an automatic method of call sharing (such as based on event type), and a manual method of sharing (such as a keyword comment).

b) Unit/Resource synchronization itemized in Section 1, Subsection 3 "Unit/Resource Related Data" will not be included as part of this implementation. This includes unit status sharing between CAD systems and unit requests.

3.2.2 Customizations

No customizations are included outside of standard functionality described in 3.2.

4. **DELIVERABLES – PROFESSIONAL SERVICES**

4.1. Documentation - Standard professional services deliverables are documented in the following appendices:

a) "Exhibit E – Section 2 - Unify - Professional Services Deliverables"
b) "Exhibit E – Section 3 - Unify - Implementation"
c) "Exhibit E – Section 4 - Unify - System Testing"

4.2. Configuration Allowance – The customer is licensed to utilize the following number of configurations:

Configuration	Count
Business rules with associated filters	5
User groups with associated filters	5

4.3. Hours Allowance – CentralSquare commits to assist with configuration for the allotted time. Assistance time will be rounded up to the nearest hour. Incremental assistance of less than one hour per day will be rounded up to one hour. The Supporting Phase and estimated hours are as follows:

Supporting Phase	Hours
Installation and Networking including Hub server software, and CAD interfaces	25
Project management including regular meetings, progress updates, and coordination between the customer and other third parties.	50
System setup and configuration including code gathering, code mapping, discovery, system requirements discovery, configuration and documentation. Customer training occurs during this effort.	25
End-to-end Testing, Configuration, and Rework, and Deployment	150

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5. CUSTOMER DELIVERABLES

5.1. The Customer agrees to perform the functions in the associated document: "Exhibit E – Section 5 - Unify Customer Deliverables – 2019-10-08."

5.2. Server Hosting – [ENTER CLIENT NAME] will host the on-premise HUB server cluster. The server cluster is designed to provide scalability and redundancy to the Hub solution. Typical server clusters contain one load balancer, two application servers, and three database servers. All components may be virtualized.

6. PROJECT TIMELINE LIMITATIONS

In order to maintain the forward progress of the implementation, select project periods are subject to the following limitations. Once the timeline limitation has been met, the deliverables for that period will be deemed automatically accepted and any associated milestones and invoicing will occur. A complete overview of project phases is found in the associated document "Exhibit E – Section 3 - Unify Implementation – 2019-10-08." The phases and timeline limitations are as follows:

Phase	Timeline Limitation
Phase 5: Customer End-to-End / Acceptance Testing	12 weeks
Phase 6: Final Training – Deploy to Production	4 weeks
Phase 7: Warranty Period	8 weeks

7. ACCEPTANCE CRITERIA

CentralSquare and the Customer will use a standardized acceptance test plan for all work completed under this SOW to confirm the system meets the functional requirements of the COTS Hub system. Any defects that are raised will be prioritized as follows:

Priority	Description
P1: Critical Priority	A fatal software application error that prevents the system from starting/re-starting and/or a database integrity error.
P2: High Priority	Users are not able to use mission critical functionality necessary to capture or maintain their data. There is no known work-around or there is an unacceptable and production-limiting work-around.
Per industry standards, the system is considered ready for fielding when there are no known P1 or P2 defects.	
P3: Medium Priority	Users have an acceptable and defined work-around, which will allow them to continue or the problem will not inhibit production activity.
P4: Low Priority	This is a nuisance to the end-users, but is not a production-limiting problem.

8. PROJECT RISKS

The customization efforts involved when integrating the UNIFY bidirectional Adapters and interfaces with Hub includes several risks, the outcome of which are not completely certain until implementation and testing is complete. Based upon the differences of each CAD system, an agency may use different methods of sharing incidents and exchanging information through their connection to Hub. Thus, actual functionality can vary widely by agency, even for those using the same make of CAD system. Accordingly, each agency is treated as a separate

custom integration with inherent risks associated with configuration efforts. CentralSquare will discuss risk mitigation efforts with the customer early in the discovery phase.

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EXHIBIT D

PRICING SCHEDULES

[INSERT PRICING/QUOTE]

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PAYMENT SCHEDULE

The total amount of this contract is $XXX,XXX.

The amounts due under this contract are as follows:

[REPLACE WITH PROVIDED PAYMENT TERMS]		

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EXHIBIT E

Unify Standard Implementation Documentation

Revised March 9, 2020

OVERVIEW

Hub provides a rich set of intelligent options for sharing data between disparate CAD systems including call and unit information. Use of the Hub as a CAD-to-CAD reduces the use of phones and radio traffic while cutting response times and increasing information accuracy. The following documentation provides scope, processes, and deliverables necessary to implement a successful unify system. This documentation provides the basis for statements of work involving the Unify system.

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Exhibit E – Section 1

Unify Standard Scope

The features listed below are available components within Hub's core functionality. Each feature requires effort to train personnel, discover needs, configure, test, and deploy the system. This document is accompanied by a Statement of Work which will govern the supported features, the number of configurations allowed, and the maximum effort that will be expended by CentralSquare personnel to implement these features. Not all capabilities described herein will be deployed with every Unify project. Specific components and features of standard functionality to be included in each project are itemized in the Statement of Work. Features and components not listed in the Statement of Work are not included in the project. Additional customizations must be expressly detailed in the Statement of Work.

1. Business Rules, Filters, and Data Translations

1.1. Business Rules to Exchange Call and Unit Information –Hub may be configured to share information automatically using business rules based on pre-defined criteria determined by the Customer. Each business rule identifies call or unit criteria which will act as a trigger to a subsequent information sharing action. Business rules are configurable without the need for customized coding or scripting.

a) The following are supported criteria for triggering a business rule:

   i. Call or unit meets the criteria of a defined Filter in Portal
   ii. Call or unit stops meeting the criteria of a defined Filter in Portal
   iii. Comment added to a call containing pre-configured text string or keyword
   iv. External resource is requested. The call information will be shared with the CAD system that owns the requested physical resource.
   v. Resource request is granted, denied, or cancelled
   vi. Error (network or notification error) is received from an interface
   vii. Unit is assigned or unassigned from a call
   viii. Call or unit field updated
   ix. Non-incident CAD message is received

b) The following are actions that may be taken by a business rule:

   i. Share a call
   ii. Request a Resource
   iii. Grant/Deny/Cancel a resource request
   iv. Grant/Deny a resource request based on availability
   v. Send an email or SMS alert to a user or user group
   vi. Create an on-screen toast notification

c) The following are some sample scenarios that can be implemented using a business rule:

   i. Dispatcher -initiated comment of "##SO" triggers a call share with [ENTER CLIENT NAME]
   ii. Call share triggers a comment to be added to the shared call containing the originating dispatch center and call number

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iii. Resource request triggers an on-screen toast notification for a user group at the dispatch center owning the requested resource
iv. Network error when attempting a call share generates a toast notification at the corresponding dispatch center

Business rules require effort to define needs, configure, test, and refine. Even simple business rules may have unintended interactions with the connecting system or policies of the dispatch center. Testing is required to refine rules as necessary. The time associated will increase with the complexity of the business rule. Refer to the agreement to identify the number of Business Rules and the maximum effort to be expended by CentralSquare personnel to implement those rules.

1.2. Filters – Filters are used to define criteria to be met for information sharing including business rules, restrict viewing for user groups, and other built-in configurations. Determining and configuring filter criteria is the responsibility of the Customer with assistance from CentralSquare.

a) Filters may be created based on:
   i. Incoming Common Data Mappings for Supported CAD Incident Fields as defined in this document
   ii. Incoming Common Data Mappings for Supported Unit Update Fields as defined in this document
   iii. Time and Date parameters

b) The following are sample use cases for which filters may be used to restrict viewing or trigger business rules:
   i. Calls originating from a particular dispatch center
   ii. Calls mapped to a single or multiple common nature code(s)
   iii. Calls of a particular discipline such as Law, Fire, or EMS
   iv. Calls shared with other dispatch centers
   v. Calls located in a particular geographic area (geofence)
   vi. Units dispatched to shared calls

Filters are created through the standard menu-driven functionality of Portal. Complex filtering scenarios may require additional effort involving defining needs, configuring the filter, test, and refinement.

1.3. Code Mappings/Translations –Hub includes the ability to translate incident and unit field values such as Call Nature between sharing CAD systems by mapping codes through a common code set. The customer is responsible to define the common code set, input local codes and map them to the common codes, and maintain the entire set of codes using the Portal. Code mapping is supported for the following codes:

a) Agency
b) City
c) Dispatch Center
d) Nature
e) Response Area / Zone
f) Station

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g) Transport Destination
h) Unit / Resource
i) Unit Status
j) Zone

1.4. This document is limited to standard menu-driven code mapping functionality. Complex mappings that require custom scripts is not included as standard functionality. The following are examples of non-standard customizations which will need to be scoped separately:

a) Using a combination of factors to determine which code to send on a shared incident. For example, sending a Call Nature of "Structure Fire" for Fire calls and "Fire Assistance" for Law calls when a shared Incident has spawned two or more incidents in a separate CAD system.

b) *Changing the Call Nature based on which unit is requested.*

1.5. Custom Scripts – If customization is necessary, this will generally be done through the use of custom scripts. Writing of any custom script is not included as part of standard functionality and will be scoped separately.

2. Call/Incident Related Data

2.1. Supported CAD Incident Fields - The following CAD Incident fields are supported for sharing by Hub. CentralSquare will not support fields that are not provided or accepted by the CAD system.

a) Agency name
b) Call Type (Fire, EMS, Police)
c) Call Nature (Accident, Structure Fire, Heart Condition, etc.)
d) Call Priority (P1, P2, P3, etc.)
e) Street Address
f) Apartment
g) Building
h) Cross Street
i) Location name (Central Park, County Library, etc.)
j) City
k) State
l) Latitude/Longitude (Decimal Format)
m) Radio Channel
n) Zone (Response area name)
o) Caller Name
p) Caller Phone
q) Caller Address
r) Comments

Standard functionality is limited to sharing of text and translated codes. If the CAD system reacts in an undesirable way to updates (such as by spamming the narrative with unnecessary comments) the data field causing the problem should be disabled. Services to provide more complex manipulation of data sharing will need to be scoped separately.

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2.2. Updates and Synchronization of Shared Incident Data – Updates to the following event fields may be configured to share either as a direct update to the call record or as a pre-formatted comment added to the narrative.

a) Call Nature
b) Street Address
c) Cross Street
d) Apartment
e) Building
f) Radio
g) Comments

Standard functionality is limited to simple updates of the call data. If the CAD system reacts in an undesirable way to updates (such as by spamming the narrative with unnecessary comments) the data field update causing the problem should be disabled. Services to provide more complex manipulation of data updates will need to be scoped separately.

2.3. Address Validation – Each CAD system may store address location information differently creating the potential for shared addresses to not validate. It is expected that some addresses may not validate automatically and may require some manual intervention by a dispatcher to correct.

Standard functionality is limited to the exchange of text-based address fields. Services to provide more complex manipulation of address data such as changing "St" to "Street" in order to improve shared address validation will need to be scoped separately.

2.4. Comment Sharing – Comments refers to any notes, remarks, or narrative entered in your CAD system that are sent to Hub and potentially shared with other CAD systems. If implemented in the Adapter and supported by the CAD, sharing of comments can convey critical information and be very useful. However, excessive sharing of non-critical comments runs the risk of overloading dispatchers with unnecessary information. It is highly recommended to limit comment sharing using configuration options in Hub.

a) One of the following options may be used to determine how comments will be shared.
    i. Only share comments that contain a key text string, such as "##SHARE"
    ii. Removing comments that follow a specific pattern. This feature may be used to remove automatic system messages that are not useful to other dispatch centers.
    iii. Share all comments (not recommended)
    iv. Disable comment sharing entirely

b) The Customer is responsible to configure Hub to limit comment delivery, including determining which text strings will be used to filter comments and adding them to the system.

c) CAD system may have different sources of incident comments. For example, a CAD may provide a static information from "Basic Notes" completely separate from a "Running Comment Log." Usually only comments from the "Running Comment Log" are implemented in the Adapter shared by your CAD. The Customer, working with the Provider are responsible to configure that Adapter to share the appropriate comment data.

d) Similarly, if there are confidential comments that should not be shared by your system, configurations can be set to block those from being viewed by other CAD systems or in the Hub.

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Due to inconsistencies in how each CAD system generates additional system comments as well as how each CAD processes comments and messages coming from Hub, it is possible that some duplicate or redundant comments may result. While Hub has been designed to reduce unnecessary comments as much as possible, some edge cases may still result in unwanted comments. Customizations needed to remove duplicate or unwanted comments outside of the standard features mentioned here will need to be scoped separately.

3. Unit/Resource Related Data

3.1. Supported Unit Update Fields – The following unit fields are supported for CAD-to-CAD sharing by the Hub system. CentralSquare will not support fields not provided by the CAD system.

a) Agency
b) Unit Number
c) Assigned Call
d) Status
e) Time at Status
f) Latitude/Longitude (Decimal format)
g) Transport Destination (code)
h) Station
i) Location

3.2. Unit Status Sharing - Real-time unit status updates can be shared between connected CAD systems, including AVL data (if available) by mapping physical to external units in Hub. (External means placeholder or virtual units defined in a system that represent a physical unit in another system.)

a) Available/Unavailable – When a physical unit is assigned to a non-shared incident in the unit's owning CAD, other systems with an external mapping to that unit will receive unit status updates that the unit is unavailable. Otherwise, the true status of the unit will be shared with all systems that have an external mapping to that physical unit.

b) True Unit Status – When a physical unit is on a shared incident, detailed unit updates (whether the unit is dispatched, enroute, arrived, etc.) will be shared with the other systems sharing incident.

c) Unit Control – Once a resource request for a unit has been granted, either explicitly or implicitly, control of that unit is shared with the requesting system/agency. If implemented in the adapter and supported by the requesting CAD, the status of that unit can be set by the requester. A system-to-system message containing the updated unit status will be sent to the unit's owning system. If implemented in the adapter and supported by the owning CAD, the true status of the unit is updated.

d) Limiting AVL Updates - Due to the potential for high volumes of unit status and AVL updates, CentralSquare reserves the right to restrict the frequency of such updates in order to maximize overall system performance.

e) CAD System Dependencies Regarding Unit Statuses –Hub is dependent on the adapter and the CAD system to provide and consume up-to-date information. Keeping unit information synchronized can be impacted by momentary network outages, system processing delays, or other temporary issues. It

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is not uncommon for units to occasionally be out of sync between systems for short intervals, but is quickly corrected by a subsequent successful unit status update. If a unit is requested by a system/agency in error due to out-of-sync unit information, denial of the resource request by the owning CAD system will override the out-of-sync status and notify the requester the unit is unavailable. Otherwise, manual dispatcher intervention may be required either through exchange of incident comments or a phone call.

This document is limited to sharing standard translated unit status updates and AVL data. The following are examples of non-standard customizations which will need to be scoped separately:

i. *Sending different unit status updates based on the unit type being updated such as 'On Scene' for law units and 'On Scene Staging' for fire units.*

ii. *Sending fabricated progressive unit status updates in order to satisfy the unit status progression requirements of the target CAD system. For example, sending multiple unit status updates such as 'Dispatched', 'Enroute' and 'On Scene' in order to reflect a single status update of 'On Scene' from the sharing CAD. Handling these out-of-scope requirements should be part of the receiving CAD adapter.*

4. System Administration

4.1. System Administration - System Administrators have access to the full setup and configuration of Hub for all connected CAD systems and participating agencies. Changes made by the administrator can potentially affect another agency inadvertently. For this reason, System Administrators should regularly consult and coordinate together before making configuration changes to Hub.

a) It is the responsibility of the Customer to determine which individuals will be assigned as System Administrators.

b) When an administrator change is made, a log entry is created that describes the change made, the date and time, and the user that made the change.

c) System Administrators have the ability to create new users and assign permissions.

4.2. User Administration – Users are administered at both the system and agency level. System administrators may create users and assign permissions for all users. Agency User Administrators, which are created by System Administrators, may only do so for the agencies to which they are assigned.

a) It is the responsibility of the Customer to determine which individuals will be assigned as Agency User Administrators at the agency level.

b) Some configuration settings may be reset for all users across all agencies. These include:

i. The amount of time that inactive calls are displayed

ii. The amount of time that toast notifications are displayed (if used)

iii. Users may change these settings on an individual basis if desired.

c) User administration tasks such as creating new users and user groups, assigning permissions, resetting passwords, and Portal configuration settings are the responsibility of the Customer.

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d) User groups may be configured using Filters so that only certain calls and units are visible. Incident comments may also be configured so that the incident is visible, but comments are not.

4.3. GIS Sources –PORTAL supports the display of active calls and units on a GIS map view for situational awareness. Portal provides GIS layer import tools for the Customer to import their own map files including but not limited to ESRI and other standard shapefiles and image files. The Customer is responsible for providing, loading, and updating the GIS map data for a single, consolidated view for all agencies connected to Hub.

Beyond basic training and initial assistance in configuring GIS information in Hub, all other GIS related effort is the responsibility of the customer.

4.4. System Connections – Each system Adapter connects to Hub over a secured connection provided and maintained by the Customer. For bidirectional interfaces, an HTTP connection (http://URL:port) is required at each endpoint (Hub side of the network and the Adapter side). All firewall configuration and configuring of ports is the responsibility of the Customer.

5. Data Retention and Backup

5.1. CAD for Data Retention – The Hub provides call and unit information to each respective CAD system as the authoritative method for permanent data retention. The Hub is not designed as a data warehouse for long-term storage and retrieval. A separate interface may be used to send call and unit updates to a customer-provided database for long-term storage.

5.2. Data Purging – Portal administration provides a setting to purge data older than a certain number of days. This feature may be set to retain data indefinitely, but this is not recommended. Data purging occurs automatically without adversely affecting the system in production.

5.3. System Backups – System backups may be conducted manually in two ways using the Application Manager tool accessible from each app server.

a) Backup procedures are provided for both rollback and full system restore scenarios. In the event of a system upgrade and subsequent rollback, a manual backup is conducted first. This backup may be easily restored by with a simple process of selecting the backup file and restoring it using the application manager tool.

b) To prepare for a full system restore, CentralSquare will provide files and documentation to install the system on new or existing servers. A manual configuration export should also be conducted periodically to capture the most recent configuration updates. This configuration export is easily imported using the application manager tool. CAD interfaces will need to reconnect with new credentials from the newly restored system. In the case that the customer opts to conduct full database backups, a full database restore may take the place of configuration exports and imports.

6. Portal Features

6.1. Overview - The Portal is a thick client installed on a Windows-based workstation. The Portal is used to display call and unit related data as well as administrative tools for system configuration.

6.2. Call and Unit Display –Portal displays call and unit information in the dispatch view in real-time. This includes separate list and map views of current calls and units as well as a call details view. The information

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contained here may be limited based on filters applied to each user group. Hub includes the following tools for viewing call and unit-related information.

a) Calls List – Displays currently open calls in a list view

b) Call Details – Displays detailed information about a call including comments, connected calls, and assigned resources

c) Units List – Complete list of units and current status

d) Map View – Calls and units are shown on a map. Geofences and markers may also be created and shared with other user groups

6.3. Toast Notifications – Pop-up notifications that display in the lower-right corner of your screen and display call and unit information based on pre-configured business rules. These notifications may be used to bring attention to bidirectional call-sharing actions, or to bring bidirectional functionality to centers that may have a publish-only or no interface whatsoever.

6.4. User Preferences – Allow the user to adjust color schemes, when stagnant calls disappear from view, configure toast notifications, and enable/disable connection status monitoring.

6.5. Admin Alerts – Historical display of email and text message alerts that have been sent to your user.

6.6. Diagnostics and Log Views – Tools for troubleshooting and identifying information shared with each interface.

6.7. Connection Monitoring – The connection between each CAD system and Hub is continually monitored by the CAD adapter through heartbeat transactions to detect network failures. Hub also monitors system network connections through heartbeat transactions and network errors. Users are notified of detected disconnects in the following ways:

a) If Hub detects a potential disconnect such as lack of a heartbeat or a network error with any CAD system, a warning will display through the Connection Status Monitor in Portal. A subsequent reconnect will remove this warning.

b) If a CAD system has not transacted any updates to Hub for a configurable amount of time, a warning will display through the Connection Status Monitor in Portal. This may indicate that although the Adapter continues to share heartbeats with Hub, it has lost the connection with its CAD system. A subsequent transaction will remove this warning.

c) If the CAD detects a potential disconnect to Hub, it is responsible to notify its users through the CAD user interface.

6.8. Settings – System and user administrators access and adjust system settings including connections, business rules, filters, and user administration using the Portal.

7. Information Sharing Redundancy

7.1. CAD-to-CAD sharing errors may result from various sources including the following:

a) User error
b) CAD system error
c) Network Error

Exhibits, continued

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d) Hub error
e) Administrator error
f) Unforeseen circumstances

7.2. If there is an error in the CAD-to-CAD process, dispatchers must be aware of the problem immediately so that other means may be used to communicate such as phones or radios. The following are suggested methods to provide redundancy and checks to ensure awareness of CAD-to-CAD sharing.

a) Confirmation phone calls
b) Unit status timers in the CAD system
c) Hub email or text message alerts
d) Portal notifications
e) Hub light towers

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Exhibit E – Section 2

Unify - Professional Service Deliverables

CentralSquare commits to providing the following services according to the constraints and exceptions identified in the accompanying agreement.

1. Project Management Services

CentralSquare will provide a project manager that will conduct regular project meetings for the purposes of updates and coordination. These meetings may have various purposes and include different Customer personnel, third-party system providers, and CentralSquare personnel during the course of the project.

2. Engineering Support

CentralSquare will provide engineering expertise as product experts for the purpose of supporting technical staff of Customer's and external system providers.

3. Hub Initial Installation and Configuration

CentralSquare will provide support for the initial system configuration. This will include the following:

3.1. Installing the database and application server software.

3.2. Once network connections have been established between the servers by the customer, CentralSquare will establish software connections between each server.

3.3. Establish each environment such as Test, Training, and Production as set forth in the accompanying agreement.

3.4. Configure the connection parameters for each 3rd party system connection. Note it is the Customer's responsibility to ensure network connectivity between servers are established.

3.5. Load initial data mapping sets for the following codes. Note that mapping and translation of these codes is the responsibility of the customer.

a) Dispatch Centers
b) Agency
c) Nature / Response Type
d) Unit / Resource
e) Unit Status
f) Unit Type

If the project involves joining a new dispatch center to an existing hub, or upgrading a publish-only interface to a bidirectional interface, some or all of these steps may have been already completed. The associated agreement will outline exceptions or additions to these steps.

4. Training

CentralSquare follows a "Train-the-Trainer" approach to training. This method allows in-depth training to key individuals at each agency who will then provide training to the remainder of the users. CentralSquare Technical Support personnel will be available as a resource to Customer trainers through established Technical Support procedures as defined in the Agreement.

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4.1. Hub Administrator Training - CentralSquare will provide Portal administrator training on how to monitor system health, manage groups and users, and make basic configuration changes. This training will be conducted remotely through a webinar.

4.2. Unify User Training – CentralSquare will work with Customer trainers to advise them on incorporating CAD-to-CAD concepts into the Customer's training courses for dispatchers and call takers. However, since the methods for interacting with CAD incident and resource sharing are dependent upon the Customer CAD configuration, training for the Unify users is the responsibility of the Customer. It is expected that Subject Matter Experts (SME's) will be sufficiently familiar with their operational procedures and Customer CAD configuration to conduct this training for their respective agency.

4.3. Portal Training Videos – CentralSquare will provide the customer with access to training videos on essential Portal features.

4.4. Training Documentation – Agency specific documentation of local sharing use cases and rules is the responsibility of the Customer.

5. Project Documentation

This SOW provides a foundation for the Hub information and sharing project documentation. Detailed requirements will be determined during the discovery phase and may be recorded in the documentation listed below. It is agreed that all shared documentation can be exchanged in an electronic form, such as .PDF, .DOCX, .XLSX, etc.

5.1. List of CAD Codes - The Customer will provide a list of CAD codes and descriptions that will be mapped to those of other CAD systems through Hub. Common codes include incident status, nature, unit status, units, agencies, cities, and jurisdictions.

5.2. Code Mapping Document – Under the guidance of CentralSquare, Customer will provide a list of mappings of the CAD Codes provided above to a common code set provided by CentralSquare. The common code set in the Hub facilitates mapping and translation to other agencies' codes, which is the responsibility of the Customer.

5.3. Test Scenarios – CentralSquare will provide a standardized list of tests for acceptance. Other tests can be suggested by the customer providing that they are within the scope of the accompanying agreement. These test scenarios will form the basis of training documentation.

5.4. Configuration Documentation - Documentation may be added directly into the configuration screens of the Hub and is easily exported as text. This will serve as the primary form of technical documentation.

5.5. Product Manuals – User and System Administration Guides will be provided electronically.

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Exhibit E – Section 3

Unify - Implementation

The Hub implementation includes tasks to be completed by multiple stakeholders including CentralSquare, Customer personnel, and a 3rd party system Provider. The tasks below are an overview and will be refined in a detailed project plan with the Customer upon project kick-off. The payments for execution of the associated agreement, as well as Software License Certificate delivery and completion of other project milestones are detailed in the associated Payment Schedule.

1. Phase 1: Project Initiation

1.1. Milestone P1: Project Kickoff: A video conference-call meeting is held during which the project overview and deliverables are presented, and the project schedule is finalized. The project Kickoff will commence once necessary agreements between other parties have been completed and necessary work has been scheduled as described in the associated agreement.

2. Phase 2: System Setup

2.1. Phase 2a: CAD Provider Adapter Implementation and Configuration – This Phase includes the installation and configuration of the CAD Provider adapter by the Provider or by CentralSquare as defined in the associated agreement.

2.2. Phase 2b: Software Installation – Basic server configuration is added for each interface on the CentralSquare server hosted at the host location. Sample data may be used to demonstrate the ability to view data using the Portal client. This phase may be executed simultaneously with other Phase 2 tasks.

2.3. Milestone P2: Software Installation and Commencement of Maintenance: Software Installation Complete marks the completion of the of the system setup phase. Messages are successfully being exchanged in a bidirectional fashion between Provider CAD system and Hub. Portal client software is delivered to the customer and connection to server is demonstrated. This marks the beginning of the maintenance period as defined in the associated agreement.

3. Phase 3: Discovery and Configuration

3.1. This involves gathering of business requirements, CAD codes, system configuration including code mappings on the Hub. The Customer's Project Manager and Subject Matter Experts play a critical role during this phase. The results of this phase will be documented in the Operational Scenarios Document (OSD).

3.2. Milestone P3: Technical Capability Review: A technical capability review involving the CentralSquare and Customer project managers will mark the completion of the Discovery and Configuration Phase. It will include a joint walk through of the OSD and concludes in agreement and approval of the requirements it contains.

4. Phase 4: Provider End-to-End Testing

4.1. This phase begins upon completion of all Phase 2 events and includes an isolated test of the CAD Provider adapter using CentralSquare's CAD simulator. This will be followed by end-to-end testing between the Provider CAD and other CAD systems as required in the OSD. If a dependent CAD system is not ready for end-to-end testing, this phase may be suspended until ready or the portion of the test can be deferred to allow Provider End-to-End testing to proceed.

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4.2. Milestone P4: Provider End-to-End Testing: Meeting all of the Adapter and CAD Provider testing requirements as defined in the OSD marks the completion of this phase.

5. Phase 5: Customer End-to-End Testing/Acceptance Testing

5.1. This phase begins upon completion of the Provider End-to-End Testing phase. This phase is completed with Customer approval of all successful tests defined in the Operational Scenarios Document (OSD) documented earlier.

5.2. It is during this phase that the Customer gains close familiarity with the CAD-to-CAD and the Hub related functionalities. Expanded Standard Operating Procedures (SOP'S) are more fully defined and tested by the Customer during this time. This is a Customer driven phase with assistance from CentralSquare. Changes required for customer SOPs are out of scope unless detailed in the original OSD.

5.3. Milestone P5: Acceptance: Acceptance Testing Complete marks the completion of this phase. Acceptance testing of usable system is completed prior to deployment.

6. Phase 6: Final Training-Deploy to Production

6.1. Upon completion of Acceptance Testing, preparations for deployment may begin. A migration plan will be defined and executed. The Customer will train its own dispatchers from expanded SOPs defined during Phase 4. After the Customer-led training is complete, the system is deployed. Unify has the ability to deploy functionality on a case-by-case basis. Your migration plan may, for example, first deploy bidirectional unit status updates followed later by automated call sharing.

6.2. Milestone P6: Go-Live: Successful migration of any portion of the bidirectional system to production. This completion of the burn-in period and transitioning project to CentralSquare Technical Services for support, officially ends the project and the associated agreement.

7. Phase 7: Warranty Period

7.1. Once any portion of the system is deployed in a bidirectional state, a burn-in period begins, the duration of which is specified in the associated agreement. If critical P1 or P2 defects are discovered in the CentralSquare system, the burn-in period is paused. Once CentralSquare notifies the customer of a resolution, the burn-in period proceeds from the point it left off. After the burn-in period this SOW project will be completed, and ongoing support will be provided by CentralSquare Technical Services.

7.2. Milestone P7: Warranty Period Complete: Completion of the burn-in period and transitioning project to CentralSquare Technical Services for support, officially ends the project and this SOW.

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Exhibit E – Section 4

Unify – System Testing

Unify is the full bidirectional implementation of the Hub. System testing will be conducted throughout the project in three distinct phases and a warranty period. These are described below:

1. Isolated CAD Adapter Testing

This testing will be conducted simultaneously with other implementation tasks and will largely involve CentralSquare engineers and the Provider implementing its Adapter. This testing will use a Test Environment in Hub, and test instances of the CAD system and Adapter. CentralSquare will use a CAD Simulator to test all aspects of the connection between Hub and the Provider's Adapter and CAD system. Testing support from the Provider and assistance from the Customer are required. A login to Test CAD systems with its Adapter connected to Hub is required by CentralSquare to complete this testing.

2. Provider End-to-End Testing

This testing will be conducted once the Isolated CAD Adapter Testing is complete for each CAD system that is required to meet the incident and resource sharing requirement defined in the Operational Scenarios Document. It will involve CentralSquare engineers and the CAD providers. The Customer will be involved minimally where necessary. A login to Test CAD systems with each CAD Adapter connected to Hub is required by CentralSquare to complete this testing. The testing period will be paused for resolution of P1 & P2 defects as defined in the associated agreement. Defects found in the Adapter for each CAD system may also pause the testing period. CentralSquare and Customer will expedite where possible the resolution of any Provider defects. If not resolved by the Provider, Customer and CentralSquare will revise the requirements documented in the Operational Scenarios Document.

3. Customer End-to-End Acceptance Testing

Once the Provider End-to-End Testing is complete and the Test system, including all Adapters are operational, and CentralSquare has recommended the system as being ready for release to the Customer, acceptance testing will be conducted by participating customer agencies under CentralSquare supervision. These tests will follow the test scenarios mutually agreed in the Operational Scenarios Document defined during the discovery phase. Once the requirements of the Operational Scenarios Document have been demonstrated without any P1 or P2 defects, Customer will agree to accept the system, or if there are no outstanding P1 or P2 defects, CentralSquare may declare the system complete within 15 calendar days of the demonstration.

4. Move system to Production – Start Warranty Period

This phase begins at the conclusion of the Customer End-to-End Acceptance. CentralSquare and the Provider will prepare a migration plan to move all components of the system into production. Customer must approve that plan before migration begins, which approval will not be unreasonably delayed. Customer will provide timely assistance in implementing of the plan, including IT support and training of Customer personnel on how to use the new Milestone P1: Project Kickoff: A video conference-call meeting is held during which the project overview and deliverables are presented, and the project schedule is finalized. The project Kickoff will commence once necessary agreements between other parties have been completed and necessary work has been scheduled as described in the associated agreement.

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Exhibit E – Section 5

Unify – Customer Deliverables

In order to expedite the project implementation timeline and maximize the benefit of the product, the Customer agrees to the following. This document will be accompanied by an agreement which will govern the supported features and any additions or exceptions to this document.

1. Project Manager (PM)

Customer will ensure that a representative is designated as its Project Manager. The Customer's PM's primary responsibilities will be to ensure that individuals and tasks identified in this document are carried out in order to complete the implementation in a timely fashion. The Project Manager should become the interim Hub Administrator following completion of the project.

2. External System Adapters

The Customer and participating agencies are expected to contract directly with their CAD system provider for all licensing, professional services and ongoing maintenance related to the respective Adapter to their CAD system. The licensing and implementation costs of this Adapter are not included in the associated agreement and are to be borne separately by the Customer. It is the responsibility of the Customer to finalize all contract arrangements with the external system providers before CentralSquare begins work on the associated agreement.

3. Regional Governance

Customer will designate an administrative sponsor (and/or agency representatives) to address policy decisions with partners related to this project as well as to support ongoing sustainability of the delivered system. Governance representatives from each agency form the region's governance body. This governance body must be identified early in the project in order to mitigate the risk of project delays due to policy decisions that may need to be addressed.

4. Testing Coordination

It is difficult to predict the time needed to accomplish sufficient testing because of a number of unknown factors (for example: readiness of technology partners, well defined customer goals, consistent participation of testers). Since Customer has a uniquely positioned relationship with all participating technology providers, it is the Customer Project Manager's responsibility to coordinate all testing sessions for this project. CentralSquare will provide guidance and direction for the needed testing sessions during the appropriate phases of the project.

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5. Subject Matter Experts (SME)

Customer will ensure that personnel are assigned to serve as the Subject Matter Experts (SME) for all agencies that will provide input and feedback throughout this project. Ideally, this will be a CAD Administrator and one or more Dispatchers with a detailed understanding of the daily operations of the dispatch center. Members of this group should remain consistent throughout the project. The SMEs will be required to attend scheduled meetings and work sessions with CentralSquare and the PM. Responsibilities include but are not limited to:

5.1. Documenting common incident-sharing scenarios and business processes

5.2. Providing lists of units, codes, and descriptions

5.3. Mapping units and codes to the common code set in Hub

5.4. Assistance in the development of the collaborative documentation

5.5. Documenting test scenarios to be included in the OSD for final acceptance

5.6. Assistance during testing and troubleshooting

6. Network Connections

Customer is responsible for establishing a secure connection between the Hub system and the connected CAD systems including:

6.1. Establishing a high speed (10Mbps) network connection

6.2. Establishing network security

6.3. Configuring firewalls and ports

6.4. Enabling authorized CentralSquare representatives to remotely access all project related systems including test CAD consoles

7. Memorandum of Understanding

Customer is responsible for obtaining any agreements necessary for the sharing of CAD data from, and with, all participating CAD systems as required by each agency's policy.

8. Agency Specific Training

CentralSquare will provide training related to the Portal console and administrator user training. All training related directly to dispatch operations will be conducted by the Customer.

9. Test Environment

Customer is responsible to provide a test CAD environment including the installation of CAD interface and API that adequately mirrors Customer's production CAD environment, with associated test data that is capable of interfacing with Hub. The test environment will connect to the same Hub server as the production environment, located at the Customer host facility.

Failure to provide a complete test environment, as described herein, will introduce overhead, will require additional testing and implementation effort outside the scope of this SOW, and will be priced accordingly and managed through the Change Order process.

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10. Remotely Accessible Test CAD Console

Customer is responsible for providing CentralSquare personnel with remote access to a CAD console, and sufficient training, that can be used for testing with Hub for each CAD system. The console will be accessible to CentralSquare personnel during normal business hours and with login credentials that are capable of adding and modifying incidents in order to conduct end-to-end system testing. The test CAD console should be configured to match the production system.

The test CAD console allows CentralSquare personnel to rapidly implement and test functionality as needed while limiting the involvement of agency personnel until acceptance testing. Lack of a remotely accessible test CAD console will require a dedicated Customer tester to be available on short notice to conduct testing session. Failure to meet this requirement will result in additional incurred costs to be billed at the hourly rate stated in the associated agreement.

11. VPN Access For Testing and Maintenance

Customer will provide CentralSquare engineers with Remote Desktop Protocol (RDP) access via VPN over a 1.54Mbps (T1) or better connection, or other equivalent remote access in order to support rapid development and debugging during the testing period. VPN access should be generally available throughout the project and not require setup for specific work sessions. The VPN services are to be provided by the Customer.

Delays incurred due to lack of acceptable remote access will delay the completion of the project. Failure to provide acceptable remote access to the test CAD Console will require a suspension of the project and a reengagement fee once access is obtained.

12. Timelines and Shared Responsibilities

The Unify project plan distributes responsibilities between multiple parties. Following the plan will deliver a highly functional solution. The agreed upon fees in the associated Pricing Schedule is dependent upon close and timely coordination and cooperation of all parties. Delays in Customer and/or third parties assigned duties not only impact this Project but other CentralSquare projects also. Delays caused by the Customer and/or third parties not fulfilling their responsibilities in a timely manner are extremely disruptive. In the event the Customer or Provider has not fulfilled their responsibilities as outlined in the Customer Deliverables, CentralSquare may exercise its right to suspend this project in accordance with the “Customer Obligations” terms set forth in the Professional Services Agreement.

The CentralSquare project manager will track the time expended of CentralSquare resources on implementing this agreement. Time in excess of this budget will be reviewed by CentralSquare and Customer. Customer agrees to pay additional professional services fees as provided for in the agreement for overages determined to be the result of additional effort outside the scope of this agreement.

13. Data in Transit

The Customer is responsible for the security of data in transit between the Hub and the integrated Adapters and interfaces (e.g. CAD and the CAD system) by implementing practices acceptable to all participants (e.g. VPN tunneling, secure network circuits).

14. Data at Rest

The Customer is responsible for the security of data at rest by way of physical security of the hosting location of the Hub.

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15. COTS System

Hub is a configurable Commercial-Off-The-Shelf (COTS) product. The Customer has evaluated the functionality and capabilities of the Hub system. Configuration changes and effort spent analyzing defects in the operation of the Hub environment will be performed as tasks under this SOW. Any customizations or enhancements to existing functionality may be requested through a change order process.

16. Background checks or clearance processes

16.1 Customer will not assess CentralSquare any fees for processing background checks or security clearances that CentralSquare employees may be subjected to in order to access agency sensitive systems or data either on site or by way of remote connection. In addition, the Customer will not require any travel from CentralSquare employees for the express purpose of completing any security clearance process. CentralSquare employees will provide the needed information (e.g. completed forms, fingerprints, identification, etc.) and provide them to the Customer in a timely manner. The Customer will expedite the processing of background checks and clearances to minimize project delays.

SAMPLE

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Exhibit E – Section 6

Unify – External System Dependencies

The ability of Unify to perform its functional requirements depends on the external systems' ability to do the following:

1. Unify Adapters

Unify (bi-directional) Adapters to external CAD systems should support the following capabilities:

1.1. Continuously provide and receive updated CAD incident and unit status data to and from the Hub

a) Share/receive new incidents
b) Update data fields on current incidents
c) Update dispatcher comments
d) Assign units/resources to current Incidents
e) Provide unit status updates including AVL data
f) Present information to the CAD operator in an appropriate way

1.2. Continuously provide and receive updated unit information to and from the Hub

a) Unit assignment to incidents
b) Unit status updates
c) Send and receive unit requests

1.3. Connection notices - Provide connection and failure notices to the dispatcher when a prolonged disconnect or outage is detected.

1.4. Synchronize (refresh) active CAD data upon connecting including current CAD incident data and unit status data.

2. Other Considerations:

2.1. Functionality - Data, functionality, and operational incongruences between the connected CAD systems may limit the level of interoperability achievable. Although the Hub may support certain capabilities, CentralSquare cannot provide functionality that the external system does not support. In cases where there is a gap between needs and what the CAD system is able to provide, converting data to comments or other methods may be used but certain limitations will naturally be beyond Hub's ability to work around.

3. External system Adapter requirements

3.1. The dependencies listed in this section are an overview and are for general awareness. The Hub SDK provides a more complete set of detailed requirements for the external system's Adapter. The Customer should require the provider to comply with all requirements of the SDK.

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CAD-to-CAD Hub

3.6.0.484 Administrator's Guide



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About this guide

This guide is for those who serve as an agency's application administrator. This is the person who configures the application for agency use and manages it over time.

It is also useful for those who serve as an agency's user administrator: the person who creates users, assigns policies to give users the required rights, and maintains user accounts in the application. In some agencies, the application administrator performs these tasks in lieu of a dedicated user administrator.

The guide introduces the application user interface and describes how to use its key features, elements, and functions to configure and manage the application from a client workstation.

CentralSquare Technologies assumes that you are an agency subject-matter expert (SME). You may be a dispatch supervisor, the Terminal Agency Coordinator (TAC), a CAD system administrator, or someone else with similar knowledge and responsibilities. Although you do not need specialized IT knowledge or skills to serve as the application administrator, you need to possess the following knowledge, skills, and characteristics:

- Advanced computer user skills.
- CAD and agency expertise: expert-level knowledge about current agency CAD operations; standard operating procedures (SOPs) for all aspects of incident handling; and agency interoperability needs.
- Extensive knowledge and understanding of which information to share with other agencies, and under which circumstances. You use this knowledge to set up and modify data-sharing transactions accurately, using filters, rules, and triggers in the application.
- Ability and aptitude to train others.
- Ability and aptitude to provide technical support for internal users.
- Advanced communication skills, including the ability and willingness to accurately report anomalies and unexpected behaviors, and to escalate issues to the CentralSquare Support team.

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Introducing the CAD-to-CAD Hub system

The Hub system is a computer-aided dispatch (CAD) interoperability system. The Hub system lets you and other agencies share information among disparate CAD systems and third-party systems such as public utilities.

Code translations between cooperating agencies are stored in the system and make sharing information among agencies simpler and more accurate. These translations also allow for the creation of business rules that you can use to coordinate responses based on your agency's standard operating procedures (SOPs). You can even automate those responses.

The front end of the Hub system is the Hub Portal user interface. You and other users view agency incidents, units, maps, and related data through this interface.

About the CAD-to-CAD Hub system

The CAD-to-CAD Hub system is in its third generation. The CAD-to-CAD Hub information-sharing system lets disparate computer-aided dispatch (CAD) systems exchange and share incident information and agency resources. This exchange and sharing result in powerful, real-time CAD-to-CAD interoperability.

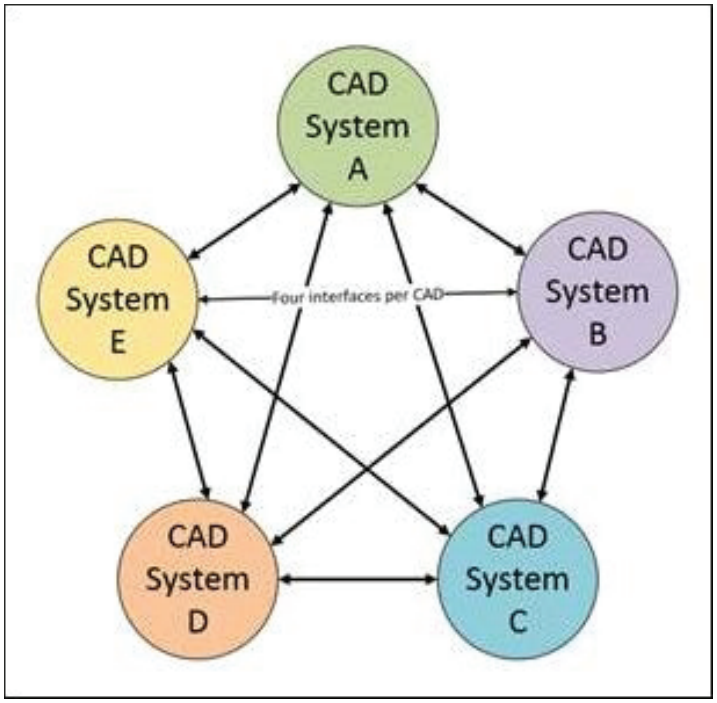
> **Note:** CentralSquare uses the term *incident* to refer to a call for service that is entered into a CAD system. CentralSquare recognizes that agencies may use the terms *call* and *incident* interchangeably when referring to calls for service.

As a real-time broker of information-sharing transactions, the CAD-to-CAD Hub system lets your agency and others implement one-way (unidirectional) information sharing through either a read-only or a publish-only adapter. In addition, it provides for bidirectional information sharing and resource sharing.

Where traditional approaches to sharing information through multiple CAD systems are rigid and complex, the CAD-to-CAD Hub system offers a flexible, simple solution: a centralized, intelligent hub simplifies the complexities of implementing CAD-to-CAD interoperability.

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Consider a traditional point-to-multipoint model (full mesh topology), which requires you to create unique mappings between each CAD system and all of the other CAD systems. The number of unique mappings makes upgrades and maintenance enormous tasks.



In a full mesh topology, you can calculate the number of connections using this formula:

```
connections = nodes(nodes - 1) / 2
```

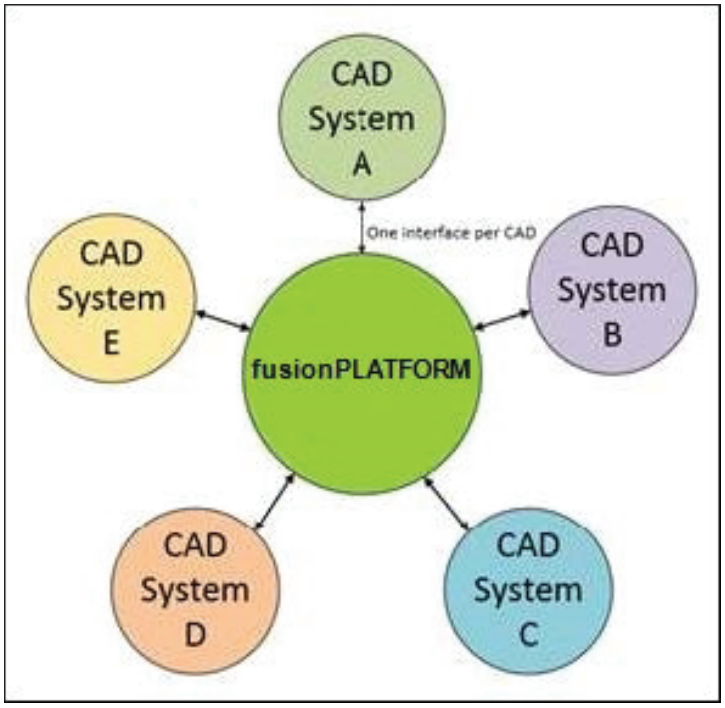
With the five CADs shown in the preceding graphic, you replace the word *nodes* with 5:

```
connections = 5(5 - 1) / 2 = 5(4) / 2 = 20 / 2 = 10
```

The traditional point-to-multipoint model yields 10 unique connections. Each connection must be maintained and may need to be upgraded from time to time.

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Compare the traditional model with the CAD-to-CAD Hub hub-and-spoke model:



You can calculate the number of connections in a hub-and-spoke model using this formula:

```
connections = nodes - 1
```

With the five CADs and central CAD-to-CAD Hub node shown in the preceding graphic, you replace *nodes* with 6:

```
connections = 6 - 1 = 5
```

You can see that in a five-CAD environment, the number of connections is reduced by half. Not only is the number of connections reduced, but the quality of information exchange is greatly enhanced with the CAD-to-CAD Hub system. This is because of the intelligent hub, through which real-time information exchange occurs.

Agency-specific data—such as code mappings, translations, and rules that enable interoperability— is translated once and stored in the system. After the agency-specific information is translated and stored, it is available to share with other agencies' CAD systems.

To broker the transactions between participating agencies, the CAD-to-CAD Hub system connects to the participating agencies' CAD systems through a well-defined Web service interface. This interface lets connected CAD systems send and receive CAD-specific data in their native formats and contexts to and from the CAD-to-CAD Hub system.

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Each CAD system must support this interoperable functionality to publish and consume basic CAD incident and resource data.

The rules-based engine at the heart of the intelligent hub lets agencies choose which information to share and under what circumstances. With these agreements in place, and with the CAD-to-CAD Hub system configured to share the agreed-upon information, partnering agencies share and receive information seamlessly.

By centralizing the complex tasks of harmonizing CAD-specific data and contextual information, the CAD-to-CAD Hub system delivers built-in functionality that can automate almost all CAD-to-CAD-sharing scenarios.

CAD-to-CAD Hub benefits

The CAD-to-CAD Hub system can be implemented at varying levels.

Where two or more agencies collaborate to share information through the CAD-to-CAD Hub system, each chooses its level of implementation. One agency may connect through a bidirectional adapter while others choose a read-only or publish-only option.

This table displays a description of the common tasks that each level of the CAD-to-CAD Hub system lets you perform.

Agency needs	fusionAWARE	fusionNOTIFY	fusionUNIFY
Real-time regional situational awareness	Y	Y	Y
Map-based display	Y	Y	Y
Configurable client environment	Y	Y	Y
View of incident details	Y	Y	Y
View of unit status and location	Y	Y	Y
View of active, shared incidents	Y	Y	Y
Incident sharing with other agencies		Y	Y
Notifications about shared events		Y	Y
Unit requests from other agencies		Y	Y
Incident details that we can copy and paste into the local CAD		Y	Y

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Agency needs	fusionAWARE	fusionNOTIFY	fusionUNIFY
Automated incident and unit sharing		Y	Y
SMS and email alerts		Y	Y
Automatic import of incident details in the local CAD			Y
Transparent processing of shared incidents and units			Y
Transparent input, where the dispatcher uses the local CAD for all interactions			Y
Real-time access to mutual-aid units for status and AVL			Y
Manual or automated approval of mutual-aid requests			Y
Zero call-processing delays on shared incidents			Y
Reduced response times that improve responder safety			Y
Reduced response times that save lives and property			Y

About automating incident sharing through rules and notifications

Organizations that want to automate incident and resource sharing through the CAD-to-CAD Hub system without implementing a full, bidirectional interface can do so.

The Notify implementation level of the CAD-to-CAD Hub system lets you partially automate incident and resource sharing using business rules and notifications through the Hub Portal user interface.

As an example, a law enforcement agency and a county EMS agency want to share incident information. The law agency and the EMS agency connect to the CAD-to-CAD Hub system with a read-only adapter that sends their CAD information to the system.

Now suppose that a multi-jurisdictional incident occurs, such as a shooter in a mall, within the jurisdiction of the law enforcement agency. In this example, the law enforcement jurisdiction has an

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established active shooter standard operating procedure (SOP) that requires the assistance of an EMS team.

When the agencies involved have configured this SOP in the CAD-to-CAD Hub system, the following sequence occurs when an active shooter incident is detected:

1. The CAD-to-CAD Hub system automatically triggers a business rule to request a resource from the nearby county EMS agency.
2. The request alerts the EMS dispatcher of the need for an EMS resource.
3. The EMS dispatcher views the details of the police incident in the Hub Portal user interface, including the geoverified incident location, and makes the decision to send a nearby ambulance.
4. The EMS dispatcher copies and pastes information from the law enforcement incident, viewable in the Hub Portal interface, into the EMS CAD system and then dispatches the ambulance.
5. The new incident created in the EMS CAD is subsequently received by the CAD-to-CAD Hub system through the EMS CAD's publish-only adapter and is associated with the initiating law enforcement incident.
6. The dispatched ambulance satisfies the initial resource request.
7. The CAD-to-CAD Hub system detects the fulfillment of the request and marks the request as granted.

In the preceding example, both the law enforcement dispatcher and the EMS dispatchers were able to monitor the progression of the shared incident until it was closed. All of this happened without anyone picking up the telephone or radio to coordinate a shared response.

How the Hub system helps you respond to incidents

The Hub system lets you and other authorized personnel respond to incidents collaboratively. You determine which agencies and entities you want to share information with and how often: only during emergencies, or in non-emergency situations as well.

You then set up the same information-sharing rules and filters in the Hub system that govern your day-to-day work and emergency responses, following your standard operating procedures (SOPs). If your procedures change, you modify the Hub configuration to reflect those changes. After you configure the system to follow your SOPs, you can automate your information and resource sharing.

You can keep this view private or display it on monitors for dispatchers so that they see the results of actions they take at their individual computer-aided dispatch (CAD) systems.

The information that you see in the Hub Portal interface depends on the tier of sharing that your agency implements:

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- **Real-time view:** One-way information sharing to provide situational awareness. Your dispatcher view shows you one or more other agencies' incidents and units.
- **Full bidirectional:** You can view incidents and units in your own agency and in cooperating agencies. If your agency and others have mutual-aid agreements in place, your dispatcher view may also display shared resources.

Through the Hub Portal interface, you view a list of your agency's calls and call details; units and their locations; maps and defined areas on those maps. Depending on your agency's agreements with participating jurisdictions, you may also be able to view requests to and from other agencies. In this scenario of bidirectional sharing, you may also be able to view your agency's responses to requests and other agencies' responses to yours. Your view depends on how much information your agency chooses to share with other agencies. You can limit your users' view to the specific data they need to see.

During an emergency, the Hub Portal interface lets you effectively administer a coordinated response, giving you a "war room" overview of the incident. With this real-time view displayed and information-sharing rules in place, you are equipped to respond promptly and appropriately to events that range in severity from accidents to mass-casualty incidents.

The Hub system facilitates situational awareness. It provides for the seamless sharing of incident-related information between your own and other agencies' existing CAD systems and third-party information systems. The Hub Portal interface extends these capabilities by giving incident management teams a view of shared resources.

In the case of a mass-casualty or other large-scale incident requiring multiple agency responses, you or an incident commander can assume control of the incident, dispatch units to the incident, share incident details with other jurisdictions, grant permission for others to view incident information or share resources, and share ongoing comments and status updates. Automating your incident responses with the Hub system eliminates slower phone-based procedures, lets you and partnering agencies share a view of active incidents and units in your jurisdictions, and equips you and other authorized personnel with the tools that you need to exchange data.

The Hub Portal user interface gives you an instant overview of the operational area by displaying aggregated incident and unit information.

How the CAD-to-CAD Hub system works

The Hub system is designed for distributed processing in a clustered server configuration, running on an application server cluster. The Hub Portal client software runs on users' workstations.

The Hub system is also designed for easy upgrades. Multiple instances of logically separate environments run in the same Hub system. This means that you can create separate production, test,

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training, and staging environments on a single system. You can apply upgrades to different environments to validate them and then move the validated upgrades into production.

You download the Hub Portal client software as an executable file from the Tellus web site. This step is documented in detail in a later topic.

The first time you log in to the Hub Portal interface, the Hub system files and software are downloaded to your workstation. After this initial login, the user data, rules, maps, and geofences are updated as they are changed. Updates are distributed automatically while you are logged in. A log viewer lets you see which files were downloaded.

The client software running on your workstation receives updated files each time you log in or whenever updates are applied to the Hub system.

Any time you want to view the software on your workstation, you can navigate to the **Settings** module, and on the **System** menu select **Packages**. The **Packages** pane lists all packages, the version number of each package, and the date and time the packages were uploaded.

Agencies that desire to receive real-time details about public safety incidents in neighboring or regional jurisdictions use the Hub system to partner with those jurisdictions, automating the sharing of both data and resources.

Interoperability is not limited to partnering with public safety agencies. The system also provides bidirectional communication with multiple external systems such as these:

- Public utilities
- Public safety systems such as automated vehicle location (AVL) and records management systems (RMS)
- Medical systems including hospitals and ambulance providers
- Service providers including alarm systems, towing systems, disaster-recovery services, weather systems, and mapping systems

Using the Hub system, you and other agencies maintain local control of your own systems while cooperating with adjacent agencies and organizations through the use of customized business rules and filters.

Components of the Hub system

The Hub system comprises the following components:

- Application Manager, which lets you view the plug-ins and processes that run on the Hub server
- System logging that integrates log data from all connected systems
- Database storage

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- Application programming interfaces (APIs) through which you connect CAD systems to the Hub system
- The Hub Portal user interface, which is your view of the information that you share through the Hub system

Tellus developed the Hub system as an interoperability framework. The system provides scalability, fault tolerance, system logging, and software update features.

Ideally, the Hub server software is installed on an application server cluster in a centralized location. This location must support network connectivity to the disparate systems that the Hub system interconnects. The system runs as a distributed cluster of systems that provide both redundancy and scalability.

You and other users who need to configure or view information in the Hub system install the Hub Portal client software on your individual workstation. The Hub Portal user interface provides your view into the information that is stored and exchanged in the Hub system.

About the Hub Portal user interface

The Hub Portal user interface is the client side of the CAD-to-CAD Hub system.

Through the Portal interface, you configure, maintain, and modify the Hub system for your agency and perform the following types of tasks:

- Supplement CAD system or dispatcher actions during testing and at other times as needed.
- Restrict each dispatcher's view so that dispatchers see only the information for which they are responsible.
- Mark calls and set them aside to review later.
- Set up and configure the CAD-to-CAD Hub system according to agency-specific operations:
  - Create and maintain agencies and dispatch centers; units and their components; call-related items such as dispositions, natures, and priorities; call filters and unit filters; GIS sources and maps; and geofences and markers on the maps.
  - Define code mappings, translations, and business rules.
  - Create, configure, and manage the interoperability interfaces between participating CAD systems.
  - Manage testing, training, and operational environments.
  - Create users, including administering passwords, groups, and policies.

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> **Note:** Some agencies delegate user administration to a separate CAD-to-CAD Hub agency user administrator.

- Monitor the activity of all connected CAD systems.

The CAD-to-CAD Hub system is largely transparent to the local CAD environments. Dispatchers work from the dispatch consoles of their respective CAD systems; however, an agency may choose to display the Hub Portal user interface so that dispatchers can see the call information, unit information, and actions in partner agencies.

As the Hub application administrator, you possess rights to grant view-only access to additional users; for example, during an emergency authorized personnel may need an aggregated view of two or more connected CAD systems and their active incidents and resources. In instances such as this, you can give an incident commander or other user access to the Portal interface to make decisions based on the expanded view of interactions and resources in participating agencies.

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Getting started

The Hub Portal user interface is the client-side view into the CAD-to-CAD Hub system that runs on the agency network. The Portal client software runs on your local workstation.

You can install the client software on users' workstations and show them how to connect and log in, or you can direct them to the *Hub Portal User Guide* for instructions.

About the Hub Portal user interface

The Hub Portal user interface is the client side of the Hub system.

Through the Hub Portal interface, you configure, maintain, and modify the Hub system for your agency and perform the following types of tasks:

- Supplement CAD system or dispatcher actions during testing and at other times as needed.
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  - Create and maintain agencies and dispatch centers; units and their components; call-related items such as dispositions, natures, and priorities; call filters and unit filters; GIS sources and maps; and geofences and markers on the maps.
  - Define code mappings, translations, and business rules.
  - Create, configure, and manage the interoperability interfaces between participating CAD systems.
  - Manage testing, training, and operational environments.
  - Create users, including administering passwords, groups, and policies. Some agencies may delegate user administration to a separate Hub user administrator.
- Monitor the activity of all connected CAD systems.

The Hub system is largely transparent to the local CAD environments. CAD dispatchers use the dispatch consoles of their respective CAD systems; however, an agency may choose to display the user interface so that dispatchers can see the call information, unit information, and actions in partner agencies.

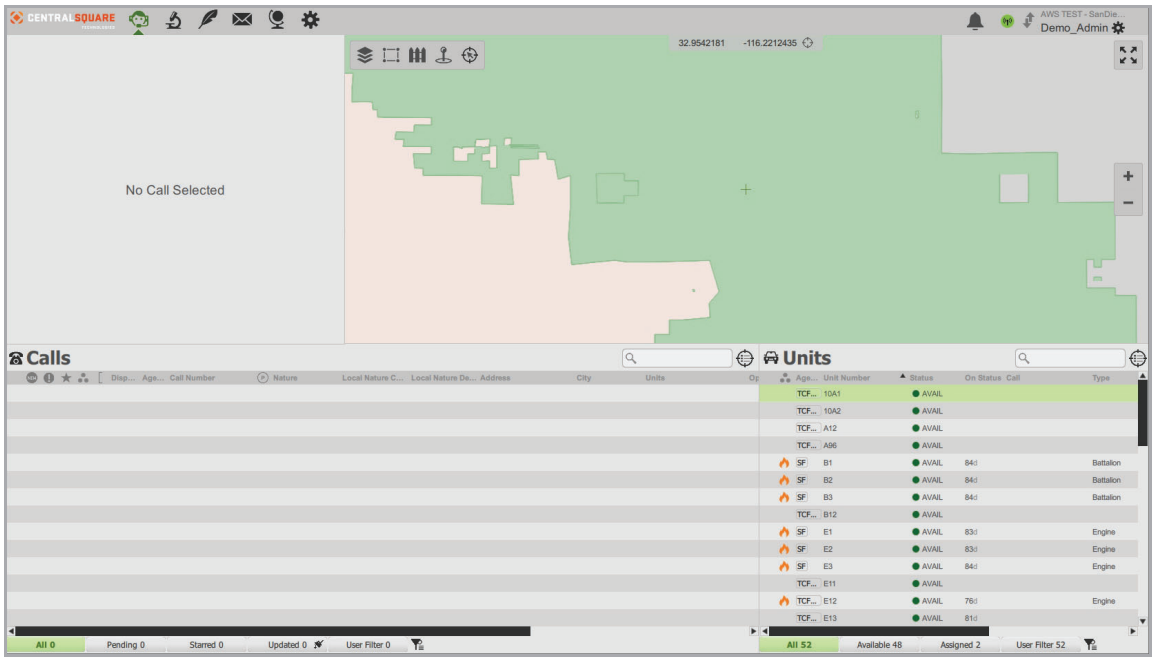
As the Hub administrator, you possess rights to grant view-only access to additional users; for example, during an emergency authorized personnel may need an aggregated view of two or more connected CAD systems and their active incidents and resources. In instances such as this, you can

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give an incident commander or other user access to the Hub Portal interface to make decisions based on the expanded view of interactions and resources in participating agencies.

The Hub Portal window

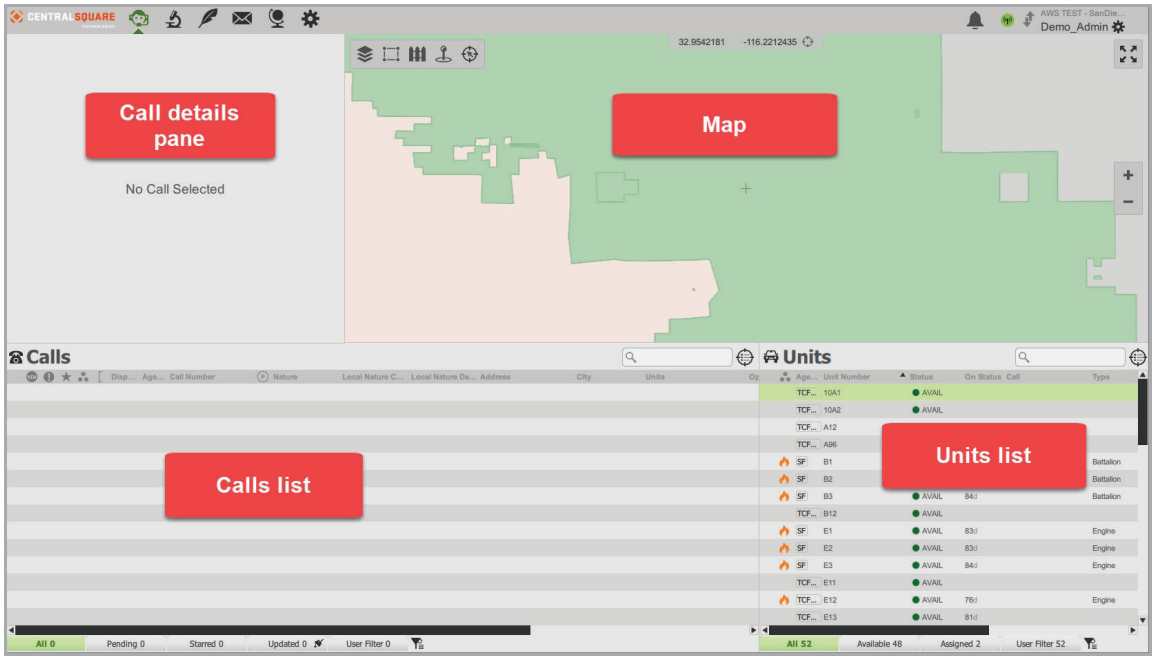
When you first log in to the Hub Portal user interface, your home view may look something like this Real Time View window:



Your own view depends on your viewing rights and on the way in which the Portal window is customized.

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The following screenshot shows the panes that most people display in the Portal window:



- **Call details pane:** The **Call details pane** displays the details of either the call currently selected in the **Calls list** or the call associated with the unit currently selected in the **Units list**.
- **Map:** The **Map** offers layers, markers, and other view customization tools. Geo-verified calls appear on the map. Zoom out to view the positions of calls on the map; zoom in on a call to view a summary of its details.
- **Calls list:** All calls in your agency's operational area appear in this list. When you select a call, its details appear in the **Call details** pane.
- **Units list:** All units in your agency's operational area appear in this list. When you select a unit, the details of the call the unit is currently assigned to appear in the **Call details** pane.

About launching the Hub Portal interface

CentralSquare Technologies assumes that your agency's IT system administrator created a basic set of users, including initial user login credentials for you, the CAD-to-CAD Hub application administrator.

Depending on the point at which the IT system administrator handed off the installation to you, the Hub Portal client software may not be installed on your workstation. If not, that is your first step.

Your next steps are to start the Hub system, log in to the Portal user interface, and customize the workspace.

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Through the Hub Portal interface, you configure the system for your agency.

Configuring the system for your agency includes creating the common codes in the system that your agency and cooperating agencies have agreed on. It also includes mapping those codes between agencies.

If the changes that you make during configuration steps do not appear immediately, press **F5** to refresh the **Portal** window.

Process for launching the Hub Portal interface

The following list contains the major steps that are required to launch the Hub Portal interface.

Each step in the list contains a link to the relevant topic or topics that contain instructions for completing the step. Each of those topics contains a link back to this process topic so that you can navigate back to the list to see where you are in the process.

1. Download and install the Hub Portal client software on your workstation if CentralSquare or your agency IT system administrator has not installed it. The Portal client software on your workstation communicates with the CAD-to-CAD Hub server software.

   For more information, refer to Installing the Hub Portal client software on a workstation (page 16).

2. Start the Portal interface, then log in and change your password.

   For more information, refer to Starting the Hub Portal interface (page 17).

3. Create an administrator account for yourself. This is your personal administrator account and is separate from the default administrator account, which you should retain for emergencies.

   Create a default "View All" group with the privileges that you need: all rights except Developer. Make yourself a member of that group. Log out, then log back in *before* you create agencies.

   For more information, refer to Creating users (page 121).

4. Navigate and configure the workspace. Click the views and modules to become familiar with where you perform administrative tasks. Customize the workspace to your needs.

   For more information, refer to Customizing the Hub Portal window (page 34).

After the Hub Portal client software is up and running, configure the CAD-to-CAD Hub system. The following topics guide you through the configuration:

- About configuring the CAD-to-CAD Hub system for your agency (page 83)
- Process for configuring the CAD-to-CAD Hub system (page 84)

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Installing the Hub Portal client software on a workstation

The Hub Portal client setup installs the user interface for the Hub system that runs on your agency network. The setup requires you to download the client software from the Tellus web site, run it, and log in using a default user name and password.

The Hub Portal client software runs on either a 32-bit workstation or on a 64-bit workstation with Windows 7 or higher installed.

Either CentralSquare or your agency IT administrator sets up user accounts and can provide you with the default user name and password the first time you log in.

To install the Hub Portal client on a workstation, complete the following steps:

1. Log in at the workstation where you want to install the Hub Portal client.
2. Open a web browser and navigate to https://www4.fatpot.com/beta/beta/.
3. In the **Browse by Agency or Product** drop-down list, select the down arrow and then select **Product**.
4. In the **Select Product** drop-down list, select the down arrow and then select **FusionPORTAL**.
5. Under **Latest Stable Release**, select **PortalONE NG Client x.x.x.xxxx Setup.exe** to download the executable file.

   Depending on your workstation security settings, you may have to select the down arrow next to the download and select **Keep**.
6. In the download folder or download area, double-click the file to run the setup wizard. Step through the setup wizard, and then select **Finish**.
7. When the **FATPOT** shortcut appears on your desktop, double-click it.
8. On the **Login** window, in the **Username** field, enter the default user name and password and then select **Log In**. The IT administrator creates your default login credentials and can provide those.

   On the **Login** window, the server IP address, enterprise name, and environment name that appear should be the default that you are to use. If you know that your agency runs on more than one enterprise with multiple environments, check with your IT administrator to make sure that you log in to the correct environment.
9. Create a new password.

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Starting the Hub Portal interface

If you installed the Hub Portal client software on your workstation, you may already have logged in and can skip this topic. Otherwise, proceed with this topic.

Starting the Hub Portal interface includes the following tasks that you perform in order:

1. Set your screen resolution on the Windows **Settings** menu. The minimum resolution for viewing data in the Hub Portal interface is 1024x768.
2. On the Windows taskbar, select **Start** > **CentralSquare FusionPortal**.

   You can also open the **Start** menu by pressing the **Windows** key.

About logging in

After you launch the Hub Portal client software and connect to the server on which the Hub system runs, you log in to display the Hub Portal user interface.

> **Note:** You are prompted to change your password the next time you attempt to log in after your password expires. You are also prompted to change your password if an administrator resets it.

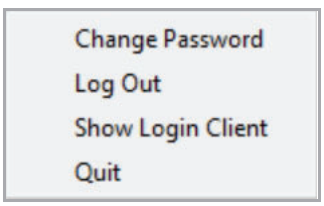
After you log in, look for the **Connected to Hub Server** symbol in the upper-right corner:



When this symbol appears, you have an active server connection.

You can check the details of your connection at any time from the Windows system tray:

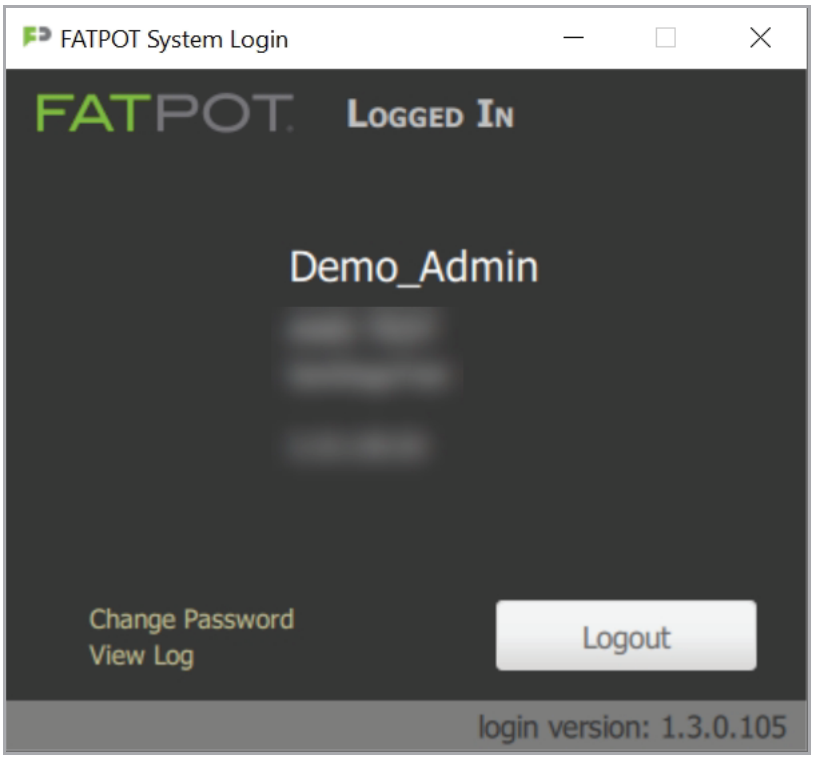
- Hover your cursor over  (the **FATPOT** system tray icon) to display your login status. Your login status includes your server, enterprise, and user name.
- Right-click  to open a context menu.



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- On the context menu, select **Show Login Client**. The **Logged In** window opens.

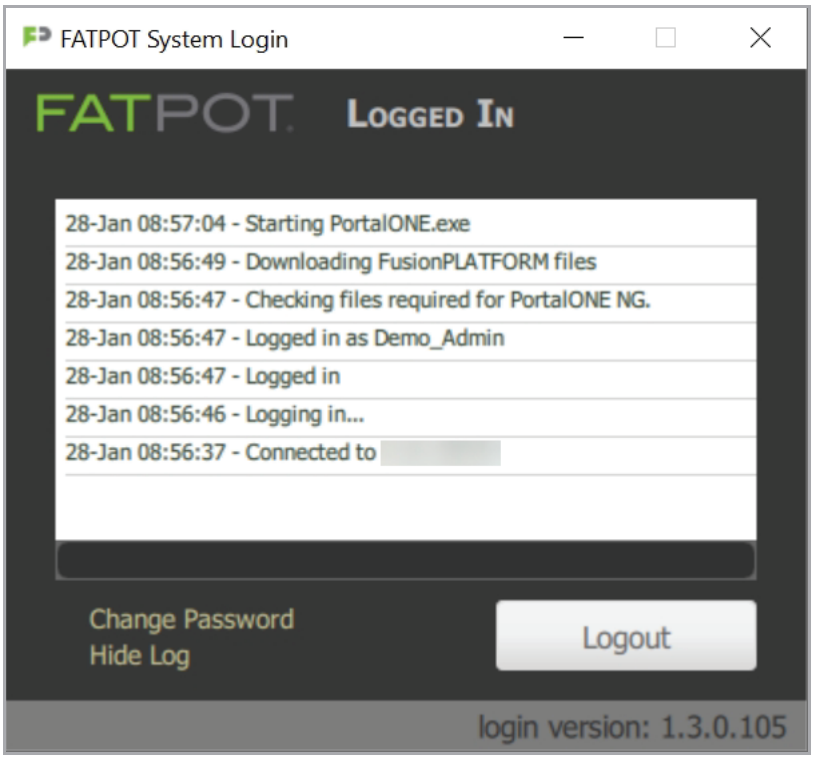
  The **Logged In** window displays your user name, enterprise name, environment name, and server name.



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- On the **Logged In** window, select **View Log**. The Login log appears.

  The Login log contains a chronological record of pending or completed processes for your current session.



- Select the **X** in the **Logged In** window's upper-right corner to close the window.

Logging in to the Hub Portal interface

You log in any time you have exited the Hub Portal user interface or logged out of the CAD-to-CAD Hub system.

Typically you log in through the **Login** window. In the following instances, you may have to navigate through the **Server Connections** window first:

- When you log in for the first time
- If you unchecked the **Connect on Startup** box on the **Server Connections** window during a previous login attempt
- If you selected **Change Server** on the **Login** window
- If the Portal interface was unable to connect to the previously connected Hub system

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Logging in from the Login window

To log in from the **Login** window, complete the following steps:

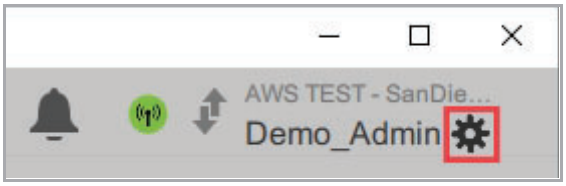
1. If the server name and address at the upper left of the **Login** window match the server that you want to access, proceed with the next numbered step.

   If the server name and address do not match the server that you want to access, follow the steps in the task titled **To log in if the Server Connections window appears**.
2. (Optional) If your administrator instructs you to change enterprises, in the **Enterprise** list select the enterprise name as instructed.
3. (Optional) If your administrator instructs you to change environments, in the **Environment** list select the environment name as instructed.
4. Enter your login credentials:
   - In the upper field next to the login key symbol, if your user name is not filled in automatically, type it in.
   - In the lower field next to the login key symbol, type your password. If you see a warning that Caps Lock is on, press the **Caps Lock** key to turn Caps Lock off.
5. Check the **Remember User Name** box unless you want to re-enter your user name each time you log in. After you check this box, you only have to enter your password on subsequent logins.
6. Select **Log In**. A login message appears at the top of the **Login** window while the system verifies your credentials.

   If you see an error message stating that your user name or password is incorrect, double-check your user name and password and try logging in again. If you need help, contact your supervisor.
7. If the login credentials that you submit are valid and your login attempt succeeds, you see the following results:
   - Updates, including updated maps, are automatically detected and downloaded.
   - The **Login** window briefly displays a login message and may display other pertinent messages.
   - The desktop minimizes the **Login** window, which appears as an icon in the Windows system tray.
8. (Optional) If this is your first login, set up the map display as follows:

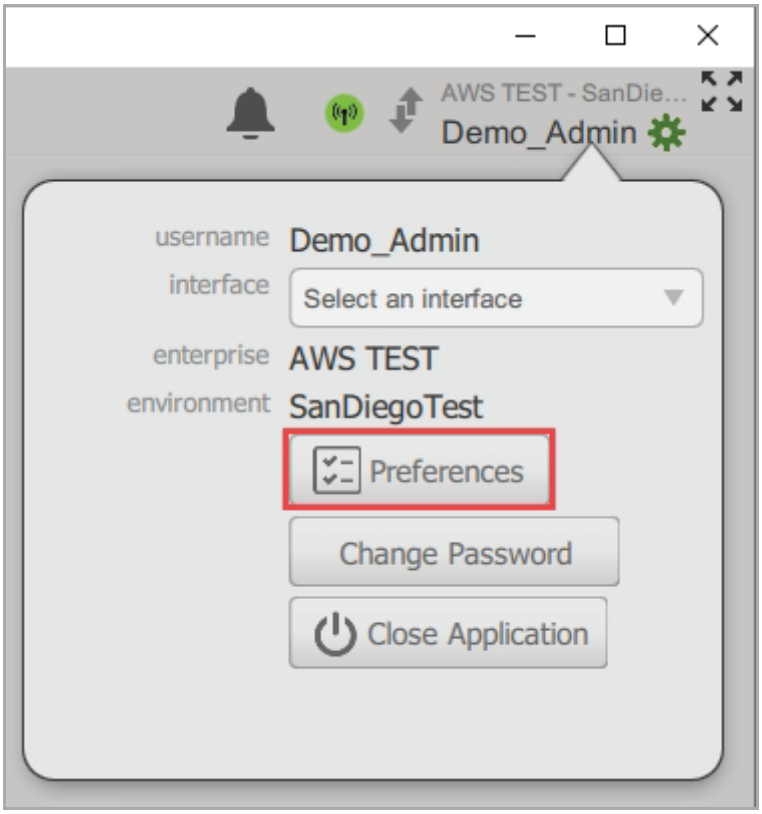
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a. On the Hub Portal main window, select the ⚙ next to your enterprise and environment name.



A pop-out menu opens.

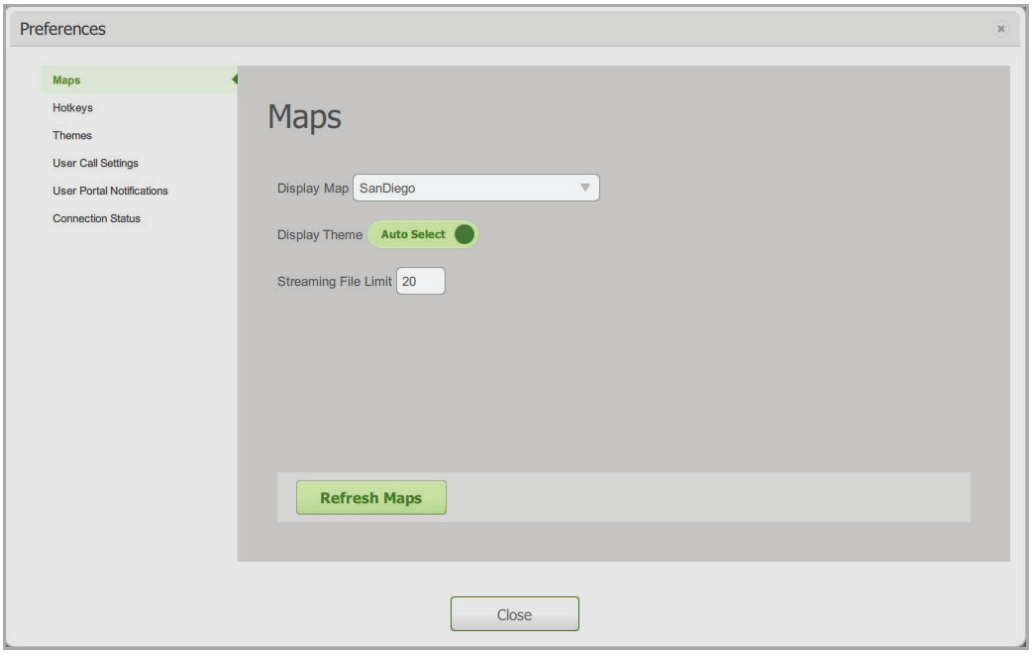
b. On the pop-out menu, select **Preferences**.



The **Preferences** window opens.

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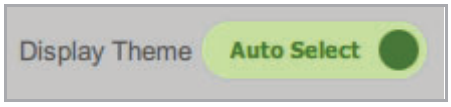
c. On the **Preferences** window, select **Maps** if it is not already selected.



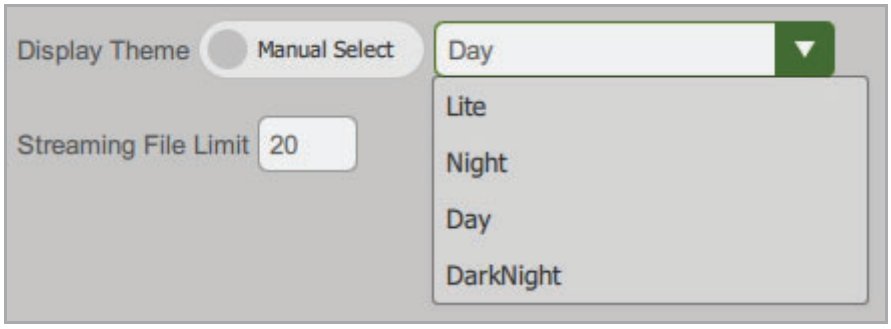
d. On the **Maps** menu, select the map you want to view from the **Display Map** drop-down list.

e. For the **Display Theme** option, you can toggle between **Auto Select** and **Manual Select**.

- **Auto Select:** This selection uses the **Day** theme.



- **Manual Select:** This selection lets you choose the theme you want to use from a drop-down list.



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f. (Optional) If your administrator requires you to limit the number of file requests related to loading maps, enter that limit in the **Streaming File Limit** field.

9. (Optional) View the Login log.

Logging in when the Server Connections window appears

To log in if the **Server Connections** window appears, complete the following steps:

1. In the **Server Connections** window, next to Server, verify that the server name shown is the server to which you want to connect.

   If it is not, click the down arrow and select the name of the Hub server to which you want to connect.

2. (Optional) If the server to which you want to connect does not appear, select **Refresh** to ensure that all available servers appear in the list.

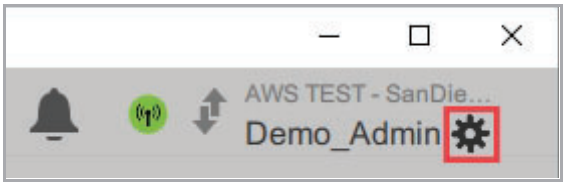
3. If the server to which you want to connect is not on the list, enter the server name and refresh the list. You may need to enter the IP address, host name, and port number in the relevant fields.

   If the server IP address is not readily available, or if the server still does not appear after you select **Refresh** and enter the server IP address manually, contact your agency's IT system administrator for help.

4. If you want to save your settings so that this server is your default server, check the **Connect on Startup** box. After you check this box, it does not appear during future logins.
5. Select **Connect**.
6. In the **Enterprise** list, retain the default option unless you have a specific need to change it.
7. In the **Environment** list, retain the default option unless you have a specific need to change it.
8. Next to the picture of a key, enter your login credentials:
   - In the upper field, if your user name is not filled in automatically, enter it.
   - In the lower field, enter your password. If you see a warning that Caps Lock is on, press the **Caps Lock** key to turn Caps Lock off.
9. Check the **Remember User Name** box. If you leave this box unchecked, you must re-enter your user name every time you log in.
10. Select **Log In**. A login message appears at the top of the **Login** window while the system verifies your credentials.
11. (Optional) If this is your first login, set up the map display as follows:

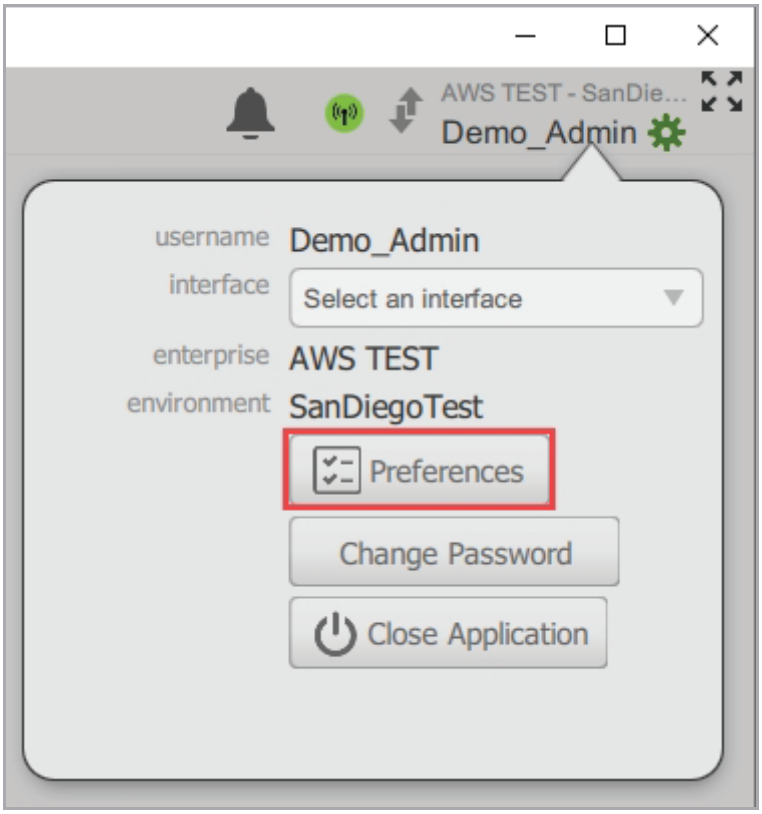
DocuSign Envelope ID: B0AC0470-261E-4DED-B162-1EC259D1508E

a. On the Hub Portal main window, select the ⚙ next to your enterprise and environment name.



A pop-out menu opens.

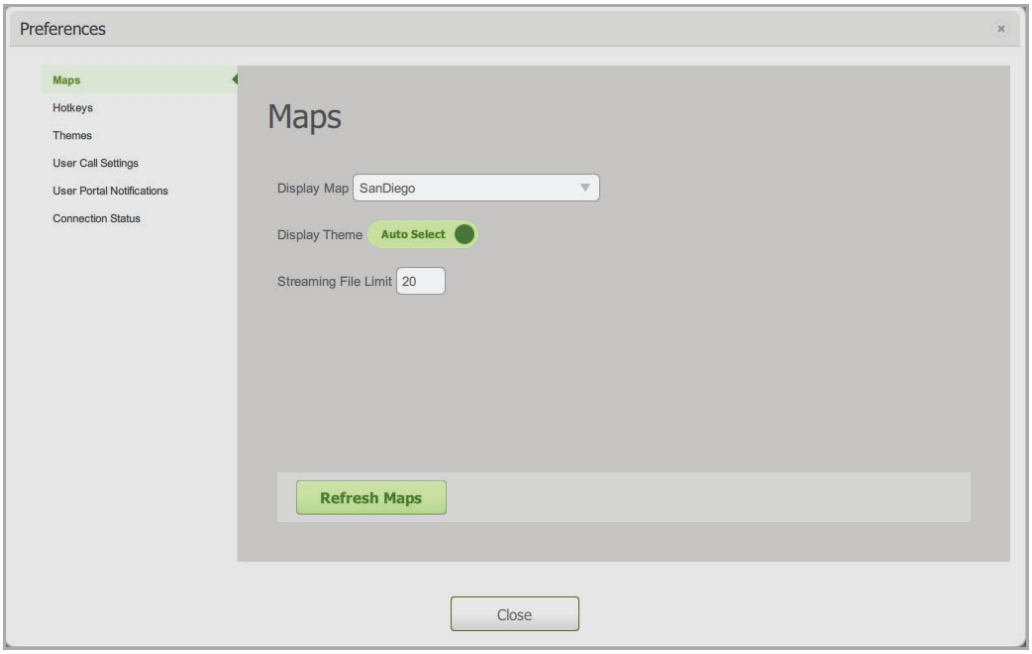
b. On the pop-out menu, select **Preferences**.



The **Preferences** window opens.

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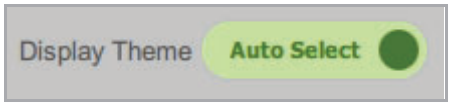
c. On the **Preferences** window, select **Maps** if it is not already selected.



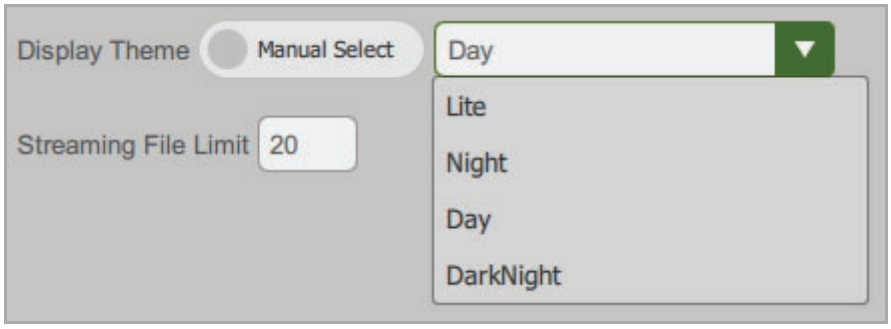
d. On the **Maps** menu, select the map you want to view from the **Display Map** drop-down list.

e. For the **Display Theme** option, you can toggle between **Auto Select** and **Manual Select**.

- **Auto Select:** This selection uses the **Day** theme.



- **Manual Select:** This selection lets you choose the theme you want to use from a drop-down list.



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f. (Optional) If your administrator requires you to limit the number of file requests related to loading maps, enter that limit in the **Streaming File Limit** field.

Verifying you are logged in

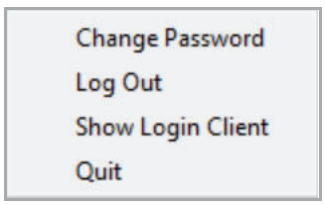
To verify that you are logged in, complete the following steps:

1. If the login credentials that you submit are valid and your login attempt succeeds, the following events occur and you can proceed to the next step:
   - Updates, including updated maps, are automatically detected and downloaded.
   - The **Login** window briefly displays a login message and may display other messages.
   - The desktop minimizes the **Login** window, which appears as an icon in the Windows system tray.
2. To check the status of your connection at any time, hover your cursor over  (the **FATPOT** system tray icon) to display your login status. Your login status includes your server, enterprise, and user name.

Viewing the Login log

To view the Login log, complete the following steps:

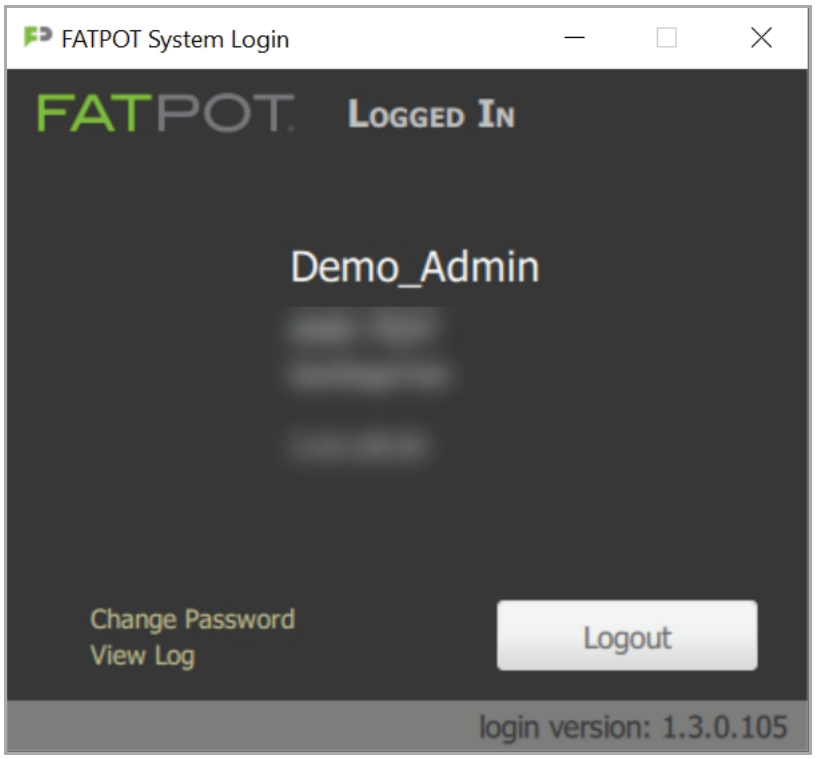
1. On the Windows taskbar, in the system tray, right-click  (the **FATPOT** system tray icon) to open a context menu.



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2. On the context menu, select **Show Login Client**. The **Logged In** window opens.

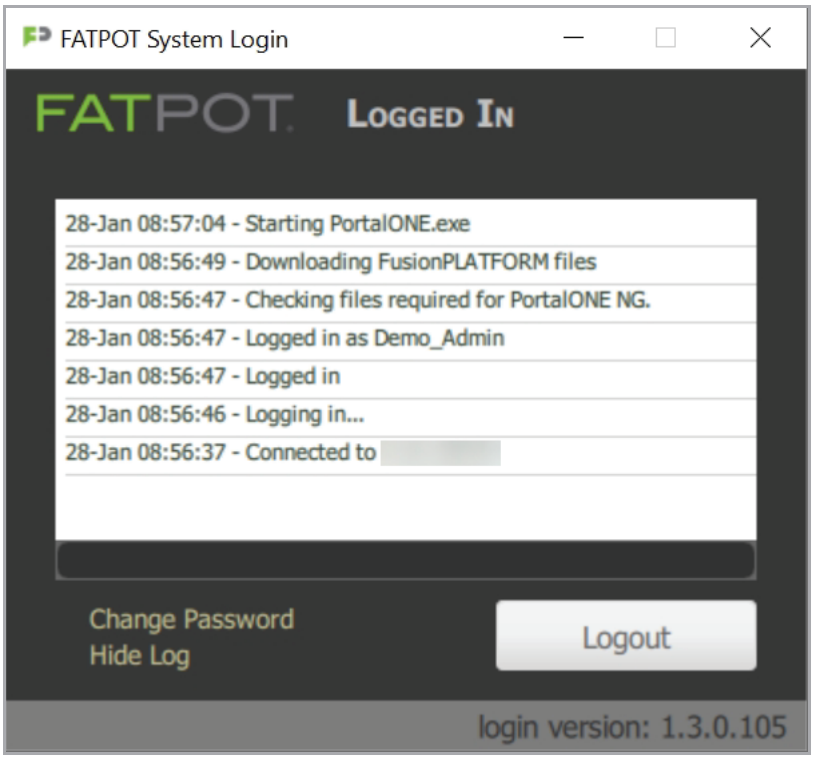
   The **Logged In** window displays your user name, enterprise name, environment name, and server name.



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3. On the **Logged In** window, select **View Log**. The Login log appears.

   The Login log contains a chronological record of pending or completed processes for your current session.



4. Select the **X** in the **Logged In** window's upper-right corner to close the window.

Changing your password

The first time you log in successfully to the Hub Portal, you are required to change your password.

You are also required to change your password at specific intervals that your Hub Portal administrator sets up. You receive a prompt in the interface when you are required to change your password.

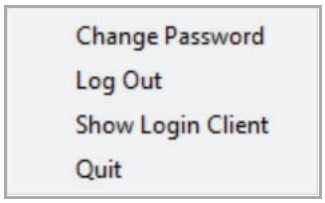
If you need or want to change your password at any other time, follow these steps.

If this is your first login and the **Change Password** window is open, begin with step 3.

To change your password, complete the following steps:

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1. On the Windows taskbar, in the system tray, right-click (the **FATPOT** system tray icon) to open a context menu.



2. On the context menu, select **Change Password**. The **Change Password** window opens.



Note: You can also right-click the **FATPOT** icon, select **Show Login Client**, and on the **Logged In** window select **Change Password**.

3. On the **Change Password** window, do the following:
   a. Enter your current password in the **Old Password** field.
   b. Select **view password policy** to read the password creation requirements.

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c. Enter your new password in the **New Password** field. It must meet the password creation requirements.

d. Re-enter your new password in the **Confirm Password** field.

4. Select **Save**. A confirmation message appears briefly, and then you return to the **Logged In** window.
5. The next time you sign in to the Hub Portal, enter your user name and your new password on the **Login** window.

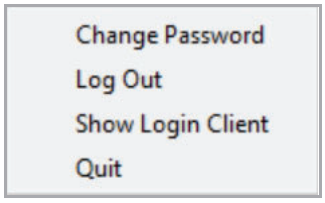
Logging out of the Hub Portal interface

Logging out of the Hub Portal user interface and exiting the Hub system are different actions with different results.

For security purposes, CentralSquare recommends that you log out whenever you leave your workstation.

- If you are a dispatcher or other shift worker, you can log out of the Hub Portal at the end of a shift and leave the CAD-to-CAD Hub system running.

  a. On the Windows taskbar, in the system tray, right-click  (the **FATPOT** system tray icon) to open a context menu.

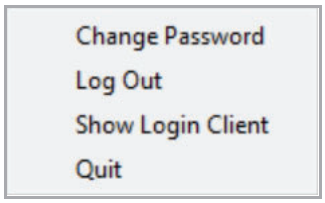
  

  b. Select **Log Out**. You are logged out of the Hub Portal, but the Hub system continues to run and displays the connection window.

- If you are a dispatch supervisor or incident commander who may move from room to room or workstation to workstation, you can exit the Hub Portal completely or log in at a different workstation.

  a. On the Windows taskbar, in the system tray, right-click  (the **FATPOT** system tray icon) to open a context menu.

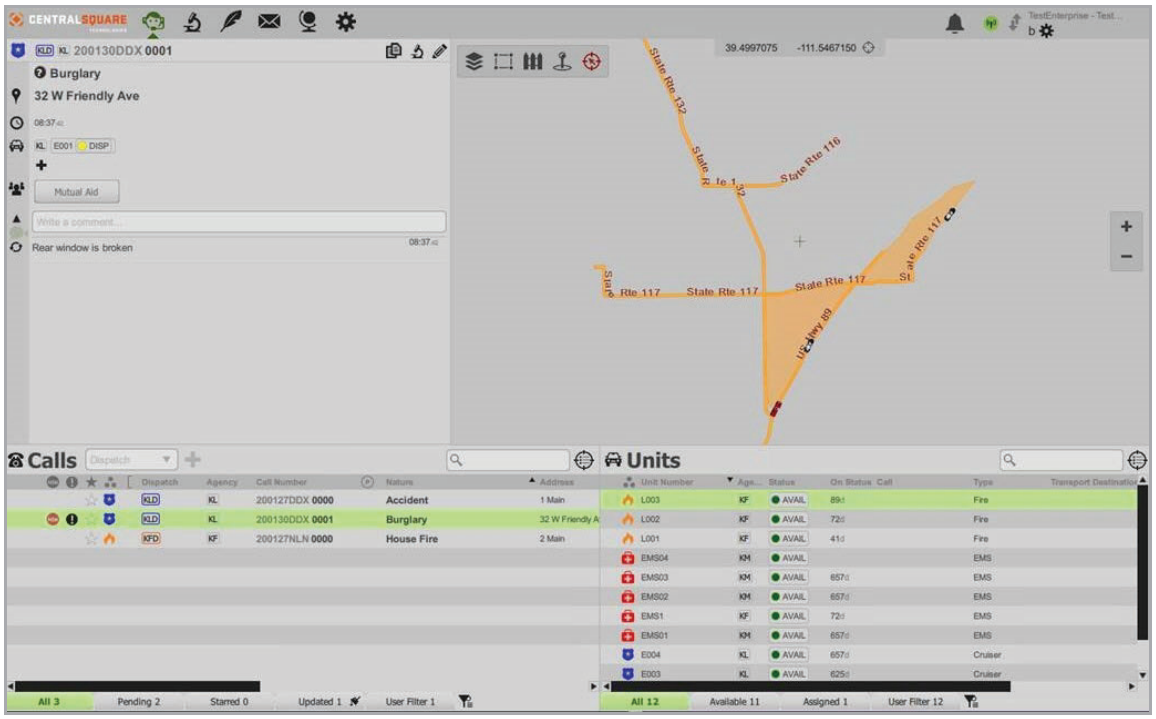
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b. Select **Quit**. You are logged out, and the Hub session is terminated. The next time you start the Hub system, you must log in to the Hub Portal interface again.

About customizing the Hub Portal window

The first time you log in to the Hub Portal user interface to the CAD-to-CAD Hub system, you see a window that may look similar to the following:



The view that you see depends on whether CentralSquare has configured the view and what was configured.

In the screen shot, you see that the **Calls** list and the **Units** list contain detailed information. Each list is displayed in its own pane in the bottom half of the window. The call details and the map appear in their own panes in the top half of the window.

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You can create one or more desktops; for example, if you want to display the **Calls** list and the call details on one monitor and the **Units** list and the map on another monitor, you can create two desktops and populate each with the information that you choose.

You and each user who logs in to the Portal user interface can display up to one instance of the **Calls** list, **Units** list, call details, and map. You cannot create two separate desktops and place duplicate instances on them, such as two instances of the **Calls** list.

Within a given desktop you can add, delete, move, and re-size the panes to display information in the way that works best for your agency. After you customize the window, each pane appears in the position where you placed it and displays a specific type of information:

- **Calls list:** Displays the calls that pertain to the operational area. Calls are not built in; they appear after you create agencies.
- **Units list:** Displays the units that pertain to the operational area. Units appear only after you create agencies and create the units themselves.
- **Call Details:** Displays a selected call and its details. Details include call nature, date and time, location, units dispatched, and the call comments.
- **Map:** Displays the map pane. After you select the map to display, it appears in the map pane. Maps are not built in; they appear only after you load them.

In addition to the panes that appear in the Real Time View, one or more icons along the top of the main Hub Portal window give you access to additional tools:



- **Real Time View:** Displays the Real Time View window.
- **Diagnostics:** Displays transmission details about an incident.
- **Log Viewer:** Displays server log messages after you or another Hub administrator sets up server logging.
- **Admin Alerts:** Displays the alerts that were sent as a result of automated business rules.
- **ESRI Logs:** Displays the ESRI logs.
- **Settings:** Gives you access to the modules that are required to configure and manage the CAD-to-CAD Hub system.

You customize the Hub Portal user interface by pressing **F10** and using the built-in Configuring Gadgets tool. This tool displays the term gadget to refer to the panes that you add to or remove from your Portal window. Since windows are divided into panes, this guide refers to a section of a window as a pane except when referring to the built-in Configuring Gadgets tool.

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Using the Configuring Gadgets tool, you can add or remove desktops, add or remove panes, reposition panes, or resize panes to help you see what you need to see.

Important: If you want to restore the default window settings at any time, you can press **Ctrl+D**.

The following table lists the types of information that you can view and how you can manipulate that information to see what you need:

If you want to	See
• Save (star) an incident • View every incident in a single list • View shared incidents (mutual aid, or "linked" incidents) • Find one or more incidents that are pending a unit assignment; saved (starred); or updated; or that match custom criteria such as fires within a given agency • Sort the list for specific information such as incidents with a certain call nature, or incidents with addresses that are geoverified • Re-size, move, and sort columns and rows to lay out the **Calls** pane as you like it	The **Calls** pane
• View details about a single incident, with comments and updates • View the history of a specific incident	The **Call Details** pane
• View every unit in a single list • View units on the map, if AVL is integrated • Find one or more units that are available; assigned to an incident; or that match custom criteria such as available EMS units • Sort the list for specific information such as the status of every unit, all units with a certain status, or specific units • Re-size, move, and sort columns and rows to lay out the **Units** pane as you like it	The **Units** pane

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If you want to	See
• View the map that pertains to your operational area • Select one or more map layers to display, such as a street view or an aerial view • Create and save part of the map as a unique view • View geofences on the map • Place markers on the map to zero in quickly on specific types of incidents • Track incidents with geoverified addresses and track AVL-integrated units on the map • Zoom in to view a close-up of an incident location	The map
• Create keyboard shortcuts to expedite actions • Change the look of the Hub Portal, such as the background color • Select a map • Configure a map • Select a theme for a map, such as Night, Light, Dark Night, or Day	Customizing the Hub Portal window (page 34)

Customizing the Hub Portal window

You customize the Hub Portal window by performing the following tasks in any order:

- Configure the Portal window.
  - Add another desktop if you want to place one or more panes on it so that you can divide the information among monitors. You cannot duplicate panes across multiple desktops.
  - Add panes to the Portal window.
- Set your preferences.
  - Create keyboard shortcuts (hotkeys).

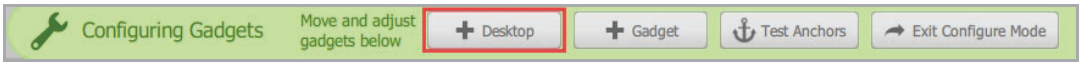
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- Change the color theme of your display.
- Select the map, and select a theme for the map display.

Adding a desktop

To add a desktop, complete the following steps:

1. On the Hub Portal dashboard, select (the **Real Time View** icon).
2. Click anywhere inside the window's borders and press **F10**.
3. On the **Configuring Gadgets** overlay that appears at the top of the window, select **+ Desktop**.

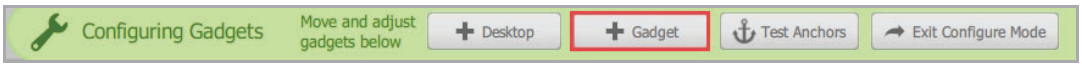


4. Add panes to the new desktop window.

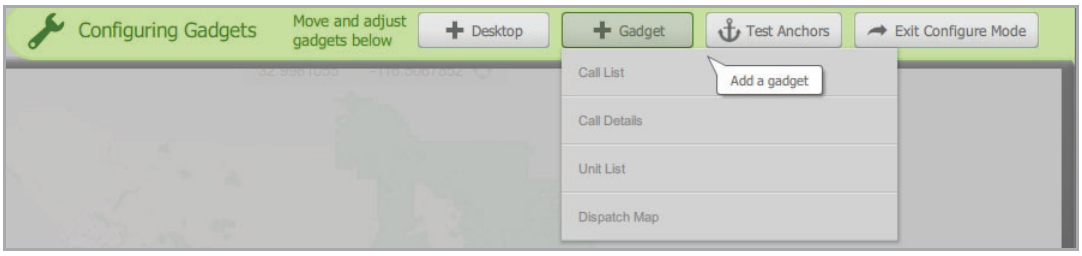
Adding panes to the Hub Portal window

To add panes to the Hub Portal window, complete the following steps:

1. On the Hub Portal dashboard, select (the **Real Time View** icon).
2. Click anywhere inside the window's borders and press **F10**.
3. On the **Configuring Gadgets** overlay that appears at the top of the window, select **+ Gadget**.



4. In the drop-down menu, select each pane (gadget) that you want to see in your Portal window or in the new desktop window.



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Selecting a pane adds it immediately to the view in your Portal window. You can select panes in succession to add them.

You can add only one pane of its kind to a desktop. For example, you cannot place two **Unit** lists in a single desktop.

If you add the wrong pane, you can click inside it and select (the **Delete**/trash can icon) to remove it.

5. After you add a pane, click inside it. When the pane turns green and the cursor turns into a four-sided arrow, you can drag the pane to the desired position within the main window.



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6. Hover your cursor over the edge of each pane until it becomes a double-sided arrow. You can then click and drag the edges of each pane to re-size them to your liking.



7. If you want to lock an edge of a pane to a certain position, such as the top or bottom of the window, select the yellow anchor next to the edge that you want to lock. The locked edge of the pane stays in place even if you expand or shrink the window.



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8. After you position the panes where you want them, on the **Configuring Gadgets** overlay select **Exit Configuration Mode**.

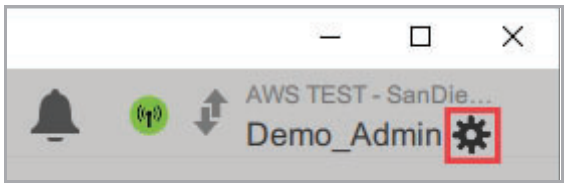


9. (Optional) If your interface is not selected by default, or if you need to change it, in the upper-right corner of the Portal window, next to the clock, select your user name.
10. (Optional) Next to interface, select the down arrow and select the interface that you want to view in your Portal window.

Creating keyboard shortcuts (hotkeys)

To create keyboard shortcuts (hotkeys), complete the following steps:

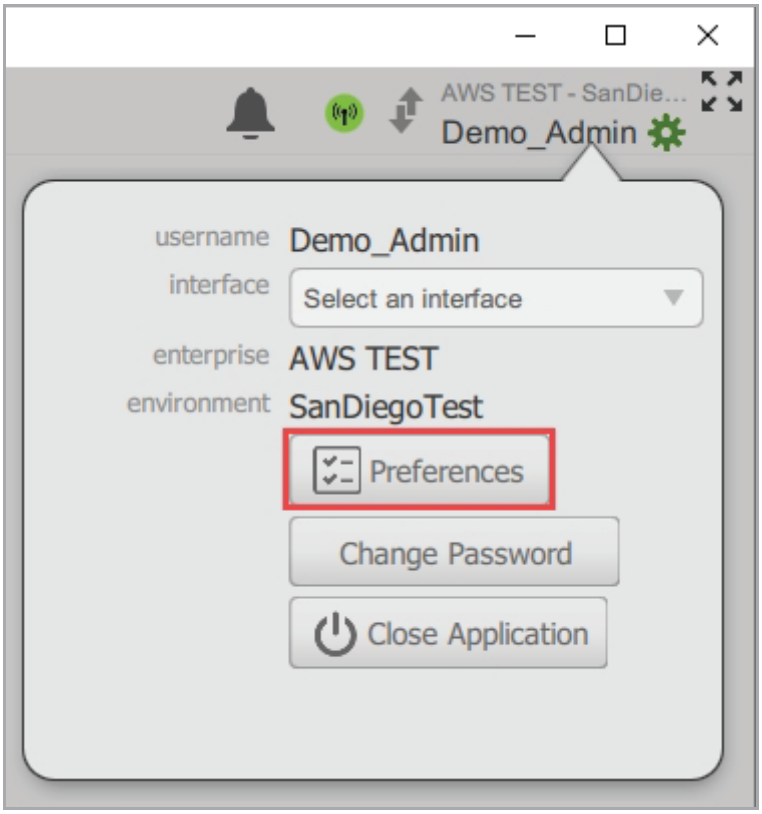
1. On the Hub Portal dashboard, select the ⚙ next to your enterprise and environment name.



A pop-out menu opens.

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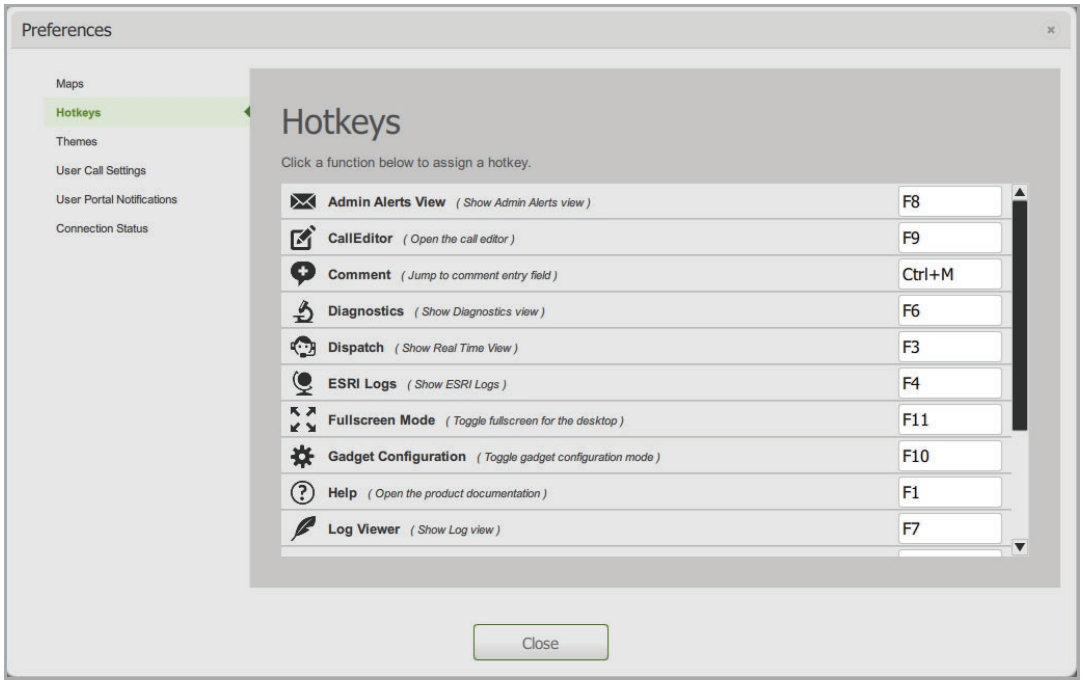
2. On the pop-out menu, select **Preferences**.



The **Preferences** window opens.

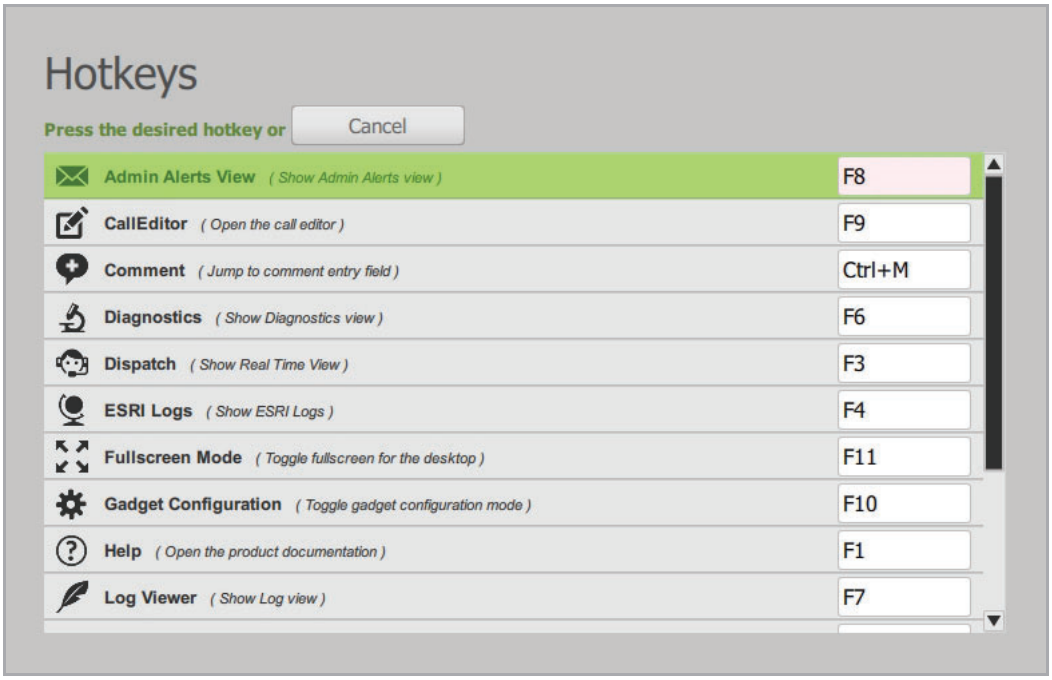
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3. On the **Preferences** window, select **Hotkeys**. The **Hotkeys** menu opens.



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4. On the **Hotkeys** menu, the default keyboard shortcut for each function is listed on the right. You can change these shortcuts by selecting a function or its shortcut and pressing the key or key combination you want to use instead.



   When you make a selection, the current shortcut flashes until you press a key or key combination, or until you select **Cancel**.

5. After you press the key or key combination that you want to assign as the new shortcut, the change is saved automatically.

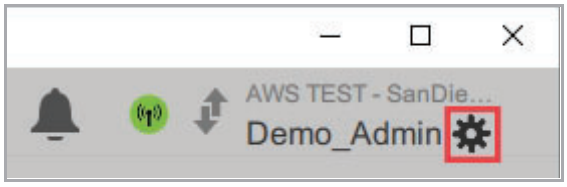
   If you change a function's shortcut to a key or key combination already assigned to another function, it removes the shortcut from the other function. While not required, CentralSquare recommends you assign a new shortcut to the other function when this occurs.

Changing the color theme of your display

To change the color theme of your display, complete the following steps:

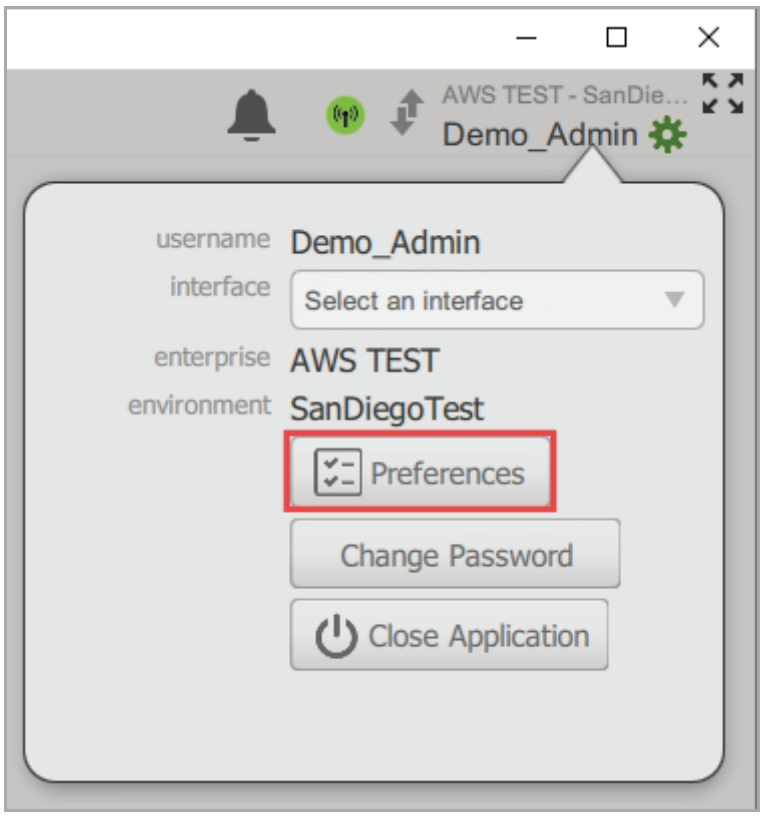
DocuSign Envelope ID: B0AC0470-261E-4DED-B162-1EC259D1508E

1. On the Hub Portal dashboard, select the ⚙ next to your enterprise and environment name.



A pop-out menu opens.

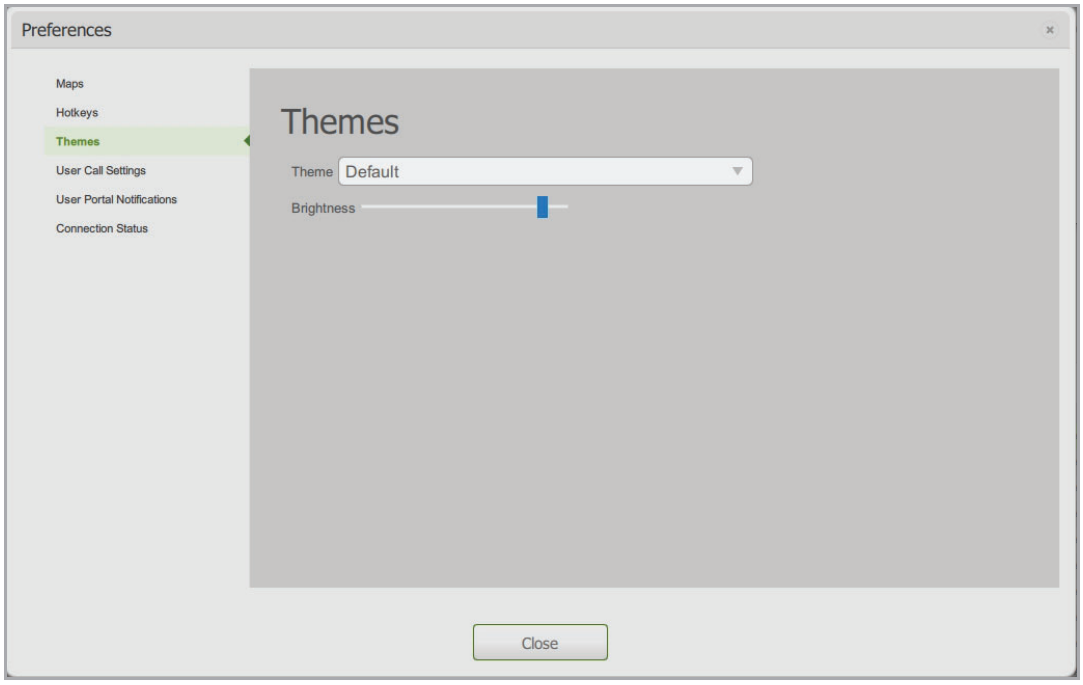
2. On the pop-out menu, select **Preferences**.



The **Preferences** window opens.

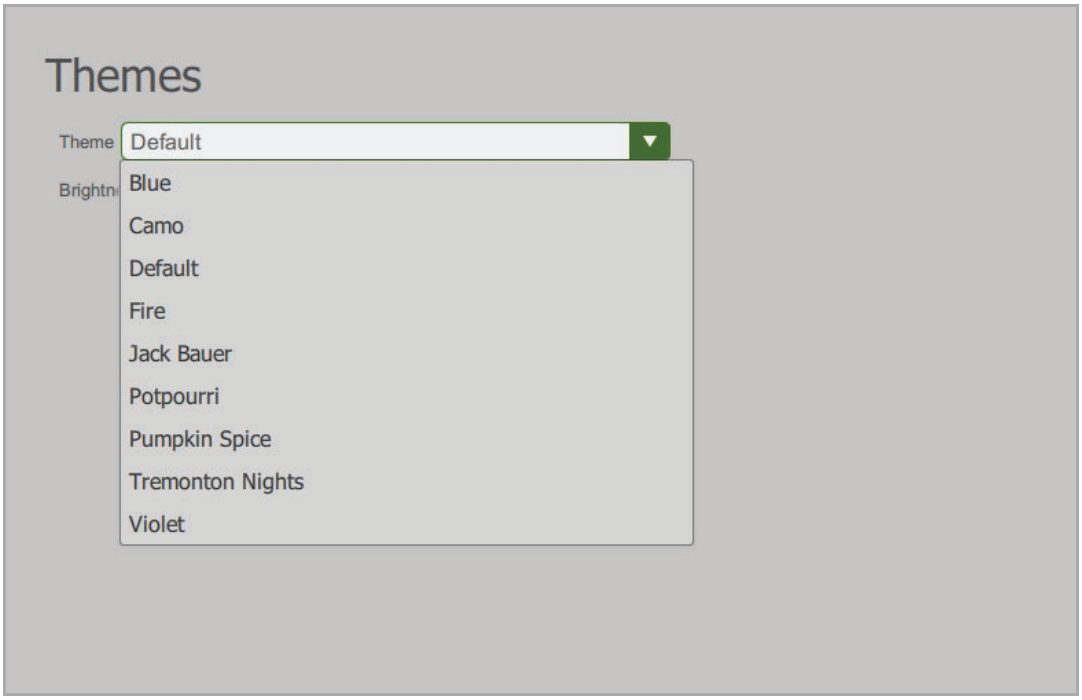
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3. On the **Preferences** window, select **Themes**. The **Themes** menu opens.



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4. Use the **Theme** drop-down list to select the color theme you want to use. The application's colors change automatically when you select a theme. Your selection is also saved automatically.

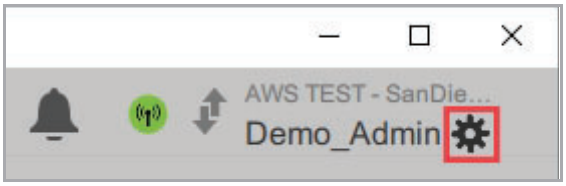


5. Use the **Brightness** slider to adjust the brightness of the application to your liking. Dragging the slider to the right makes the application brighter; dragging it to the left makes the application darker. Wherever you leave the slider is saved automatically.

Selecting a map and its color theme

To select a map and its color theme, complete the following steps:

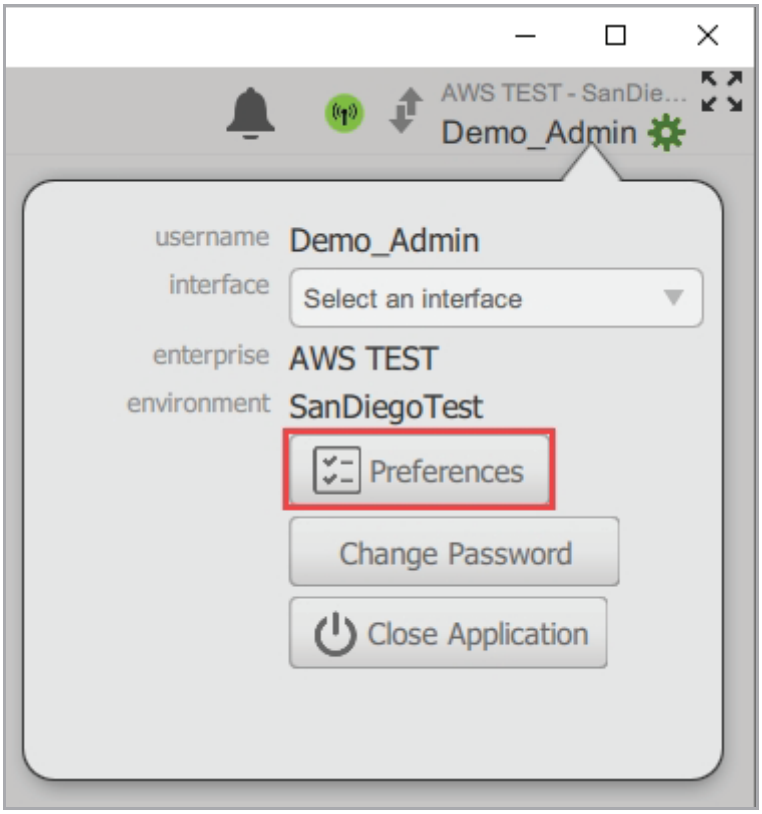
1. On the Hub Portal dashboard, select the ⚙ next to your enterprise and environment name.



A pop-out menu opens.

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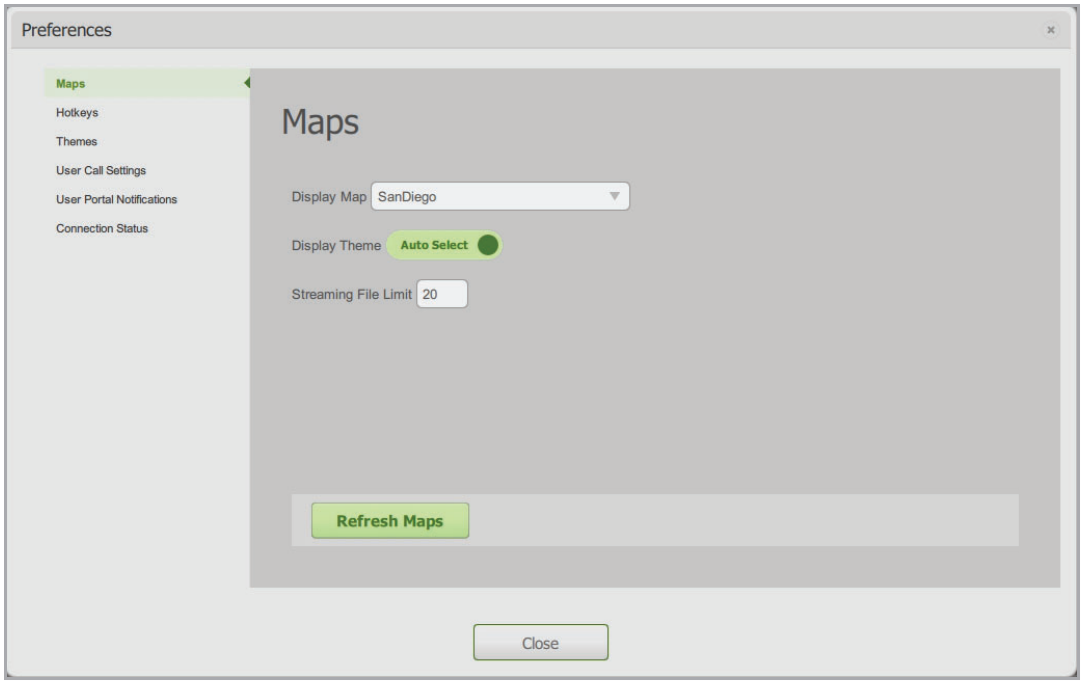
2. On the pop-out menu, select **Preferences**.



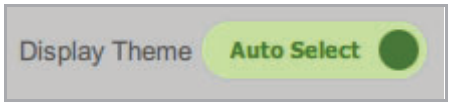
The **Preferences** window opens.

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3. On the **Preferences** window, select **Maps** if it is not already selected.

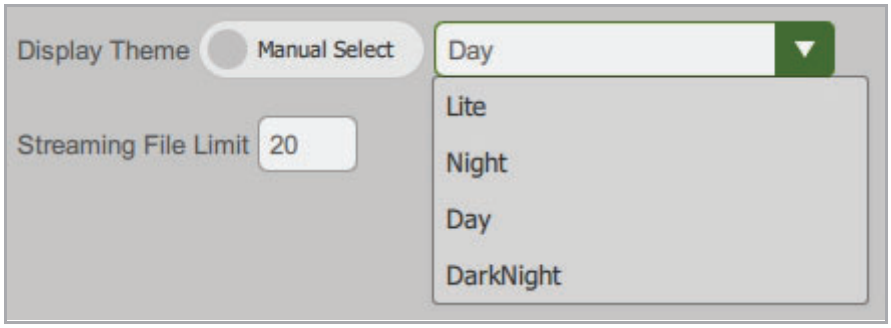


4. On the **Maps** menu, select the map you want to view from the **Display Map** drop-down list.
5. For the **Display Theme** option, you can toggle between **Auto Select** and **Manual Select**.
   - **Auto Select:** This selection uses the **Day** theme.



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- **Manual Select:** This selection lets you choose the theme you want to use from a drop-down list.



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Managing the system using the CAD-to-CAD Hub system components

You may need to manage the CAD-to-CAD Hub system devices or change settings from time to time, create new environments for testing or other purposes, or set the system clock.

You can manage the system through the Hub Portal user interface.

The About page

You can view details about the CAD-to-CAD Hub system components in the Hub Portal user interface by going to the **About** page.

To view these details, complete the following steps:

1. On the Hub Portal dashboard, select ⚙ (the **Settings** icon).

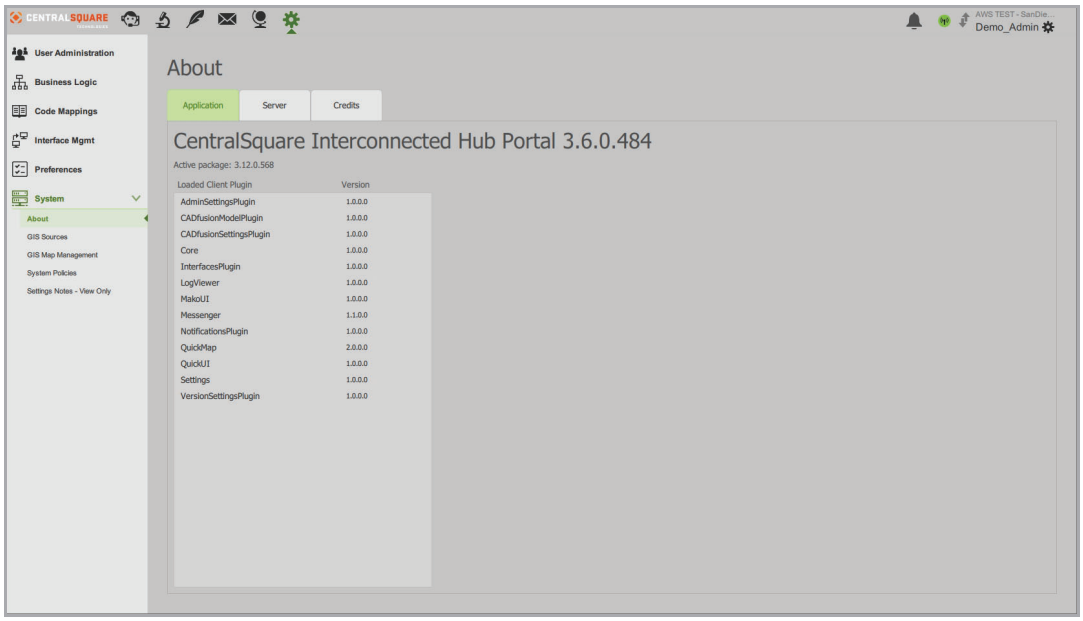


   The **Settings** window opens.

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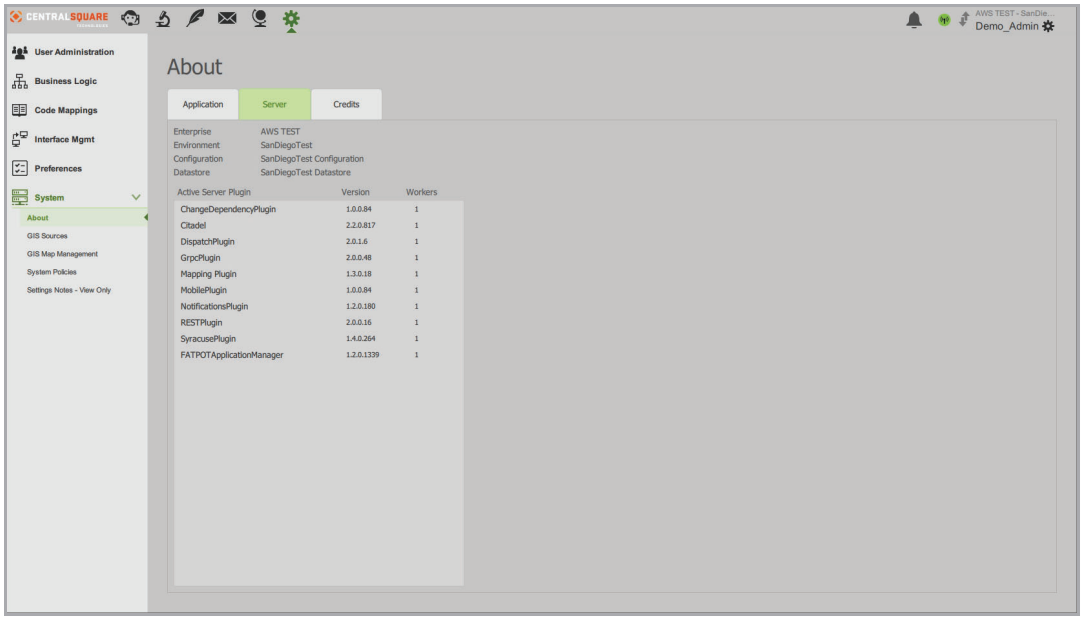
2. On the **Settings** window, select **System** > **About**. The **About** page opens, with the **Application** tab selected by default.

   The **Application** tab displays the version information of the Hub Portal client software running on the machine you are logged in on currently. It also lists any client-side plugins and their versions.

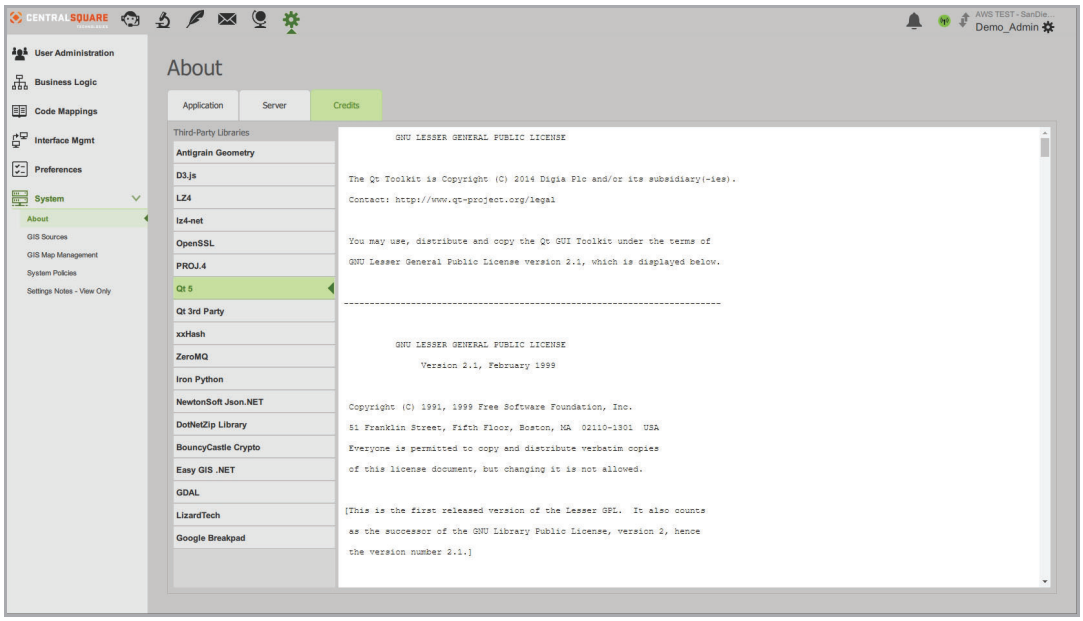


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3. Select the **Server** tab. The **Server** tab displays an overview of your server-side configuration, including the server-side plugins and the number of plugins (“workers”) currently running.



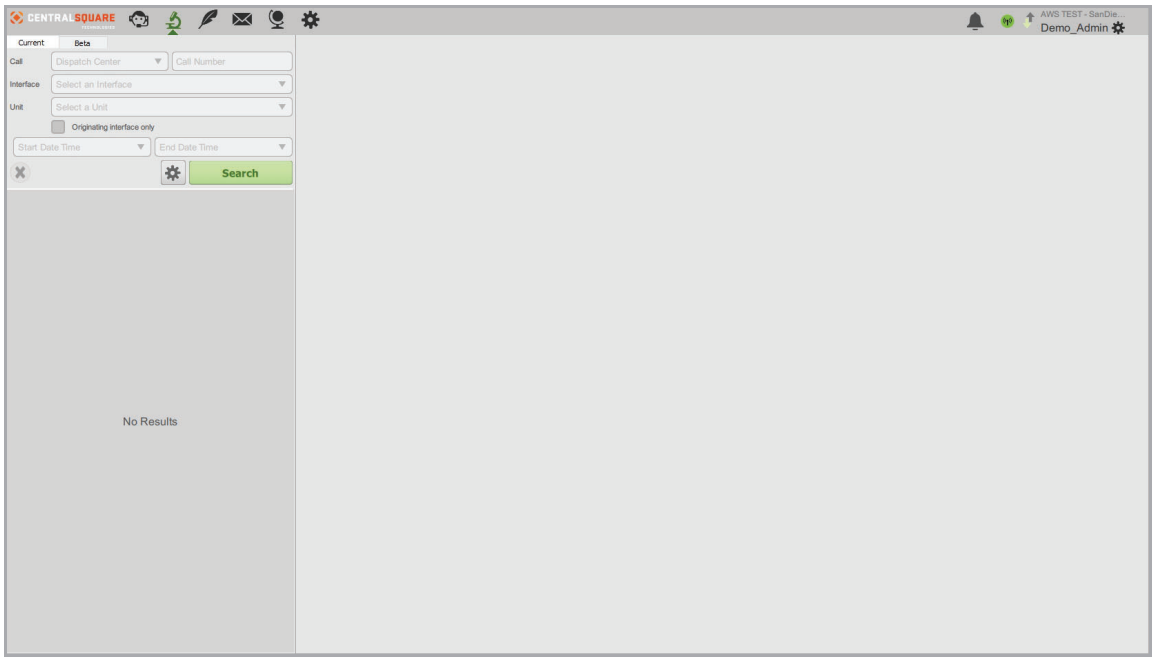
4. Select the **Credits** tab. The **Credits** tab displays the third-party libraries used by the CAD-to-CAD Hub system. Select an entry from the list on the left to view the copyright or license information for that library.



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The Diagnostics page

The **Diagnostics** page in the CAD-to-CAD Hub system displays details that can help the CentralSquare Technical Support team troubleshoot system errors.



After you select your search criteria using the drop-down lists and select **Search**, you see the results in the lower part of the left pane.

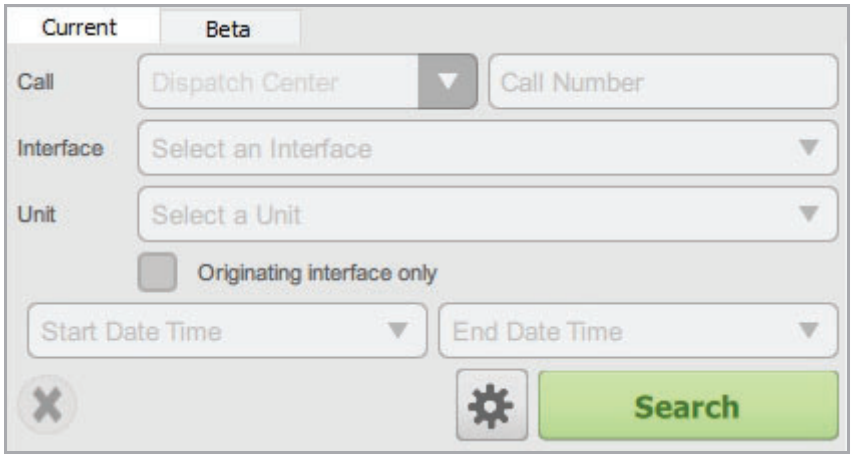
> **Note:** If you select the criteria and the drop-down list covers the **Search** button, click elsewhere in the window to hide the drop-down list. This action should make the **Search** button visible.

When you select an entry in the list of results, the details of that incident are displayed in the right pane.

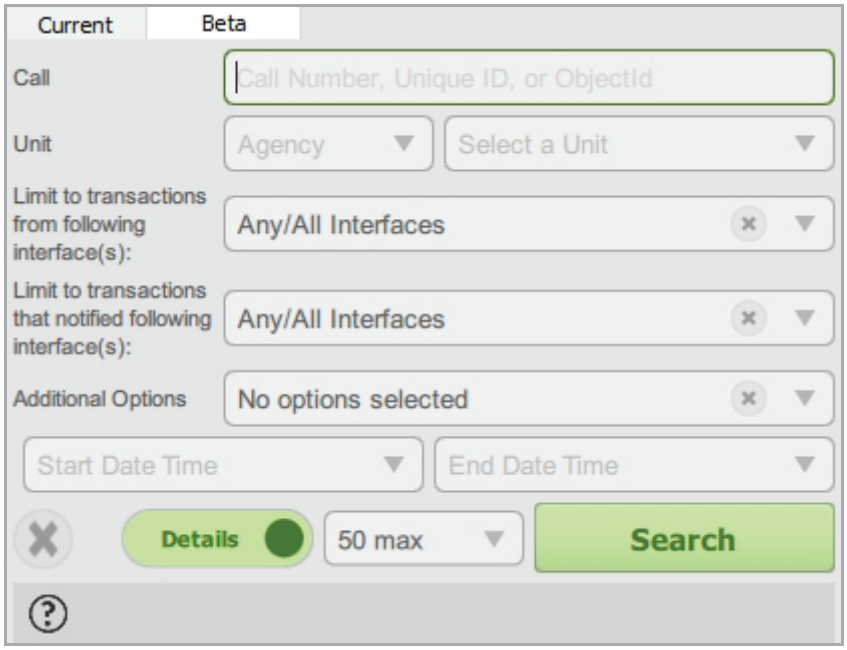
You can use either the **Current** or the **Beta** tab to search for incidents.

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Current tab



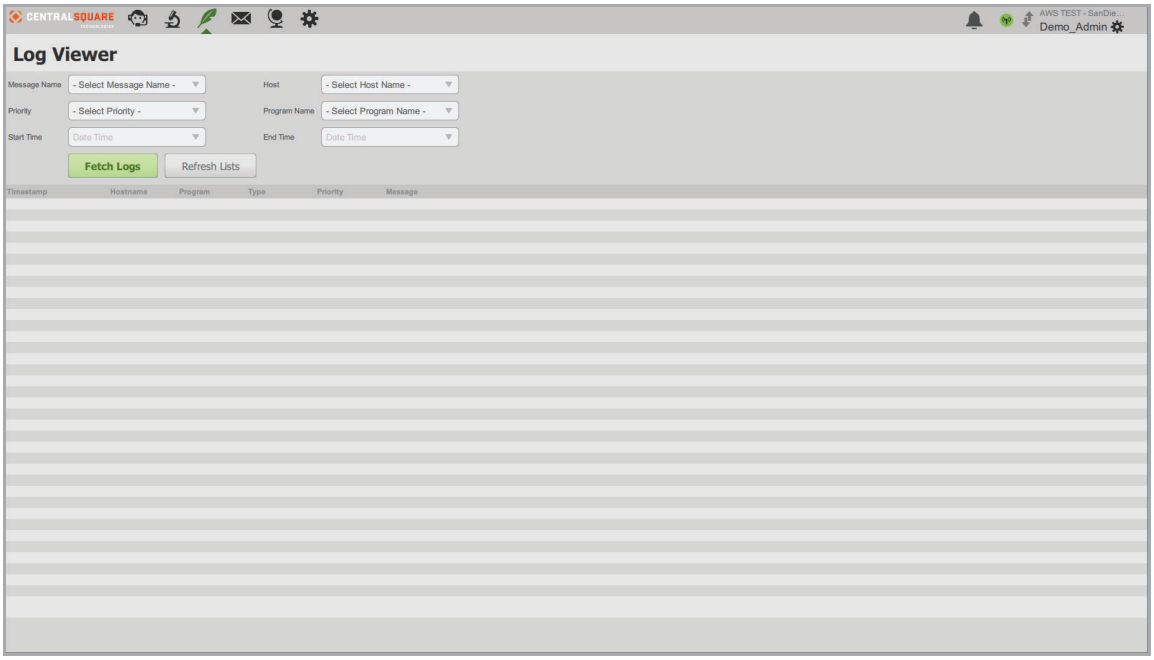
Beta tab



The Log Viewer page

The **Log Viewer** page in the CAD-to-CAD Hub system displays incident details that can help the CentralSquare Technical Support team troubleshoot errors.

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After you select your search criteria using the drop-down lists and select the **Fetch Logs** button, you see the results in the lower part of the window.

Note: If you select a date and the calendar covers the **Fetch Logs** button, click elsewhere in the window. This action should hide the calendar and make the button visible.

When you select an entry in the list of results, the details of that incident are displayed in a new window.

After you view the data, you can select the **Back to results** button in the lower part of the detail window. You can then view the entire results list again or change the search criteria.

About devices

This topic pertains to the agency user administrator or the global user administrator.

When a user first logs in to the Hub Portal user interface from a new device, the CAD-to-CAD Hub system “discovers” the device automatically.

The device belongs to the agency or agencies of the user who first logs in to the device. When you click the device, you can see which agency the user belongs to. You can also see the initial user and the most recent user who logged in.

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The new device name is added to a common list of devices in the Hub Portal user interface under **Settings** > **User Administration** > **Devices**.

If the device name is changed on the network, the name is updated automatically in the CAD-to-CAD Hub system.

The agency's system administrator configures the system-wide device policy and can set it either to enable or disable all devices by default.

- If devices are enabled by default at the system configuration level, then each new device is enabled automatically.
- If devices are disabled by default at this level, then the agency user administrator has to enable each user's device before the user can log in to the Hub Portal user interface.

In the details area on the right, next to **Initial Account Login**, you can see which user (account) logged in to the device first. Next to **Last Account Login**, you can see which user logged in last. You can also see which agency the user belongs to.

You can enable, disable, or delete devices as needed.

Managing devices

As an agency user administrator, you have rights through the Agency User Administrator policy to manage the devices that belong to your agency. You can perform the following device-management tasks from the Hub Portal user interface:

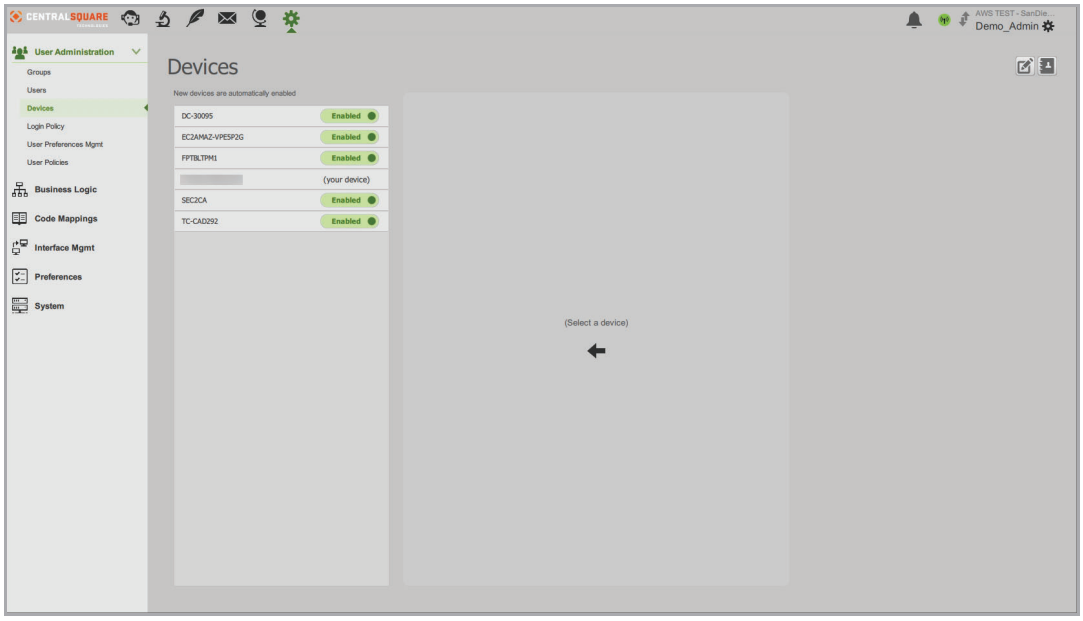
- Enable a device
- Disable a device
- Delete a device

Enabling a device

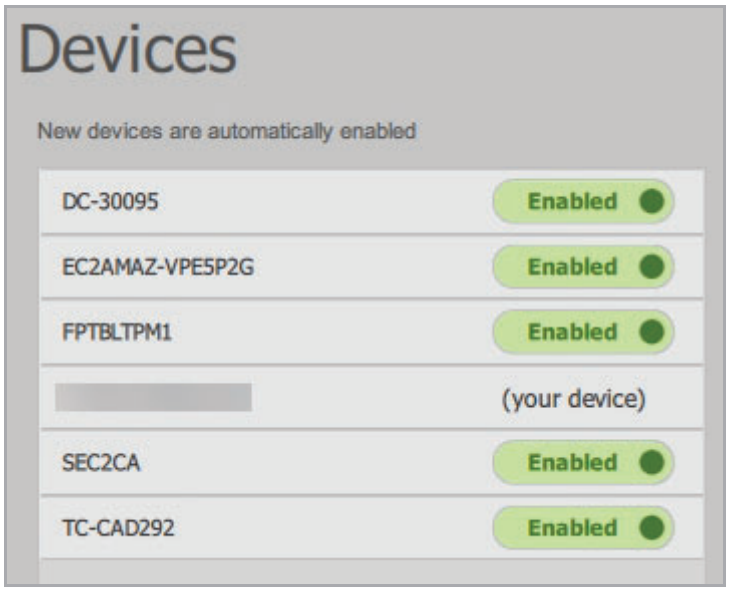
To enable a device, complete the following steps:

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1. In the Hub Portal user interface, navigate to **Settings** > **User Administration** > **Devices**.



2. In the **Devices** list, next to the name of the device, switch the toggle to **Enabled**.

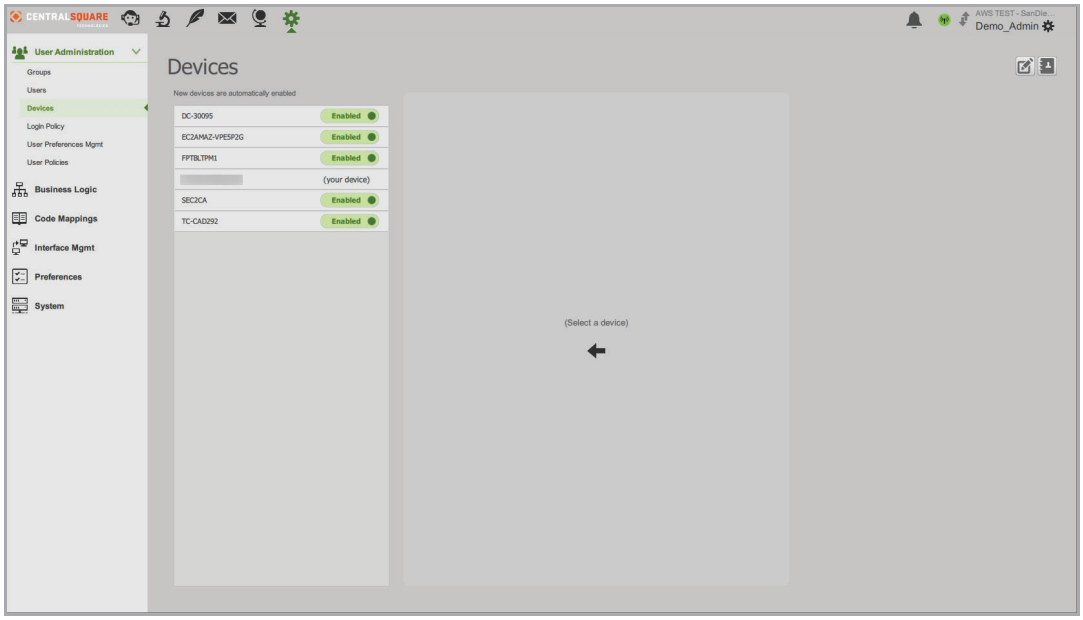


DocuSign Envelope ID: B0AC0470-261E-4DED-B162-1EC259D1508E

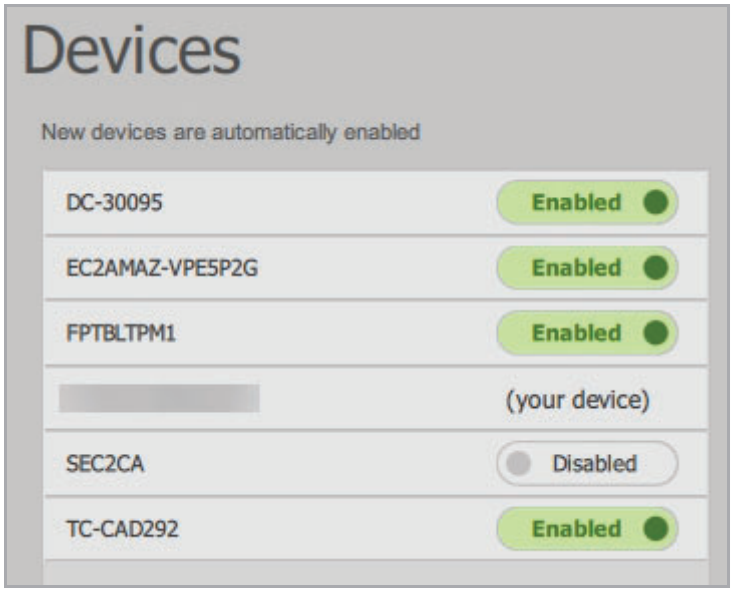
Disabling a device

To disable a device, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Organization** > **Devices**.



2. In the **Devices** list, next to the name of the device, switch the toggle to **Disabled**.

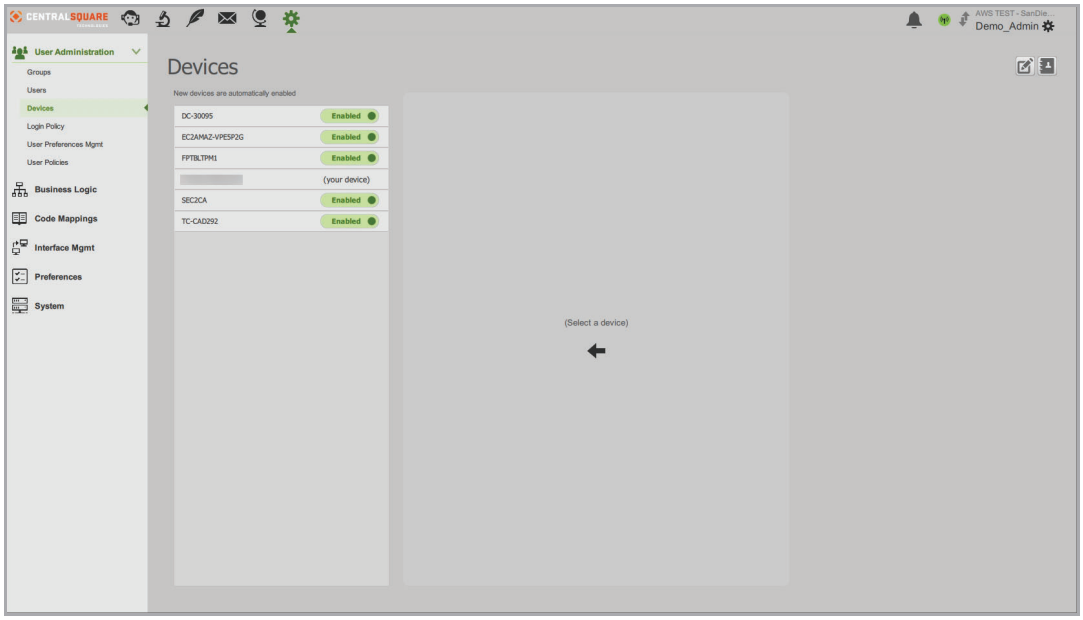


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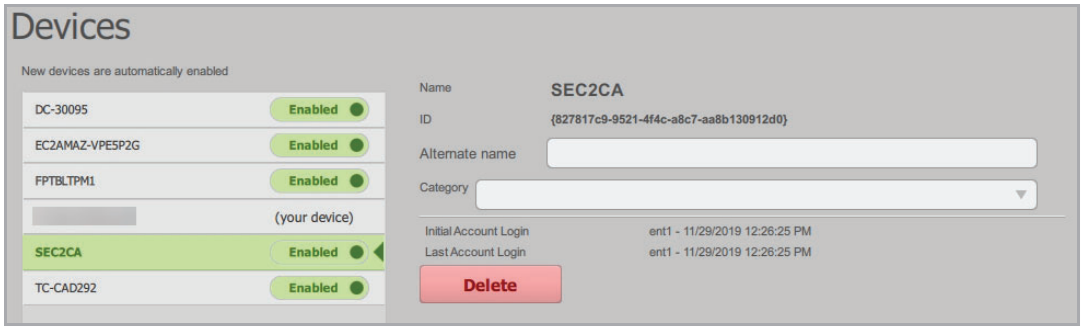
Deleting a device

To delete a device, complete the following steps:

1. On the Hub Portal dashboard, go to **Settings** > **User Administration** > **Devices**.



2. In the **Devices** list, select the name of the device that you want to delete to view its details.
3. Select **Delete**.



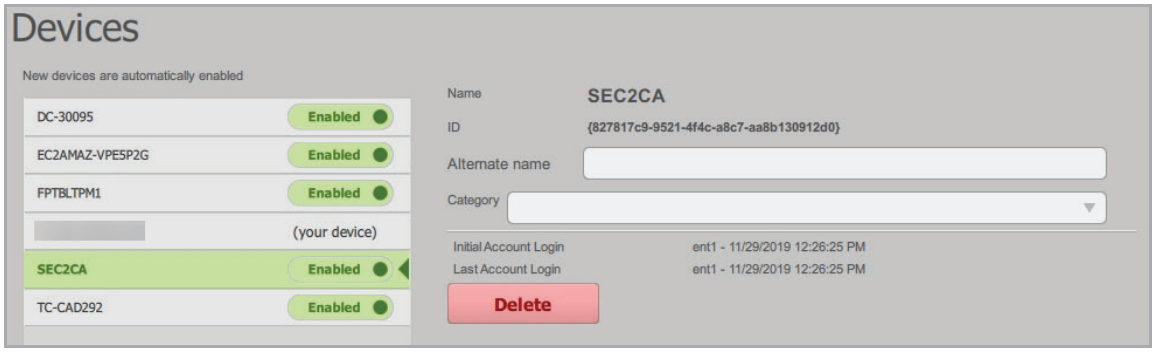
4. On the confirmation window, select **Delete** again to complete the action.

The Devices page

After devices are added and enabled, you can disable them individually and re-enable them as needed using a toggle button next to each device name.

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When you select a device on the list, its network name and globally unique identifier (GUID) are shown on the right. You can enter an alternate name; however, you cannot change the network name or the GUID.



In the details area on the right, next to **Initial Account Login**, you can see which user (account) logged in to the device first. Next to **Last Account Login**, you can see which user logged in last. You can also see which agency the user belongs to. The table below uses the image above as an example.

Field name	Content	Description
Initial Account Login	N/A	Lists the name of the user (account) who logged in first with the device.
Last Account Login	bountifulagencyuseradmin	Lists the name of the user (account) who logged in most recently with the device. The agency to which the user belongs is shown in parentheses.

About managing packages and plugins

The CAD-to-CAD Hub system includes server and client plugins that are updated as packages.

From time to time, you may need to restart one or more plugins. You may also need to view, apply, upload, or restore a package.

Some of these management tasks are performed in the Application Manager, which is accessible with network access from a browser window. The others you perform in the Hub Portal user interface.

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Managing packages and plugins

You can manage the CAD-to-CAD Hub packages and plugins from your workstation:

- **View packages:** For troubleshooting purposes, you may need to identify the version of the current package on the CAD-to-CAD Hub system.
- **Apply a package:** You can apply a package that has been uploaded previously. These packages are stored on the database.
- **Upload a package:** When CentralSquare sends you a new package to deploy, you can upload it through the Application Manager.
- **Restart plugins:** If a plugin stops working, you can restart it.
- **View package application history:** See the date and time when each version of the CAD-to-CAD Hub package was applied.
- **Restore a package:** If you experience errors after a package is updated, you may want to roll back to a previous package.

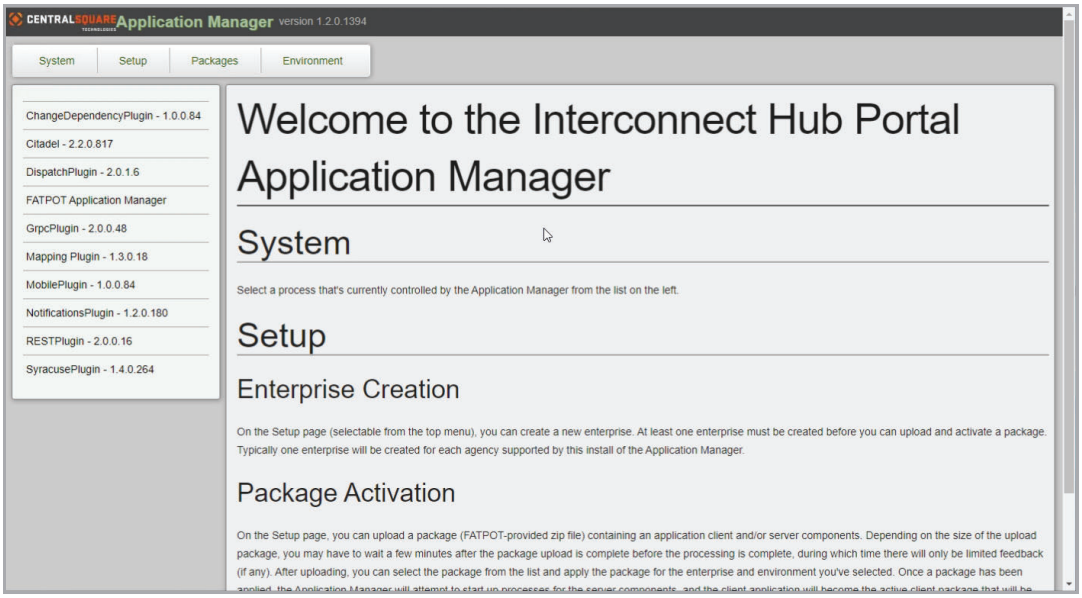
Accessing the Hub Application Manager

To access the Hub Application Manager, complete the following steps:

1. Open a new browser window.
2. Enter **http://yourserverURL:xxxxx**, where:
   - **yourserverURL** is the path to your network server where the CAD-to-CAD Hub system runs.
   - **xxxxx** is the port number the server listens on.

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The Application Manager opens.

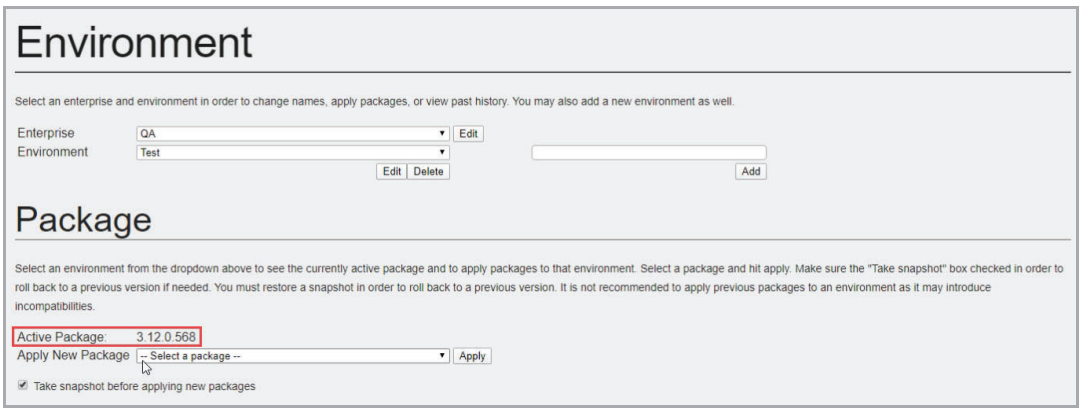


Viewing packages

To view packages, complete the following steps:

1. Access the Hub Application Manager.
2. In the Application Manager, select **Environment**. The **Environment** page opens.

   Under the **Package** heading, you can see the **Active Package** number.

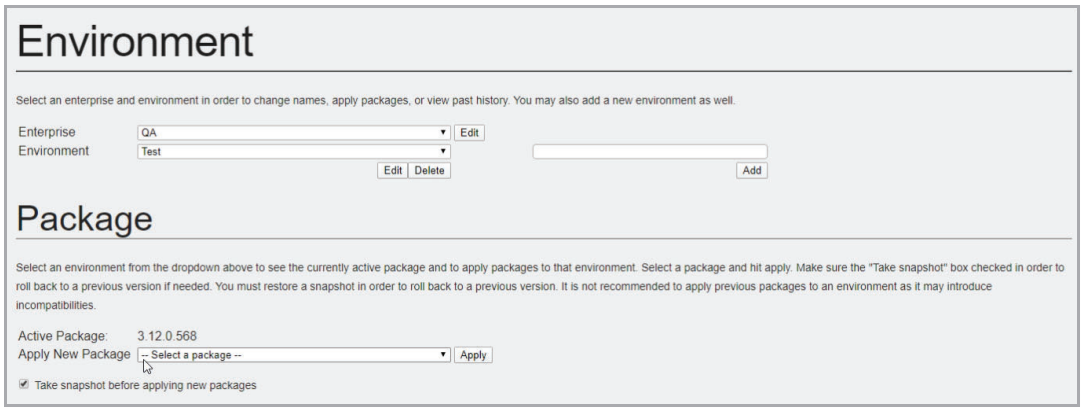


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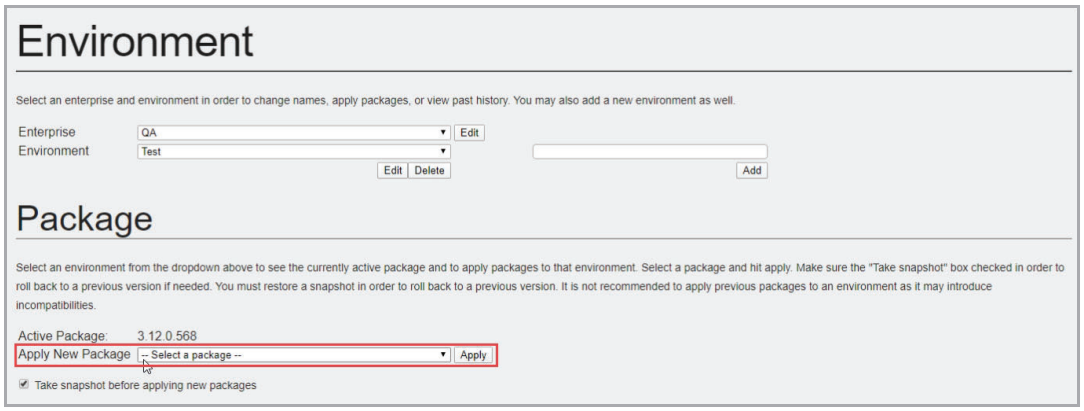
Applying packages

To apply a package, complete the following steps:

1. Access the Hub Application Manager.
2. In the Application Manager, select **Environment**. The **Environment** page opens.



3. Use the **Enterprise** drop-down list to select the enterprise you want to apply the new package to.
4. Use the **Environment** drop-down list to select the environment you want to apply the new package to.
5. Under the **Package** heading, use the **Apply New Package** drop-down list to select the package you want to apply to the currently selected enterprise and environment.



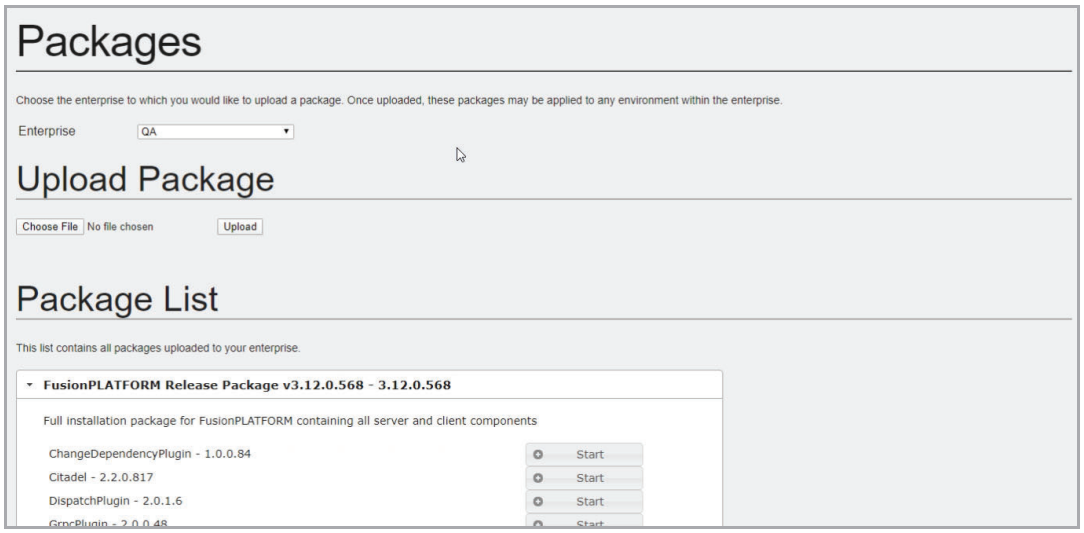
6. (Optional) If you want to save a snapshot of the database with the current package in case you need to roll back to that version, select the **Take snapshot before applying new packages** check box.
7. Select **Apply**.

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Uploading packages

To upload a package, complete the following steps:

1. Access the Hub Application Manager.
2. Select **Packages**. The **Packages** page opens.



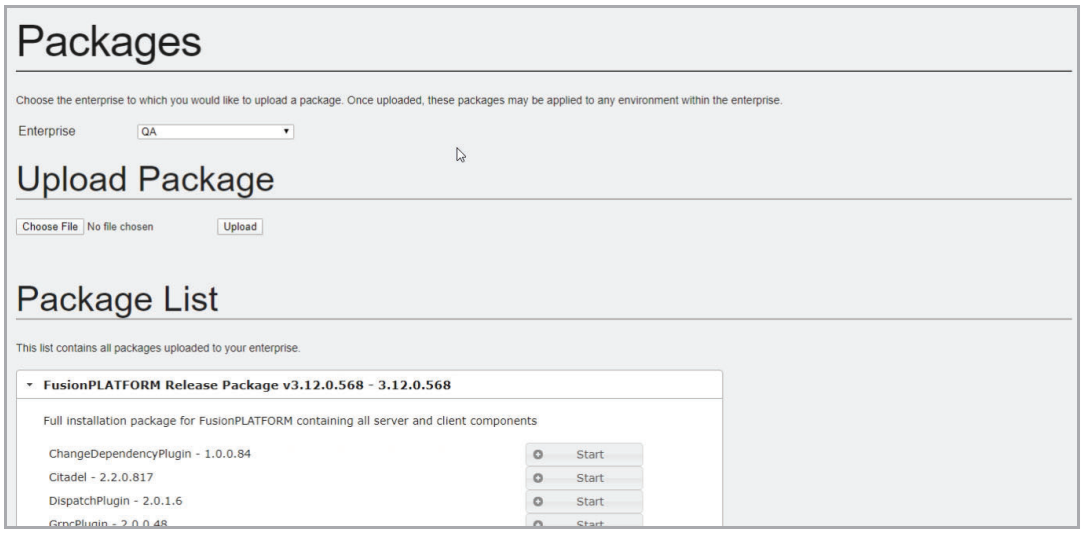
3. Under the **Upload Package** heading, select **Choose File**. A file browser window opens.
4. Go to the package file location and select the package you want to upload.
5. Select **OK**. You return to the **Packages** page.
6. Select **Upload**.

Restarting plugins

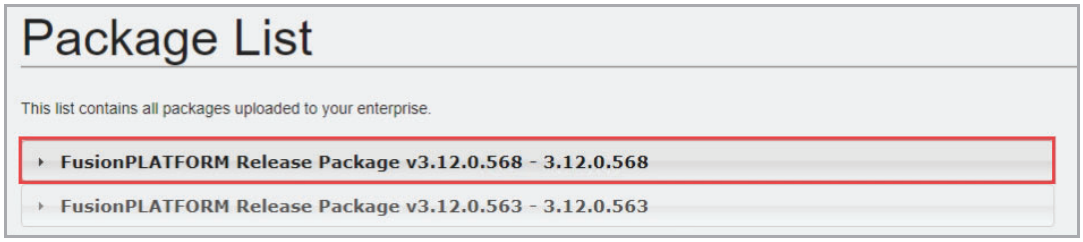
To restart a plugin, complete the following steps:

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1. Access the Hub Application Manager.
2. Select **Packages**. The **Packages** page opens.

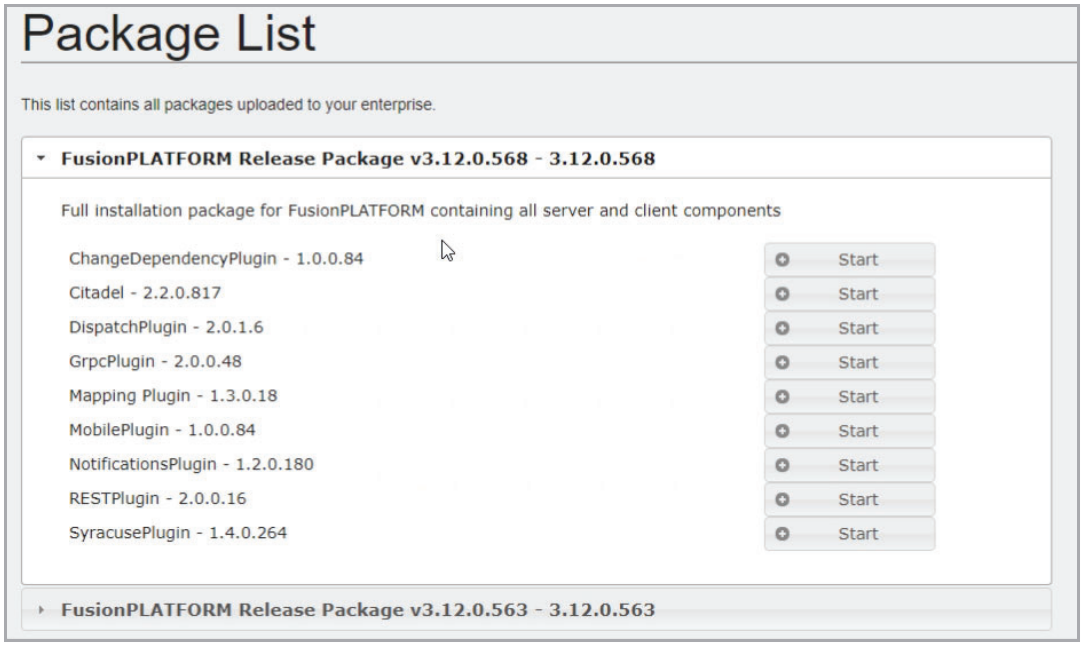


3. Under the **Package List** heading, select the currently running package.

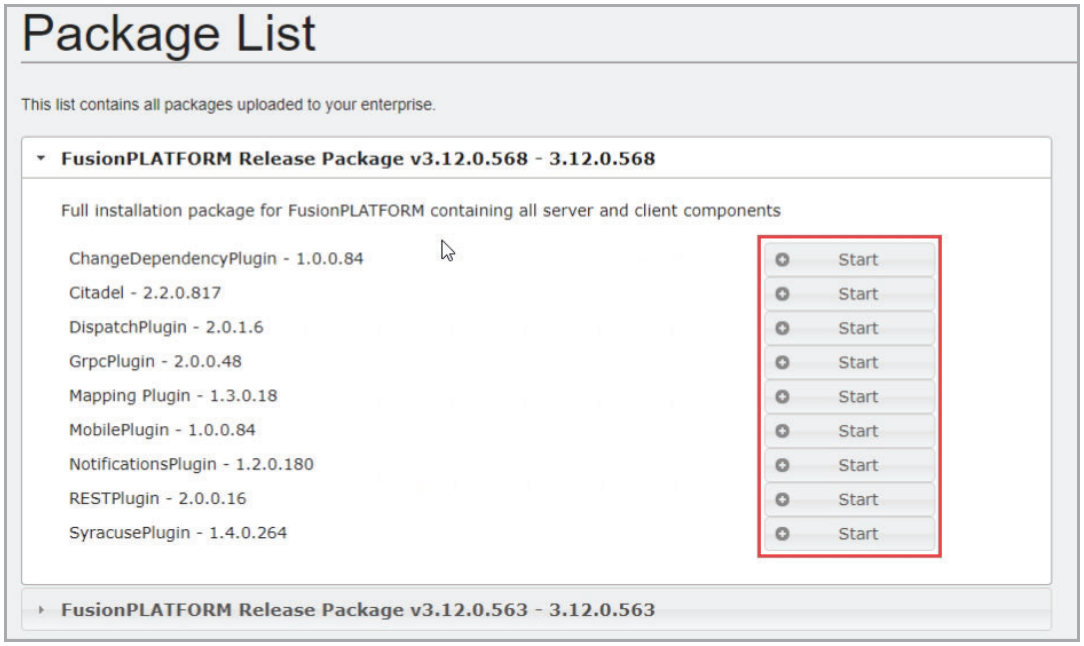


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Your selection expands to display its list of associated plugins.



4. In the list of plugins, next to any plugin that needs to be restarted, select **Start**.

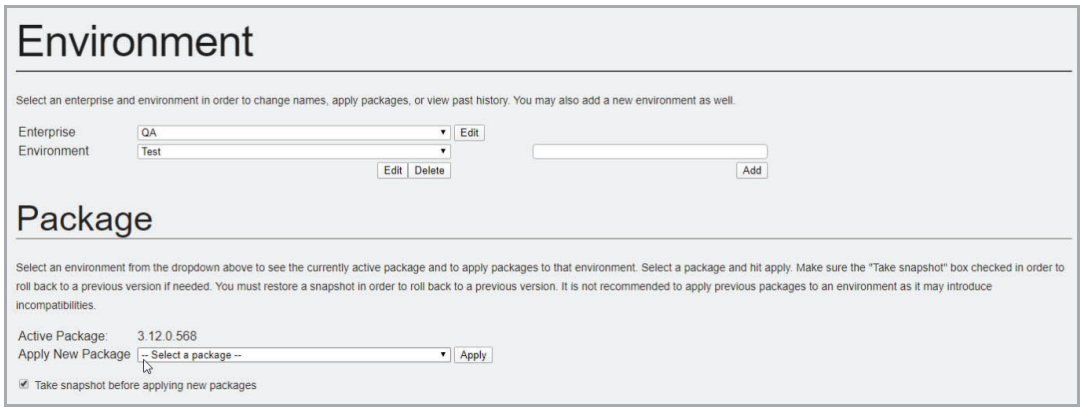


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Viewing package application history

To view package application history, complete the following steps:

1. Access the Hub Application Manager.
2. In the Application Manager, select **Environment**. The **Environment** page opens.



3. Use the **Enterprise** drop-down list to select the enterprise you want to view the package history of.
4. Use the **Environment** drop-down list to select the environment you want to view the package history of.
5. Under the **Package History** heading, a list of previously applied packages appears. Each row contains a package number and the date and time the package was last applied.

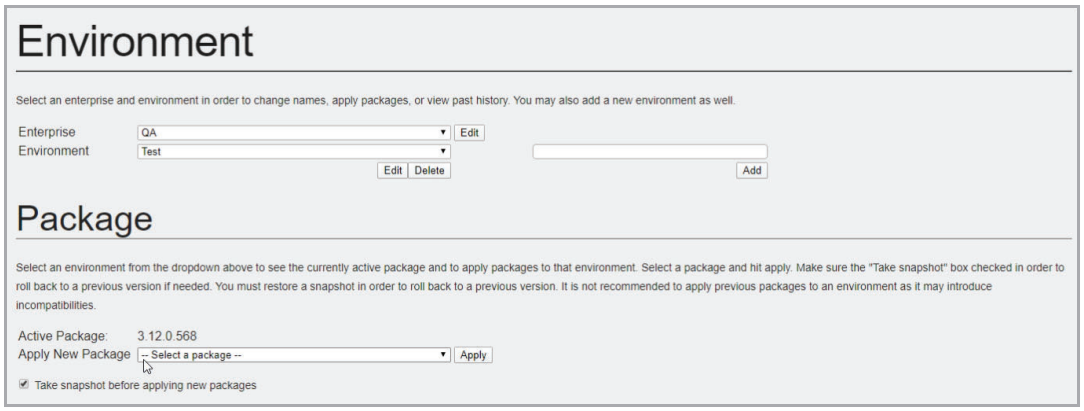


Restoring a package from a snapshot

To restore a package from a snapshot, complete the following steps:

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1. Access the Hub Application Manager.
2. In the Application Manager, select **Environment**. The **Environment** page opens.



3. Use the **Enterprise** drop-down list to select the appropriate enterprise.
4. Use the **Environment** drop-down list to select the appropriate environment.
5. Under the **Snapshots** heading, select the snapshot you want to apply to the selected enterprise and environment.

> **Important:** This restores the database and package version to their state at the time the snapshot was taken.

6. Select **Apply**.

About environments

When you install the CAD-to-CAD Hub system on your network, you are asked to create your enterprise server within the platform.

You also create one or more environments. An environment is an independent administrative entity within a CAD-to-CAD Hub enterprise server.

Most CAD-to-CAD Hub customers host a single enterprise on their agency network and create multiple environments for various purposes. For example, you can create separate Testing and Production environments. Each environment has its own set of users.

When you and other users log in to the Hub Portal user interface, you select the environment to which you are assigned. If you are assigned to more than one environment, you select which environment you want to work in.

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Creating and selecting a new environment

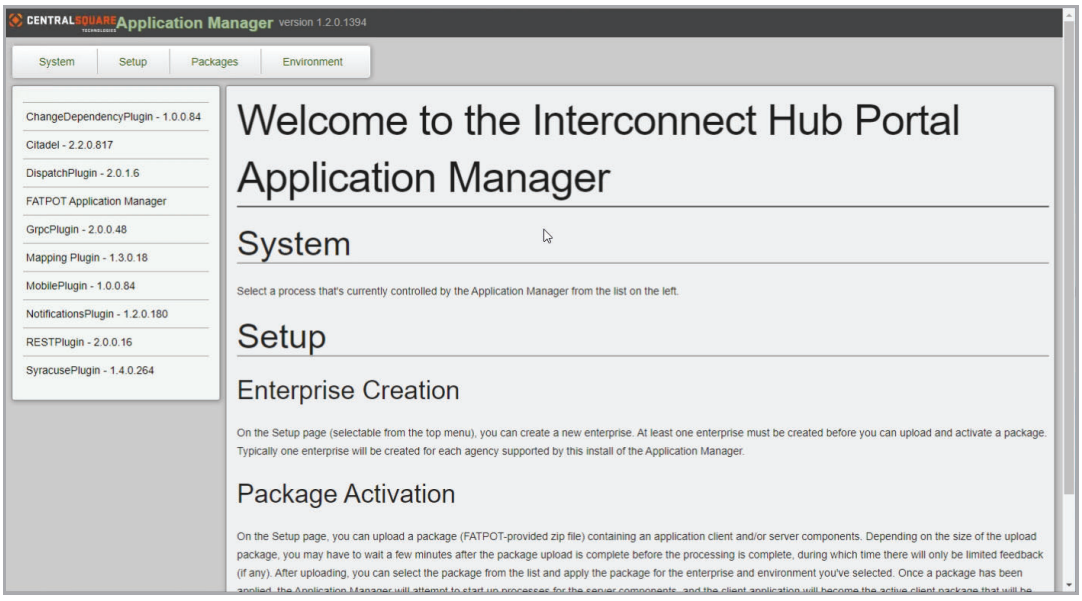
Typically, the CentralSquare employee who installs the platform on the agency network creates at least one environment through the Application Manager software during the initial installation. You can then add other environments through the Application Manager at any time.

Accessing the CAD-to-CAD Hub Application Manager

To access the CAD-to-CAD Hub Application Manager, complete the following steps:

1. Open a new browser window.
2. Enter **http://yourserverURL:xxxxx**, where:
   - **yourserverURL** is the path to your network server where the CAD-to-CAD Hub system runs.
   - **xxxxx** is the port number the server listens on.

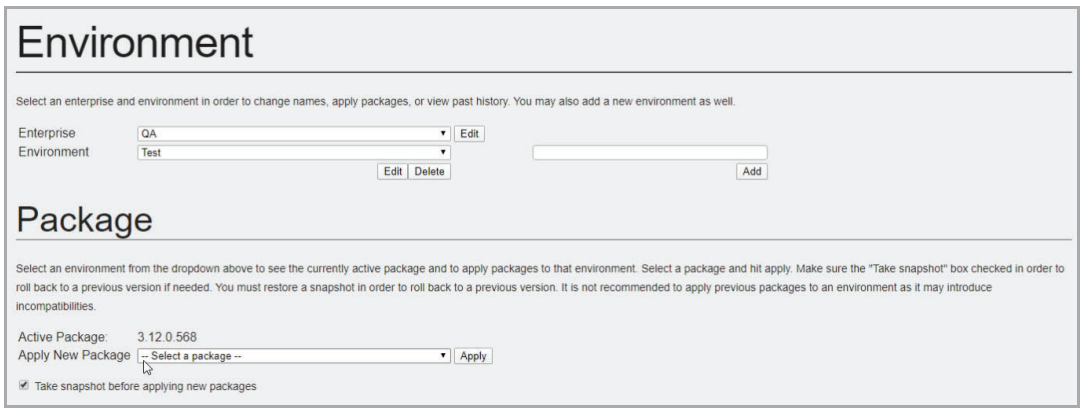
   The Application Manager opens.



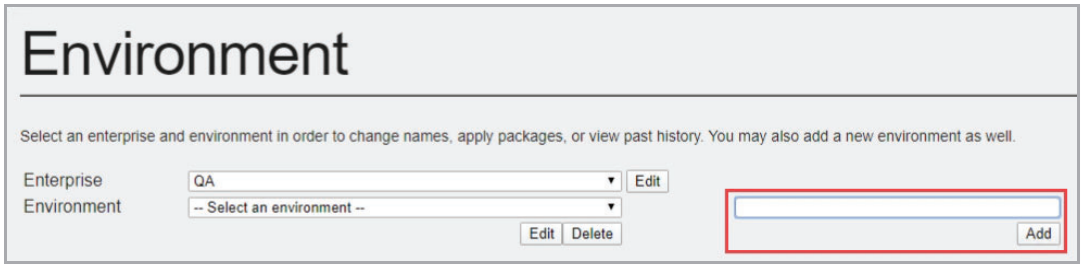
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Creating an environment

1. Access the CAD-to-CAD Hub Application Manager.
2. In the Application Manager, select **Environment**. The **Environment** page opens.



3. Under the **Environment** heading, in the untitled field beside the **Environment** field, enter the name of the environment you want to add to the currently selected enterprise.



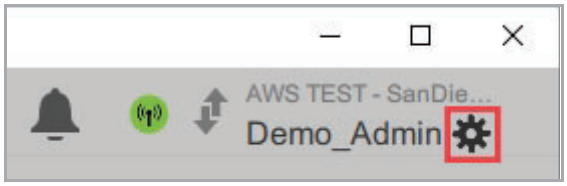
4. Select **Add**.

Selecting an environment

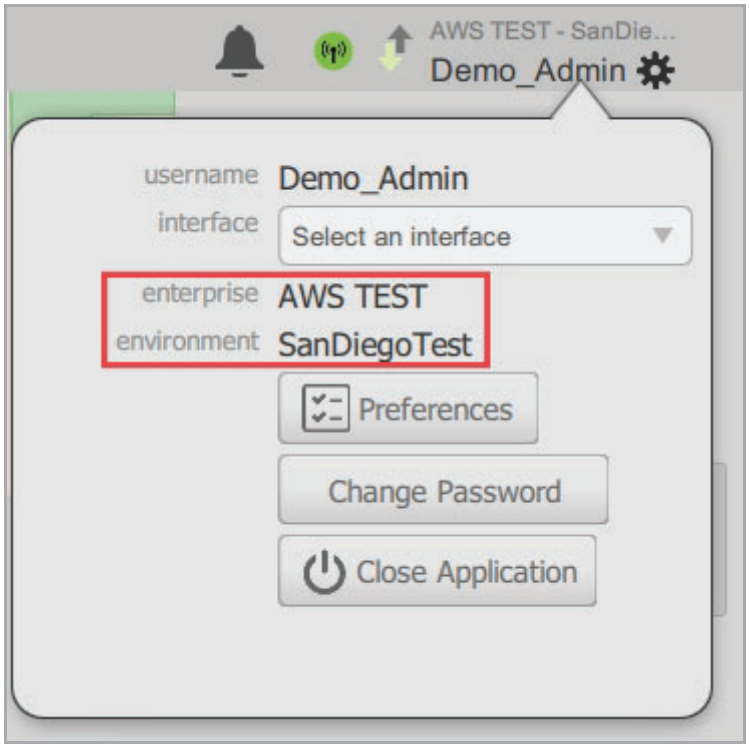
1. On the Hub Portal **Login** window, use the **Enterprise** drop-down list to select the appropriate enterprise.
2. Use the **Environment** drop-down list to select the appropriate environment.
3. In the fields next to the key:
   - Enter your user name in the top field.
   - Enter your password in the bottom field.

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4. (Optional) Select the **Remember Username** check box if you want the **Login** window to remember your user name. This expedites the sign-in process, but CentralSquare does not recommend enabling this feature if other people use or have access to the machine you use to access the Portal.
5. Select **Login**.
6. After the Portal interface loads, select the ⚙ next to your enterprise and environment name.



A pop-out menu opens, displaying the full names of your current enterprise and environment.



About exporting and importing environments

The CAD-to-CAD Hub lets you replicate a current environment to use as a new test environment. This is especially useful if you make configuration changes to your production environment without also

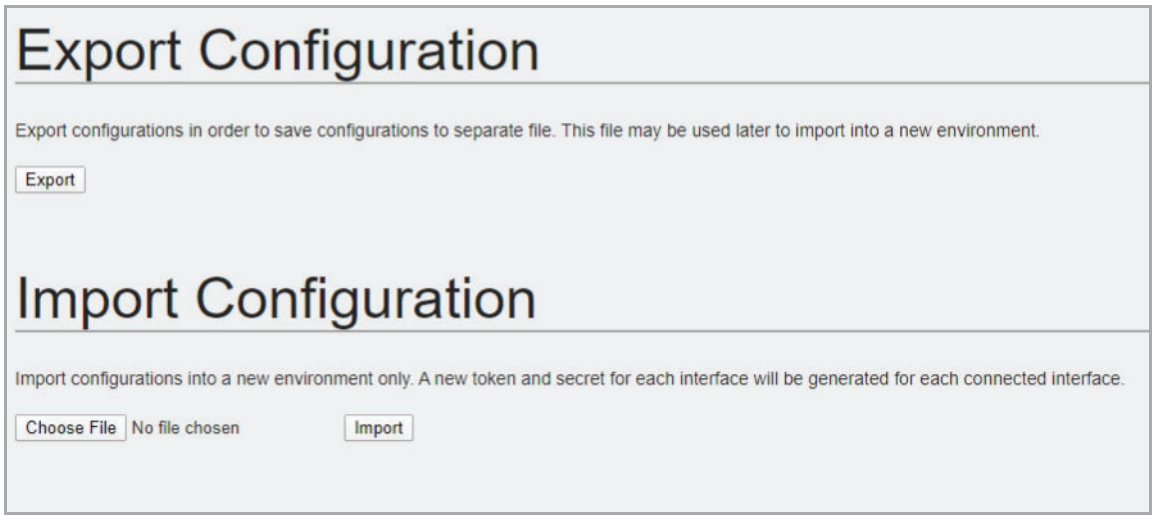
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updating the test environment.

By exporting configuration settings from an existing environment and importing them into a new environment, you can create a new test environment quickly.

You can import the new environment:

- On the same server from which it was exported.
- On a different server from which it was exported.



Exporting and importing an environment

You export and then import an environment to replicate an existing environment.

This task is performed through the CAD-to-CAD Hub's Application Manager, which is accessible with network access from a browser window.

The process involves the following primary steps:

1. Export the configuration settings from an existing environment that you want to replicate.
2. Create a new environment placeholder in the Hub Portal user interface for the new environment.
3. Import the configuration settings into the new environment.

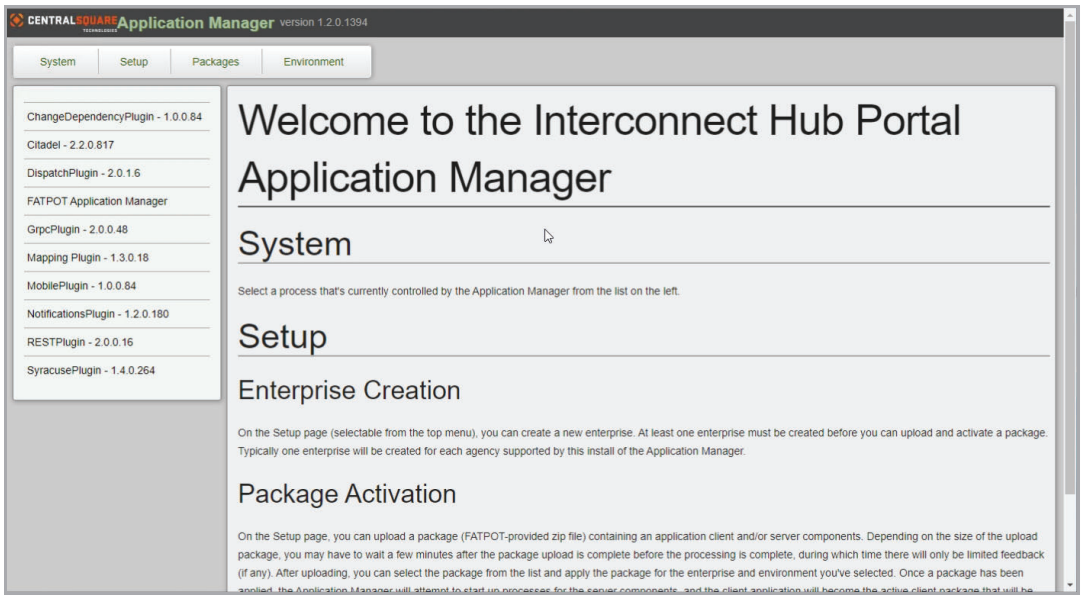
Accessing the Hub Application Manager

To access the Hub Application Manager, complete the following steps:

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1. Open a new browser window.
2. Enter **http://yourserverURL:xxxxx**, where:
   - **yourserverURL** is the path to your network server where the CAD-to-CAD Hub system runs.
   - **xxxxx** is the port number the server listens on.

   The Application Manager opens.

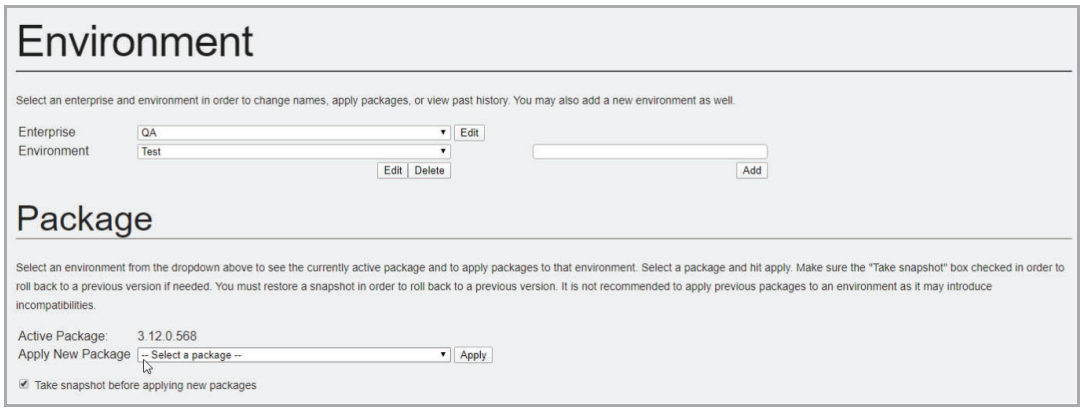


Exporting an environment

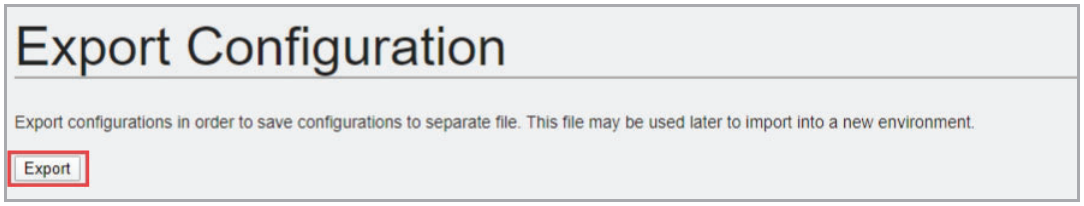
To export an environment, complete the following steps:

1. Access the Hub Application Manager.
2. In the Application Manager, select **Environment**. The **Environment** page opens.

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3. Use the **Enterprise** drop-down list to select the enterprise configuration you want to export.
4. Use the **Environment** drop-down list to select the environment configuration you want to export.
5. Under the **Export Configuration** heading, select **Export**.



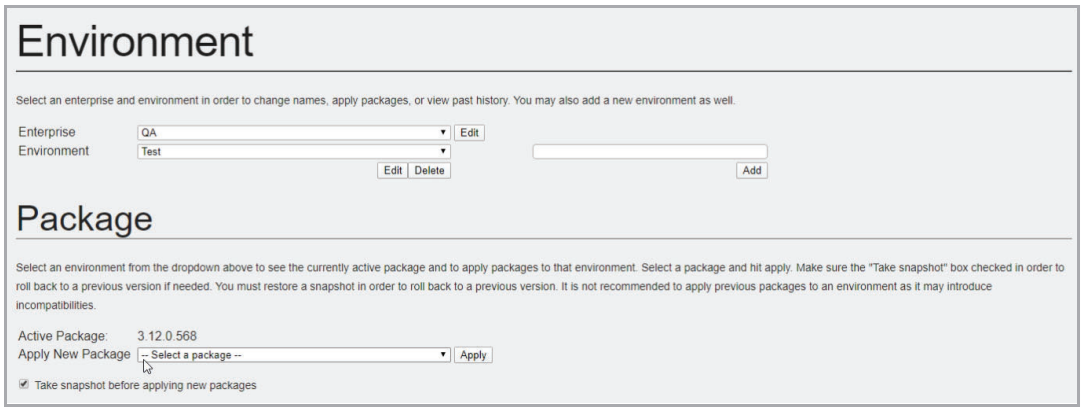
Once the export file is created, the Application Manager prompts you to save the file to a location on your machine.

Importing an environment

To import an environment, complete the following steps:

1. Access the Hub Application Manager.
2. In the Application Manager, select **Environment**. The **Environment** page opens.

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3. Under the **Import Configuration** heading, select **Choose File**.



A file browser window opens.

4. On the file browser window, go to the location where you save exported configuration files.
5. Select the appropriate exported configuration file.
6. Select **Open**. You return to the **Environment** page.
7. Under the Import Configuration heading, select **Import**.



A confirmation message appears under the **Import** button. This new environment contains all of the configuration settings of the environment that you exported.

If you see a message stating that you need to apply a package before you can log in, Managing packages and plugins (page 59) for more information.

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Creating and selecting a new enterprise

When a CentralSquare employee installed the CAD-to-CAD Hub system on the agency network, they created at least one enterprise during the initial installation.

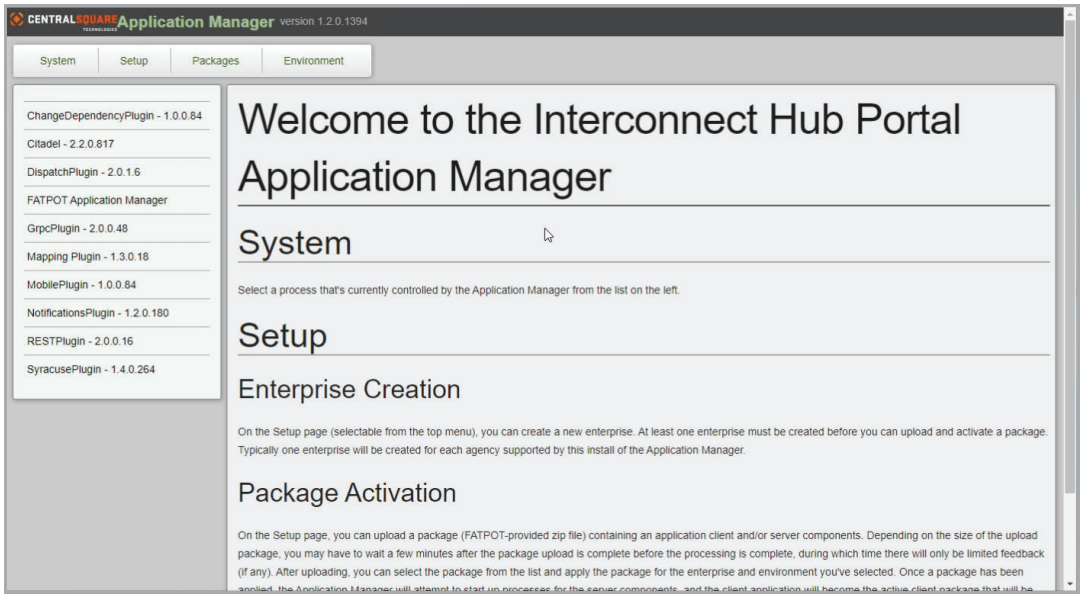
If you add an agency to the CAD-to-CAD Hub system, you must create a new enterprise for that agency. The next time you log in, you can select the new enterprise and an environment.

Accessing the CAD-to-CAD Hub Application Manager

To access the CAD-to-CAD Hub Application Manager, complete the following steps:

1. Open a new browser window.
2. Enter **http://yourserverURL:xxxxx**, where:
   - **yourserverURL** is the path to your network server where the CAD-to-CAD Hub system runs.
   - **xxxxx** is the port number the server listens on.

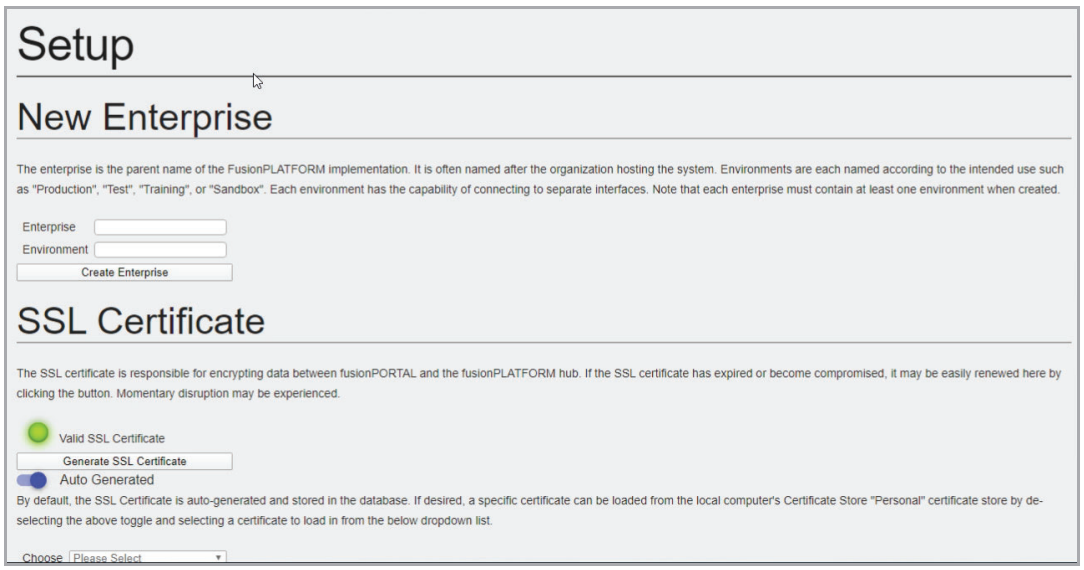
   The Application Manager opens.



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Creating an enterprise

1. Access the CAD-to-CAD Hub Application Manager.
2. In the Application Manager, select **Setup**. The **Setup** page opens.



3. Under the **New Enterprise** heading, in the **Enterprise** field, enter the name of the enterprise you want to add. You may want to give it the same name as the agency you are creating it for.
4. In the **Environment** field, enter the name of the environment you want to add to the new enterprise. You must add at least one environment to an enterprise.
5. Select **Create Enterprise**.

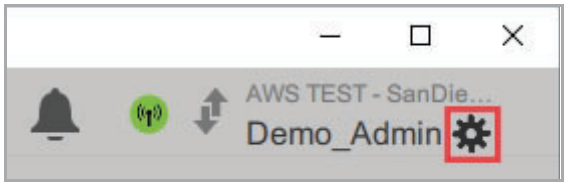
Selecting an enterprise

To select an enterprise, complete the following steps:

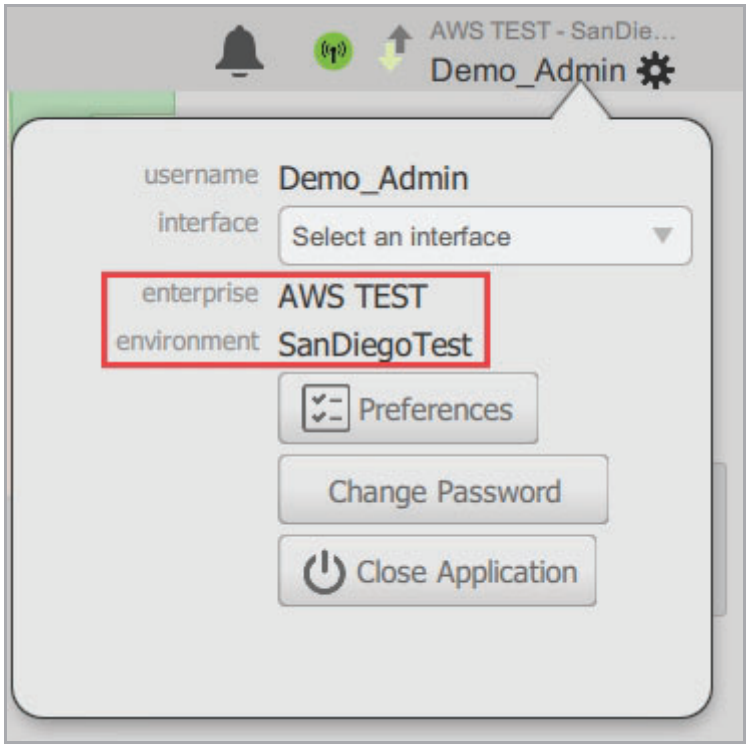
1. On the Hub Portal **Login** window, use the **Enterprise** drop-down list to select the appropriate enterprise.
2. Use the **Environment** drop-down list to select the appropriate environment.
3. In the fields next to the key:
   - Enter your user name in the top field.
   - Enter your password in the bottom field.

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4. (Optional) Select the **Remember Username** check box if you want the **Login** window to remember your user name. This expedites the sign-in process, but CentralSquare does not recommend enabling this feature if other people use or have access to the machine you use to access the Portal.
5. Select **Login**.
6. After the Portal interface loads, select the ⚙ next to your enterprise and environment name.



A pop-out menu opens, displaying the full names of your current enterprise and environment.



About the CAD-to-CAD Hub login policy

The agency IT system administrator has rights through the CAD-to-CAD Hub System Administrator policy to modify the system-wide login policy.

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The CAD-to-CAD Hub login policy comprises three system-wide policies:

- Password policy
- Session policy
- Device policy

Note: Although this topic pertains primarily to the agency's IT system administrator or network administrator, as the CAD-to-CAD Hub application administrator or user administrator you should be aware of this policy and what it controls. If you want to modify the password, session, or device policy, contact your agency's IT system administrator.

Login policies are set globally: the selected settings apply system wide, to all users in all agencies on all devices.

The CAD-to-CAD Hub system includes a default login policy that meets industry best practices. CentralSquare recommends that you retain a login policy that is at least as secure as the default policy.

The following details may be helpful to you in administering the CAD-to-CAD Hub login policy:

- The password policy is a set of rules that enhances computer security by requiring users to employ strong passwords.
- A session policy governs the number of sessions to which a user can log in simultaneously. The default session policy limits users to one session at a time. If users need to be able to log in on multiple devices simultaneously, you can change the setting to allow multiple sessions.

  When the session policy value is set to **No** and that user logs in, the system checks for another login by that same user in another session. If the user is logged in to another session, they are logged out automatically and receive this message: "You have been logged out of this device because your account was logged in to device [deviceName]," where [deviceName] is the device to which the user was logged in originally.
- The device policy can be global to the environment and not just your own agency: you can enable all devices by default or not using the **Yes/No** toggle.

  If you prefer not to enable all devices in the environment by default when they are added, you can set the **Yes/No** toggle to **No**. In this case, a user administrator must enable each device before it can be used to log in through the Hub Portal user interface.

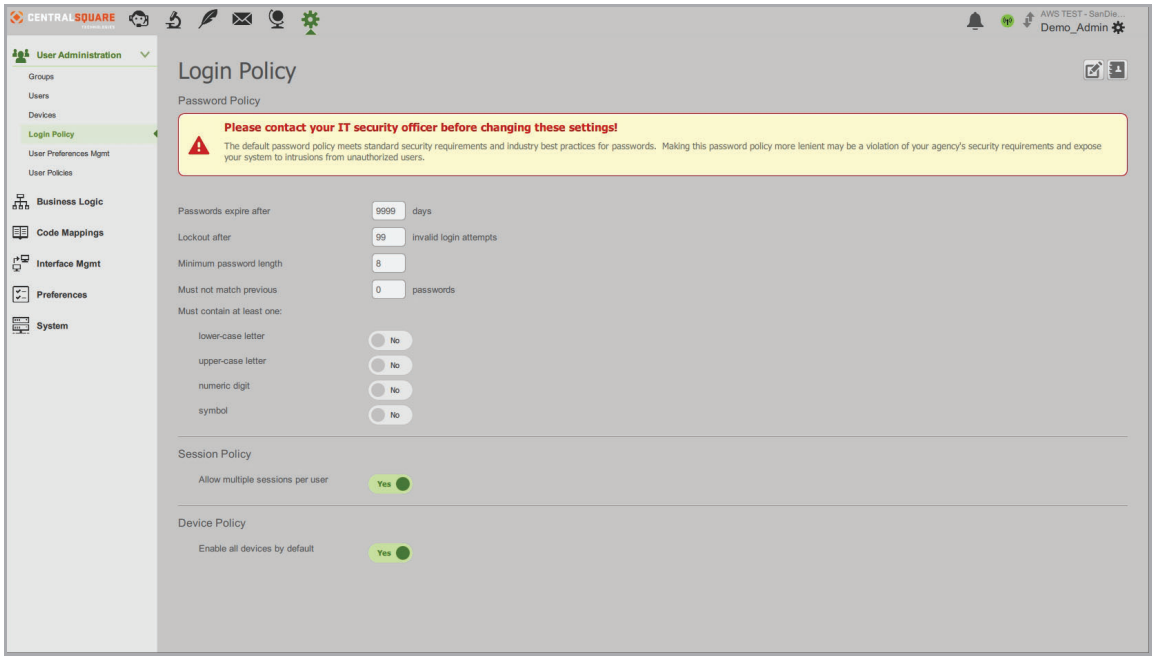
The Login Policy page

The **Login Policy** page in the CAD-to-CAD Hub system comprises three policies:

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- Password Policy
- Session Policy
- Device Policy

In each policy section, the parameters of that policy for the CAD-to-CAD Hub system can be defined or modified.



Note: Although this topic pertains primarily to the agency's IT system administrator or network administrator, as the CAD-to-CAD Hub application administrator or user administrator you should be aware of this policy and what it controls. If you want to modify any of these policies, contact your agency's IT system administrator.

Modifying the CAD-to-CAD Hub login policy

The agency IT system administrator has rights through the CAD-to-CAD Hub System Administrator policy to modify the system-wide login policy.

If your agency's IT security department or officer revises your agency's password policy, session policy, or device policy, they must also modify the CAD-to-CAD Hub default login policy accordingly, through the Hub Portal user interface.

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Note: Although this topic pertains primarily to the agency's IT system administrator or network administrator, as the CAD-to-CAD Hub application administrator or user administrator you should be aware of this policy and what it controls. If you want to modify the password, session, or device policy, contact your agency's IT system administrator.

Modifying the login policy

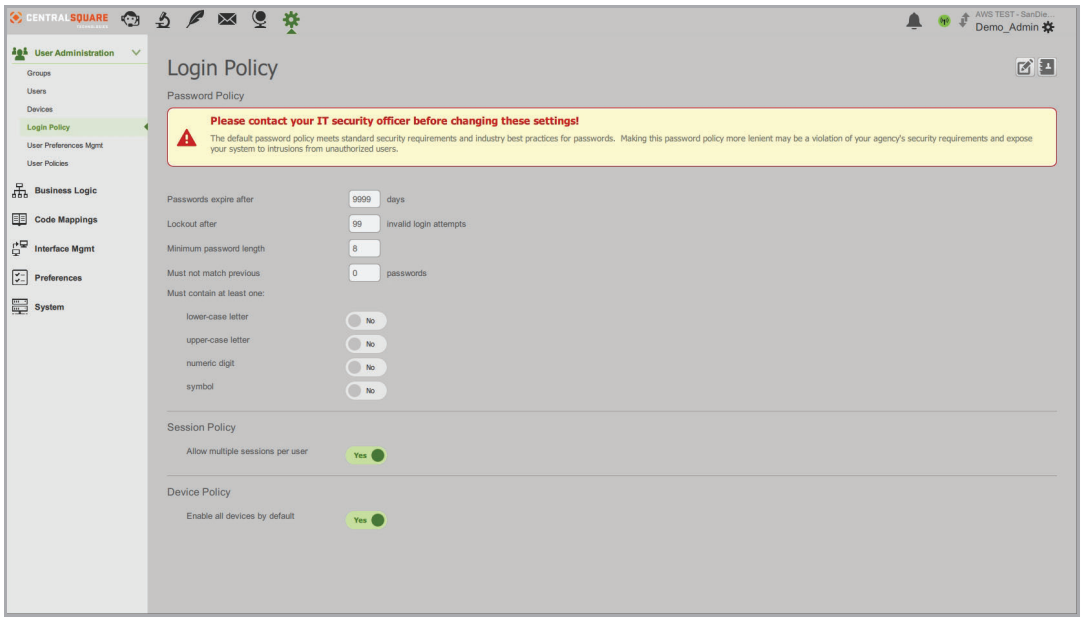
To modify the CAD-to-CAD Hub login policy, complete the following steps:

1. On the Hub Portal dashboard, select ⚙ (the **Settings** icon).



   The **Settings** window opens.

2. On the **Settings** window, select **User Administration** > **Login Policy**. The **Login Policy** page opens.



Important: Review the on-screen warning text before continuing.

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3. In the **Password Policy** section, replace the default values for each of the following fields with your agency's preferred values:
   - **Passwords expire after:** Enter the number of days after which a user's password expires and they must create a new one.
   - **Lockout after __ invalid login attempts:** Enter the number of login attempts a user can make before the application locks their account out of the system.
   - **Minimum password length:** Enter the minimum number of characters a user's password must be.
   - **Must not match previous __ passwords:** Enter the number of previous passwords the user's newest password must not match.
   - **Must contain at least one:** Toggle the option for each password requirement to **Yes** or **No** to activate or deactivate the requirement.
4. In the **Session Policy** section, toggle the **Allow multiple sessions per user** option to **Yes** or **No** to activate or deactivate it.
   - When set to **Yes**: Users can log in on multiple devices simultaneously.
   - When set to **No**: Users are limited to one session login at a time.
5. In the **Device Policy** section, toggle the **Enable all devices by default** option to **Yes** or **No** to activate or deactivate it.
   - When set to **Yes**: All devices are enabled by default, and users can log in from any device.
   - When set to **No**: The system administrator must manage device permissions manually.

Setting your device policy

The CAD-to-CAD Hub device policy lets you control when and how devices are enabled in your environment. The device policy setting is global, not limited to your own agency.

You can enable all devices by default so that each device added to the environment is available immediately for login.

Your other option is to disable all devices in the environment by default. In this case, the user administrator for each agency must enable devices manually before users can log in.

Note: Although this topic pertains primarily to the agency's IT system administrator or network administrator, as the CAD-to-CAD Hub application administrator or user administrator you should be aware of this policy and what it controls. If you want to modify the password, session, or device policy, contact your agency's IT system administrator.

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Enabling all new devices by default

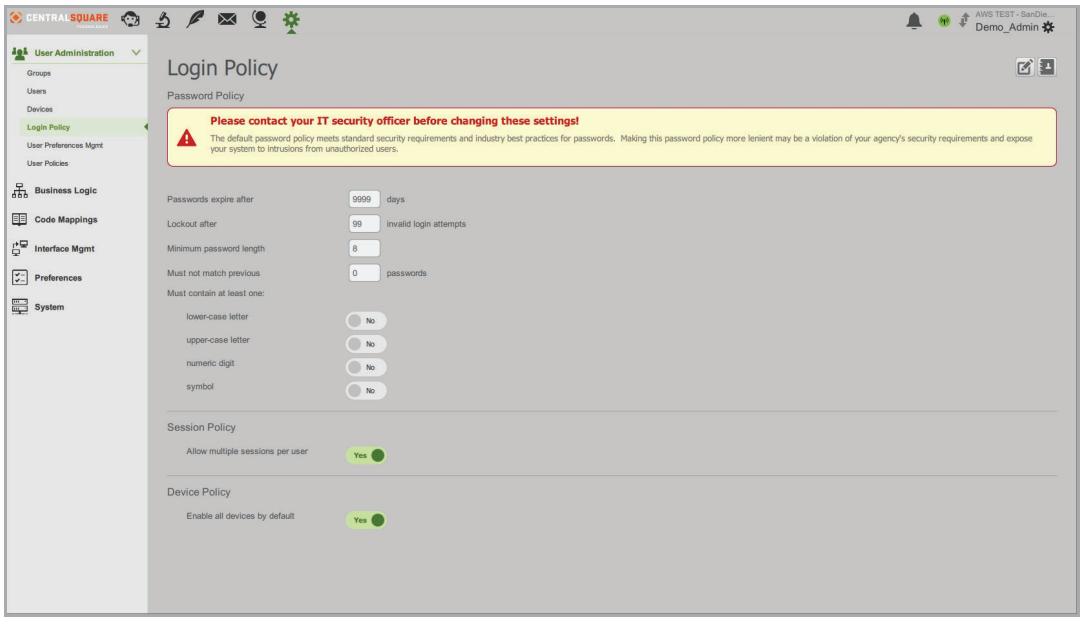
To enable all new devices by default, complete the following steps:

1. On the Hub Portal dashboard, select ⚙ (the **Settings** icon).



   The **Settings** window opens.

2. On the **Settings** window, select **User Administration** > **Login Policy**. The **Login Policy** page opens.



> **Important:** Review the on-screen warning text before continuing.

3. In the **Device Policy** section, toggle the **Enable all devices by default** option to **Yes** to activate it.

Disabling all new devices by default

To disable all new devices by default, complete the following steps:

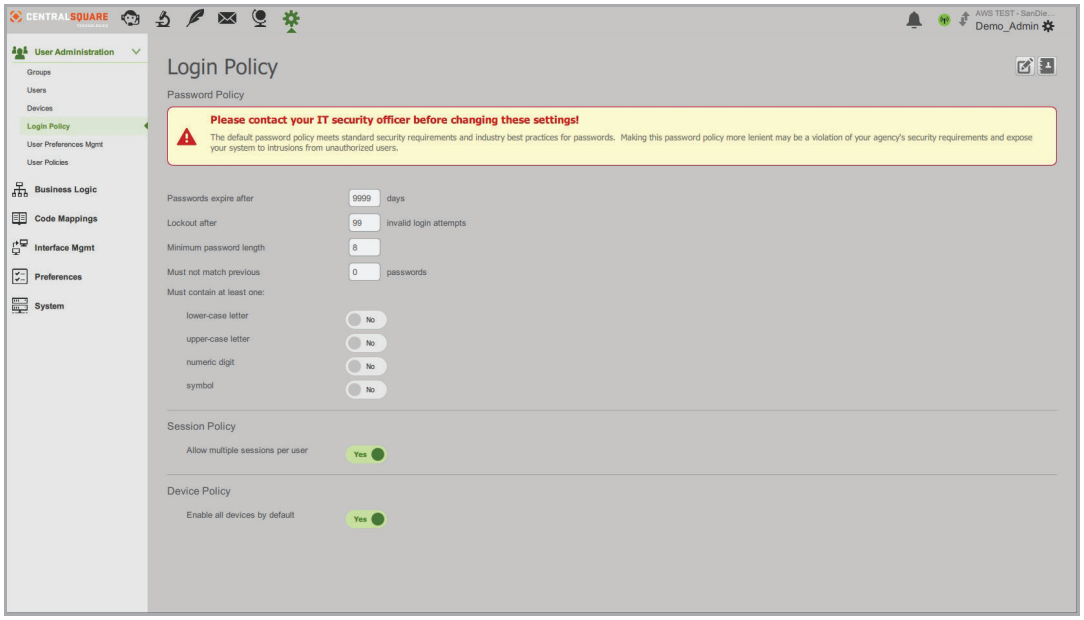
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1. On the Hub Portal dashboard, select ⚙ (the **Settings** icon).



The **Settings** window opens.

2. On the **Settings** window, select **User Administration** > **Login Policy**. The **Login Policy** page opens.



Important: Review the on-screen warning text before continuing.

3. In the **Device Policy** section, toggle the **Enable all devices by default** option to **No** to deactivate it.

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Configuring the CAD-to-CAD Hub system

Configuring the CAD-to-CAD Hub™ system involves three related tasks:

1. In partnership with all cooperating agencies, define the names that you will use for agencies, call natures, dispatch centers, unit statuses, and more.

   This set of definitions is the common code. You complete this step before you begin the hands-on system configuration. Details are not presented in this guide. In most instances, the Hub implementation team works with all cooperating agencies to define the common code.
2. Set up the common codes in the Hub system. This task is presented in detail throughout the subsequent chapters in this guide.
3. Map the agency codes to the common code so that the Hub system can translate them accurately.

   This step is performed in a similar way for the majority of codes and is presented in a single topic at the end of this chapter.

   You can map your agency codes to the common code as part of each step in the configuration process, or you can set up all of the codes and then perform all the mapping tasks at once.

About configuring the CAD-to-CAD Hub system for your agency

CentralSquare Technologies assumes that your agency's IT system administrator created a basic set of users, including initial user login credentials for you, the Hub application administrator.

Depending on the point at which the IT system administrator handed off the installation to you, the Hub Portal client software may not be installed on your workstation. If not, that is your first step.

Your next steps are to start and log in to the Hub Portal user interface, and configure the Hub system for your agency.

Configuring the system for your agency includes creating the common codes that your agency and cooperating agencies have agreed on. It also includes mapping those codes so that the system can translate them.

In the case of units, which have a one-to-one relationship between agencies and do not require translation, you map your agency's unit codes to those of the cooperating agencies.

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Process for configuring the CAD-to-CAD Hub system

After you have installed, started, and logged in to the Hub Portal user interface, you are ready to configure the Hub system.

The steps that you perform depend on whether your agency performs the entire configuration or CentralSquare or another entity performs some of the steps.

If the changes that you make during configuration steps do not appear immediately, press **F5** to refresh.

The following list contains the major steps that are required to configure the system. The initial configuration is not irrevocable: you can modify the system according to the needs of your agency and cooperating agencies.

The steps are listed in order according to the best practice for configuring the Hub system successfully.

You can perform many of the steps in a different order; however, some configuration steps depend on other tasks being performed first, and you may incur some re-work. For example, you must create the common codes in the Hub system before you can translate your agency's codes or another agency's codes to the common code.

Each step contains a link to the relevant topic or topics that contain instructions for completing the step. Each topic contains a return link so that you can navigate back to the list to see where you are in the configuration process.

1. **Create groups and users.** Create the groups that reflect your agency's procedures; for example, users who can carry out administrator tasks or users who can only view information. Apply policies to groups to give users the necessary privileges to perform their job functions. Create individual users and assign groups and policies to each user.

   For more information, Creating groups and users (page 101).

2. **Create agencies.** Create the agency codes for your own agency and cooperating agencies.

   For more information, Creating an agency (page 126).

3. **Create dispatch centers.** Create a code and name for each, and associate agencies with each dispatch center.

   For more information, Creating a dispatch center (page 132).

4. **Create and configure interfaces.** Create an abbreviation, name, URL, and security settings for each interface. Configure and test interface connections.

   For more information, Creating an interface (page 147) and Configuring an interface.

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5. **Create call-related items.** Create call dispositions, call natures, and call priorities.

   For more information, Creating call-related items (page 153).

6. **Create units (vehicles).** Create unit capabilities, unit types, and unit statuses. Associate capabilities with the relevant unit types. Create unit statuses, and then create your agency's units.

   For more information, Creating units (page 159).

7. **Map codes.** Map your agency codes to the common codes.

   For more information, About mappings and translations (page 86) and Mapping agency codes to the common codes.

8. **Create filters and business rules.** Create call filters and unit filters. Create business rules that are specific to how your agency operates. Include the interoperability rules that carry out to your inter-agency agreements.

   For more information, Creating filters and business rules (page 168).

9. **Create maps.** Load GIS sources to create map layers. Publish and select maps.

   For more information, Creating maps (page 191).

10. **Create map markers.** Create, modify, view, hide, and delete map markers.

    For more information, Using map markers (page 204).

11. **Create geofences.** Create, modify, view, hide, and delete geofences on maps.

    For more information, Using geofences on the map (page 217).

About setting up the common codes

The power of the Hub system is its ability to retain a set of common codes.

For every unique piece of information that your agency and cooperating agencies use to respond to an incident, you work together to define a common code set.

Defining common codes in partnership with cooperating agencies is central to the ability of multiple agencies to share information and resources through the Hub system.

After the common codes are defined, you set them up through the Hub Portal user interface.

Setting up the common codes means creating the entries for the common code for the following components:

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- Agencies
- Call dispositions
- Call natures
- Call priorities
- Cities
- Disciplines
- Dispatch centers
- Response areas
- Transportation destinations
- Unit statuses

With the common codes set up, you map your agency's unique codes to the common codes.

Agency code mappings are key to realizing the full benefit of the system. Mapping the codes means that the Hub software can translate each agency's unique codes to the common code and from the common code to the receiving agency's unique codes. CAD operators and others at each agency send and receive incident information that is familiar and easy to respond to.

You set up the common codes as you work through the configuration process. You can map your agency's codes to the common code as you go, or you can do that another time.

About mappings and translations

Agency code mappings and translations are key to realizing the full benefit of the Hub system.

> **Note:** This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

For every unique piece of information that your agency and cooperating agencies use to respond to an incident, you develop a common code set in partnership.

This common code resides in the Hub system.

Each agency maps its unique codes to the common code on paper. The cooperating agencies may agree to have one agency's administrator enter all of the common code data into the Hub system. One administrator can also enter each cooperating agency's mappings as well. This decision is subject to the group's consensus.

The following terms are relevant:

- **Code:** A component that an agency defines. Codes are terms and phrases that an agency uses to identify call natures, call priorities, cities, unit statuses, units, and more.
- **Common code:** The codes that your agency and all other cooperating agencies agree to use.

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- **Mapping:** The matching of each agency's codes to the common code. May also include two-way mappings; for example, when one agency uses two fire codes and another uses four fire codes. Two-way mappings let each agency determine how they want to view incoming data.
- **Translation:** In the background in the Hub system, the mapped codes are translated so that each agency sends and receives data in familiar terms.

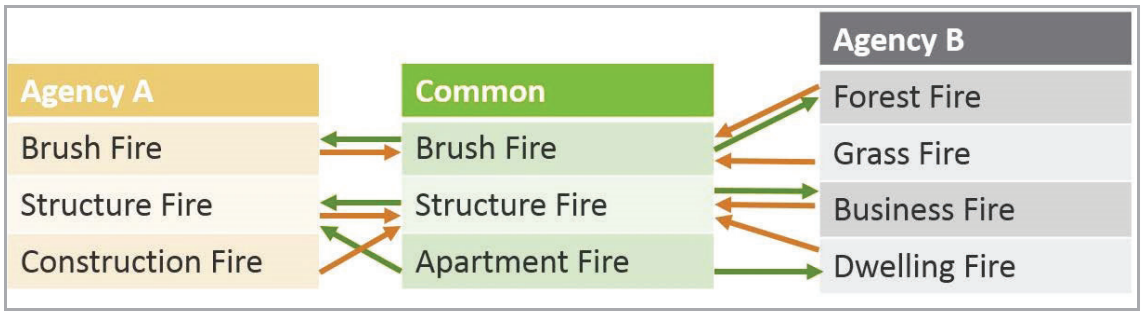
If the changes that you make when you translate components do not appear immediately, press **F5** to refresh the system and view your changes.

Units are physical entities and are mapped directly to other agencies' names for them. They do not require mapping through the common code.

Components other than units may have a one-to-many relationship with the components of other agencies; call natures, for example. In this case, codes are mapped from one agency to the common code and from the common code back to the originating agency.

If your agency and others participate in full, bidirectional information sharing and a one-to-many relationship exists between the codes of any two agencies, a two-way mapping is essential.

An example is fire: one agency may define three types of fire, and a cooperating agency may define four types of fire. The result of mapping the codes to and from the common code is that you clearly match each code in each agency to the most relevant code in the other agency or agencies. The following graphic illustrates the need to map fire codes from each agency to the common code and from the common code to each cooperating agency's code set.



Agency A and Agency B collectively have codes for Structure, Construction, Business, and Dwelling fires. They agree on “Structure Fire” as their common code. Each sets up its two relevant interface (agency) codes in the Hub Portal user interface. Each then maps those codes to the common code, “Structure Fire.”

How should the CAD-to-CAD Hub system translate a call nature from the “Structure Fire” common code for Agency A?

- Agency A has chosen to map “Structure Fire” to “Structure Fire.” When an incident is shared with Agency A and the call nature in the common code is “Structure Fire,” the Agency A CAD will

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display the call nature “Structure Fire.” The CAD operator can then determine if the call nature should be updated to “Construction Fire.”

- Agency B has chosen to map “Structure Fire” to “Business Fire.” When an incident is shared with Agency B and the call nature in the common code is “Structure Fire,” the Agency B CAD will display the call nature “Business Fire.” The CAD operator can then determine if the call nature should be updated to “Dwelling Fire.”

Mapping agency codes to the common codes

This topic applies to mapping all codes except unit codes. Unit codes do not require mapping to the Hub common code, because a one-to-one relationship exists between units.

Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

After you set up the common code for a component, you map your agency codes to the common code. You can perform this task at the same time you set up the common code, or you can perform it at any time thereafter.

Your mappings may be simple or complex:

- Map an agency code to the common code and back.
- Map an agency code to the common code but map it back to a different interface.

For example, you map your fire code to a fire code in the common code for those instances when you need to request assistance from another agency for a fire. However, if a fire at another agency usually generates a request from them for one of your medical units, you may want to map that agency's fire code to your agency's medical call nature code when receiving the data from the common code.

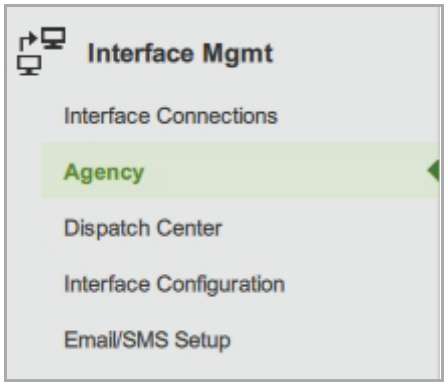
You perform these tasks on the **Interface Mappings** tab for each component in the Hub system that requires mapping.

Mapping an agency to the common code and back

To map an agency to the common code and back, complete the following steps:

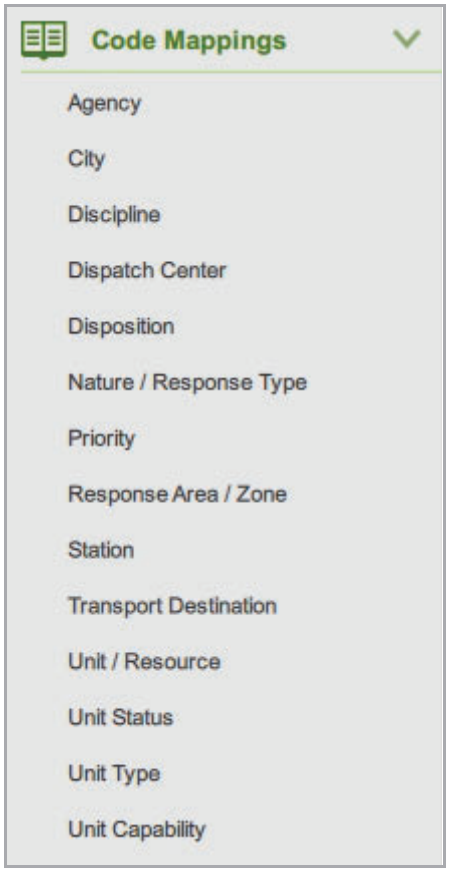
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1. Go to the component that you want to map. The paths are as follows:
   - For agencies: **Settings** > **Interface Mgmt**



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- For all others: **Settings** > **Code Mappings**

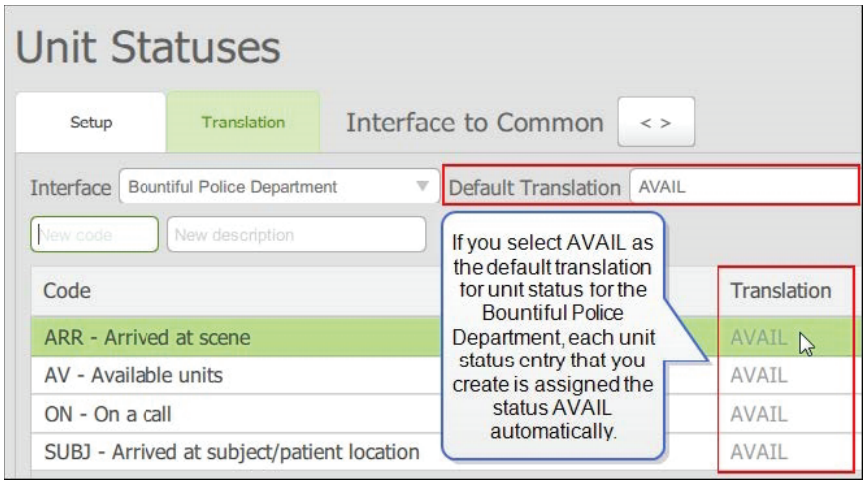


2. Select the component you want to map.
3. On the component's page, select the **Interface Mappings** tab.
4. On the **Interface Mappings** tab, use the **Interface** drop-down list to select the interface that includes the codes you want to translate.
5. Below the interface, in the **New code** field, enter an abbreviation for the agency code that you want to translate.
6. In the **New description** field, enter a description of the code to help other users easily identify it.
7. Select the plus symbol (**+**).
8. If it makes sense for your agency, you can select a default translation from the list of common codes.

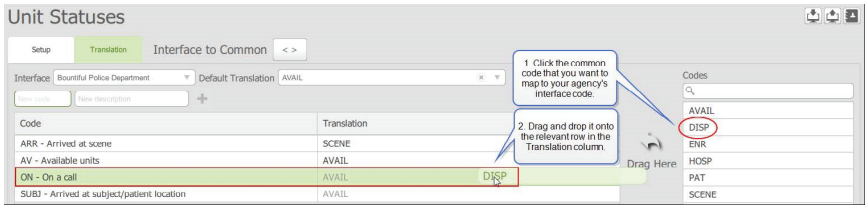
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For the default translation, select the interface code that you want to receive from the Hub system if no valid mapping for another agency's code is available.

When you select a default translation, it appears next to each agency code that you create, as shown in the following screenshot, unless you map codes manually.



9. In the **Codes** column on the right, you see a list of the common codes. Click and drag the relevant common code to the row where you see the agency code that you want to map to that entry in the common code.



10. Repeat the preceding steps for each agency code that you want to map to the common code.

Mapping an agency's code to the common code and receiving a different code in return

Suppose that your agency is the Bountiful Police Department and that the Los Angeles Fire Department sometimes requests medical help on fire calls.

To map an agency's code to the common code and receive a different code in return, follow these steps:

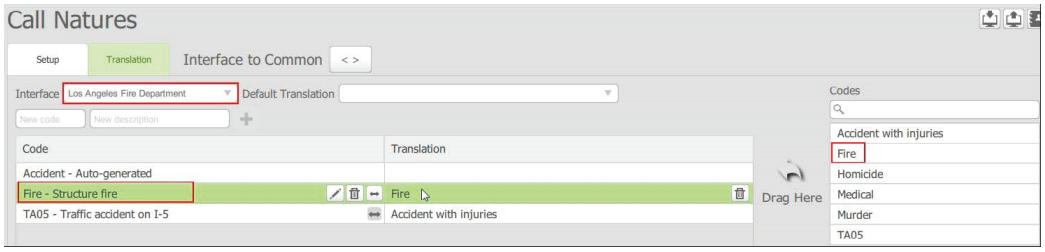
1. Navigate to **Settings** > **Configuration** > **Call Natures**.
2. On the **Call Natures** page, select the **Translation** tab.

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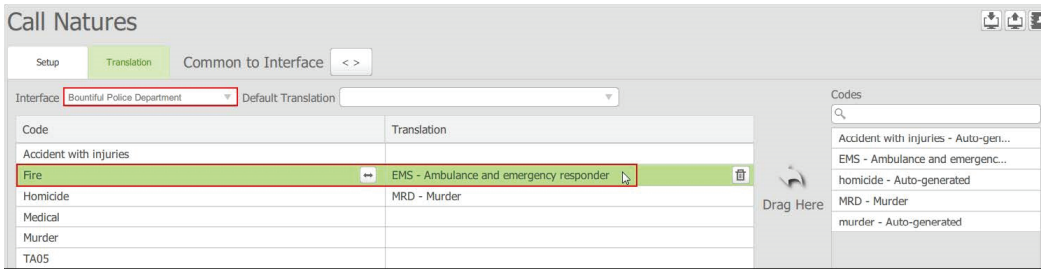
3. On the **Translation** tab, next to **Interface**, select the down arrow and then select the interface that includes the codes that you want to translate; in this example, select Los Angeles Fire Department.
4. Below the interface, in the **New code** field, enter an abbreviation for the agency code that you want to translate; in this example, Fire.
5. In the **New description** field, enter a description of the code to help other users easily identify it; in this example, Structure fire.
6. Select the plus symbol (**+**).
7. If it makes sense for your agency, you can select a default translation from the list of common coes; for example, Fire.

   For the default translation, select the interface code that you want to receive from the Hub system if no valid mapping for another agency's code is available.

   When you select a default translation, it appears next to each agency code that you create unless you map codes manually.
8. In the **Codes** column on the right, you see a list of the common codes. Click and drag the relevant common code next to the agency code that you want to map; for example, Fire.



9. Select the double arrow at the top of the window to change the direction of mapping.
10. Next to **Interface**, select the down arrow and then select the interface from which medical help is requested when the Los Angeles Fire Department responds to a fire incident; in this example, Bountiful Police Department.



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11. From the interface codes on the right, click and drag the relevant entry to the row next to the common code.
12. Repeat the preceding steps as needed.

About importing and exporting data

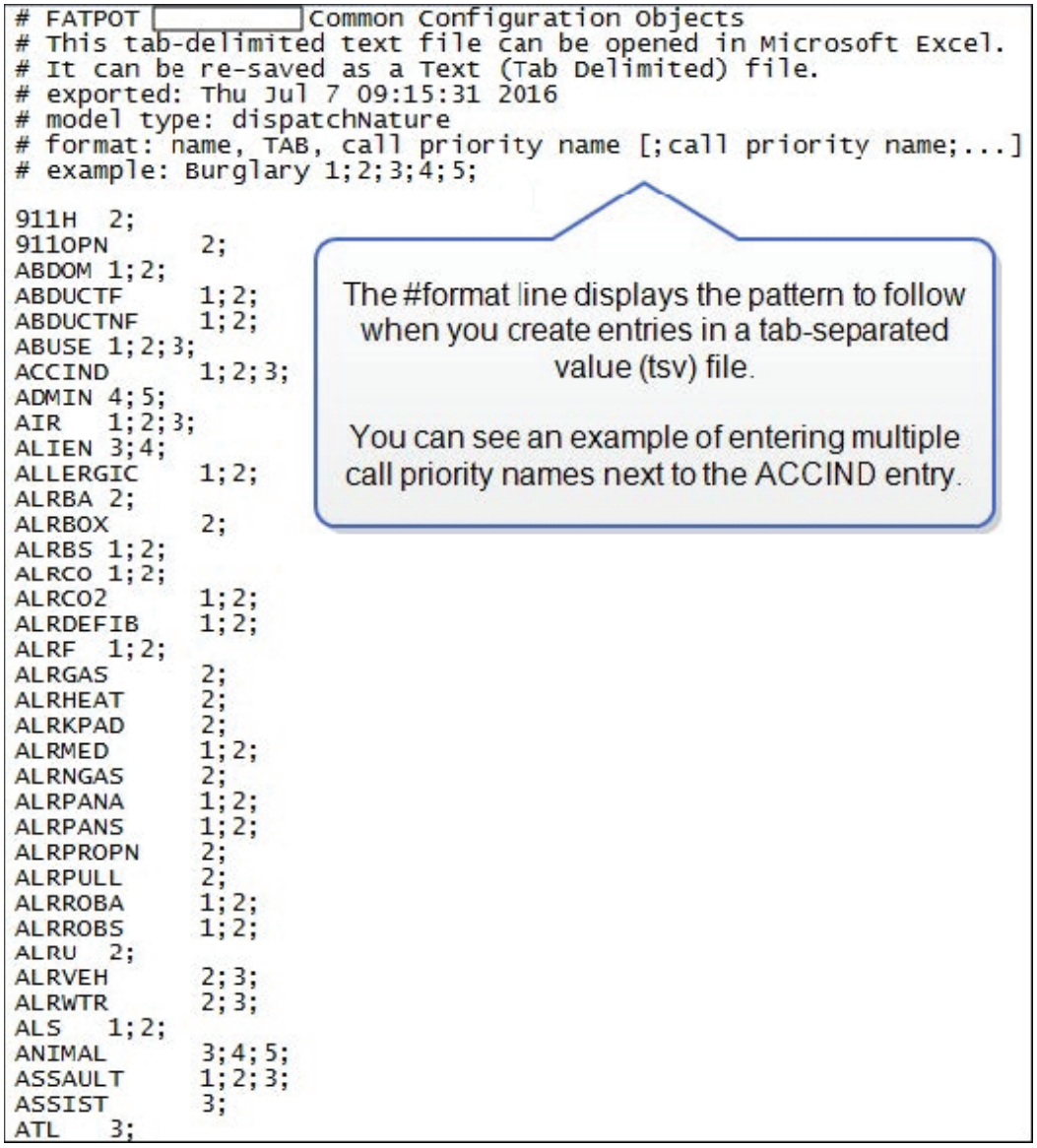
The CAD-to-CAD Hub system lets your agency import previously defined configuration objects. Those objects include but are not limited to call priorities, call natures, unit types, and unit capabilities.

To import the configuration objects, you first populate a .tsv file with those objects and their definitions.

If your configuration objects change over time and you need to export the updated definitions from the CAD-to-CAD Hub system, you can export them into either a tab-separated data (.tab) file or the more common tab-separated value (.tsv) file. You can open either format in a text editor such as Notepad or in a spreadsheet or database application.

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The following screenshot shows what a .tab or .tsv file looks like when you create it or open it in Notepad:



Exporting data to a file

In some instances, you may want to export lists of system components from the CAD-to-CAD Hub system.

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For example, you may want to export the data to analyze it, ensuring the accuracy of the translations between your agency's interface codes and the common code.

You can export data for the following components:

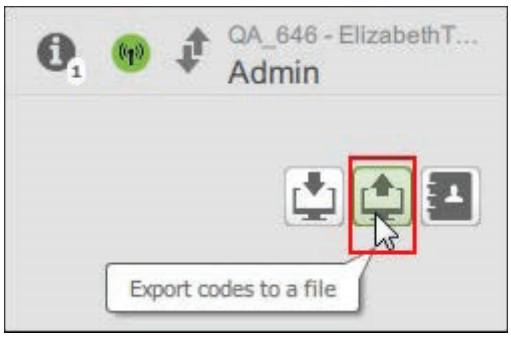
- Call dispositions
- Call natures
- Call priorities
- Unit capabilities
- Unit types
- Unit statuses
- Units

You perform all of these export tasks in the Hub Portal user interface, under **Settings** > **Configuration**.

Exporting components from a file

To export components from a file, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Configuration**.
2. Select the relevant component.
3. On the component window, on the right, select the export icon. An explorer window should open.



4. Browse to the location where you want to save the file.
5. If the **Save as type** field does not display **Tab Separated Value (*.tsv *.tab)**, select that file type.
6. Select **Save**.

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Importing data from a file

In some instances, you have the option either to create system components by hand or import them into the CAD-to-CAD Hub system.

You can import data in the form of a tab-separated values (.tsv) file for the following components:

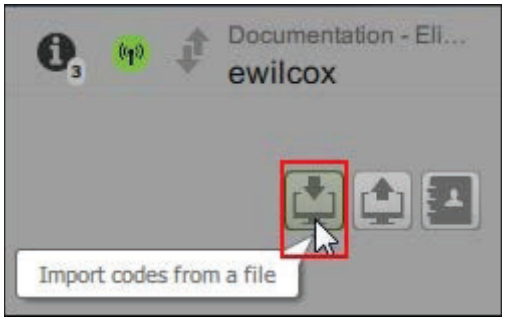
- Call dispositions
- Call natures
- Call priorities
- Unit capabilities
- Unit types
- Unit statuses
- Units

You perform all of these import tasks in the Hub Portal user interface, under **Settings** > **Configuration**.

Importing components from a file

To import components from a file, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Configuration**.
2. Select the relevant component.
3. On the component window, on the right, select the import icon.



4. On the **Code Import** window, browse to the location of the tab-separated value (.tsv) file that you want to import.
5. Select the file, then select **Open**.
6. On the **Code Import** window, select **Import**.

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To overwrite all existing codes with the codes that are in the import file, select the **Clear all existing codes** check box.

7. In the summary window, review the import to verify that you want to apply it. Each tab in this window displays unique information, as follows:
   - **Summary:** Lists the number of codes added, updated, removed, or already existing in the CAD-to-CAD Hub system. Lists the number of errors.
   - **Codes:** When you select each radio button in turn, you see a list of codes added, updated, removed, or already existing in the system.
   - **Errors:** Describes any errors, using plain English.
8. You can cancel the import, correct the errors, and re-import the file, or you can select **Apply Import** to complete the action.

Verifying translation data

After you set up the common code in the CAD-to-CAD Hub system, you map agency interface codes to the common code. In some instances, such as a one-to-many mapping between agencies, you may also map codes from the common code to an agency's interface.

A very good way to verify that the CAD-to-CAD Hub system translates the codes according to your mappings is to export the codes as a file through the Hub Portal user interface. You can then analyze the data.

You can export data for the following components:

- Call dispositions
- Call natures
- Call priorities
- Unit capabilities
- Unit types
- Unit statuses
- Units

Verifying translation data

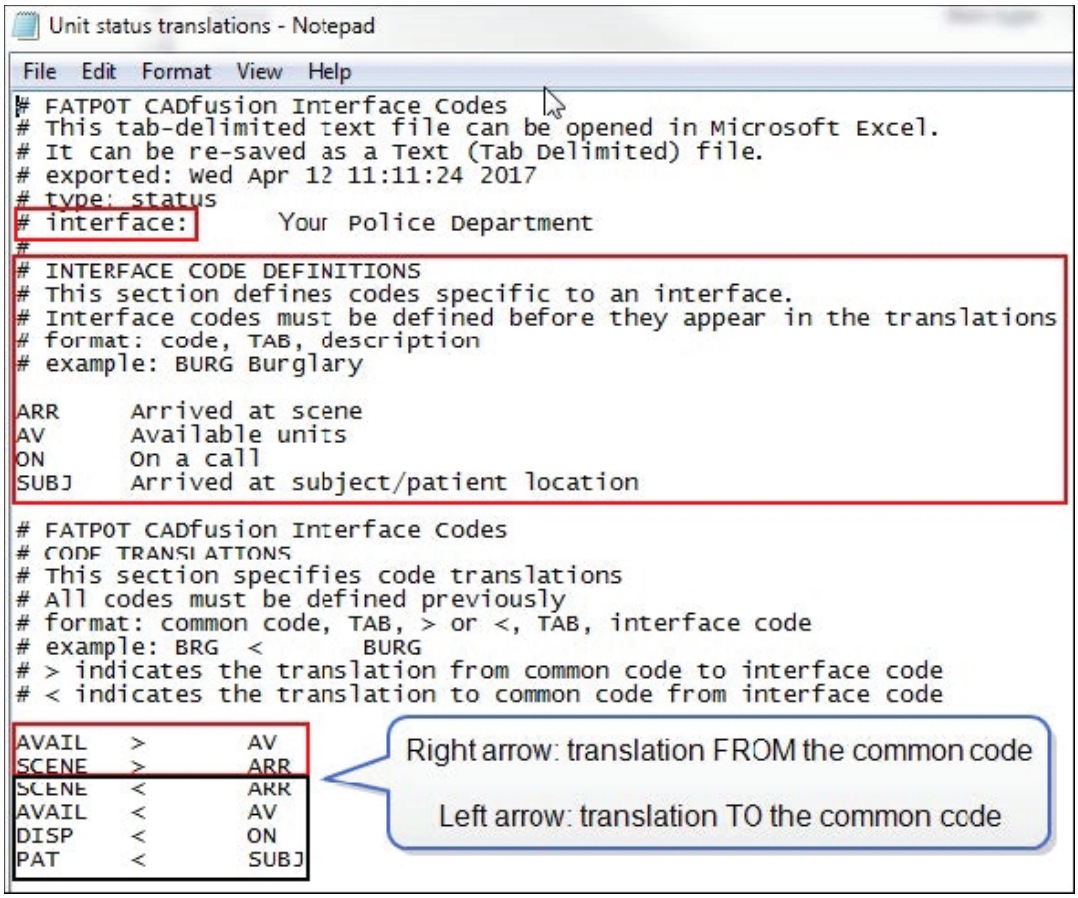
To verify translation data, complete the following steps:

1. Export the data that you want to analyze. You can export this tab-delimited data to a text file or open it in Microsoft Excel.
2. On your computer, navigate to the location where you saved the exported file.

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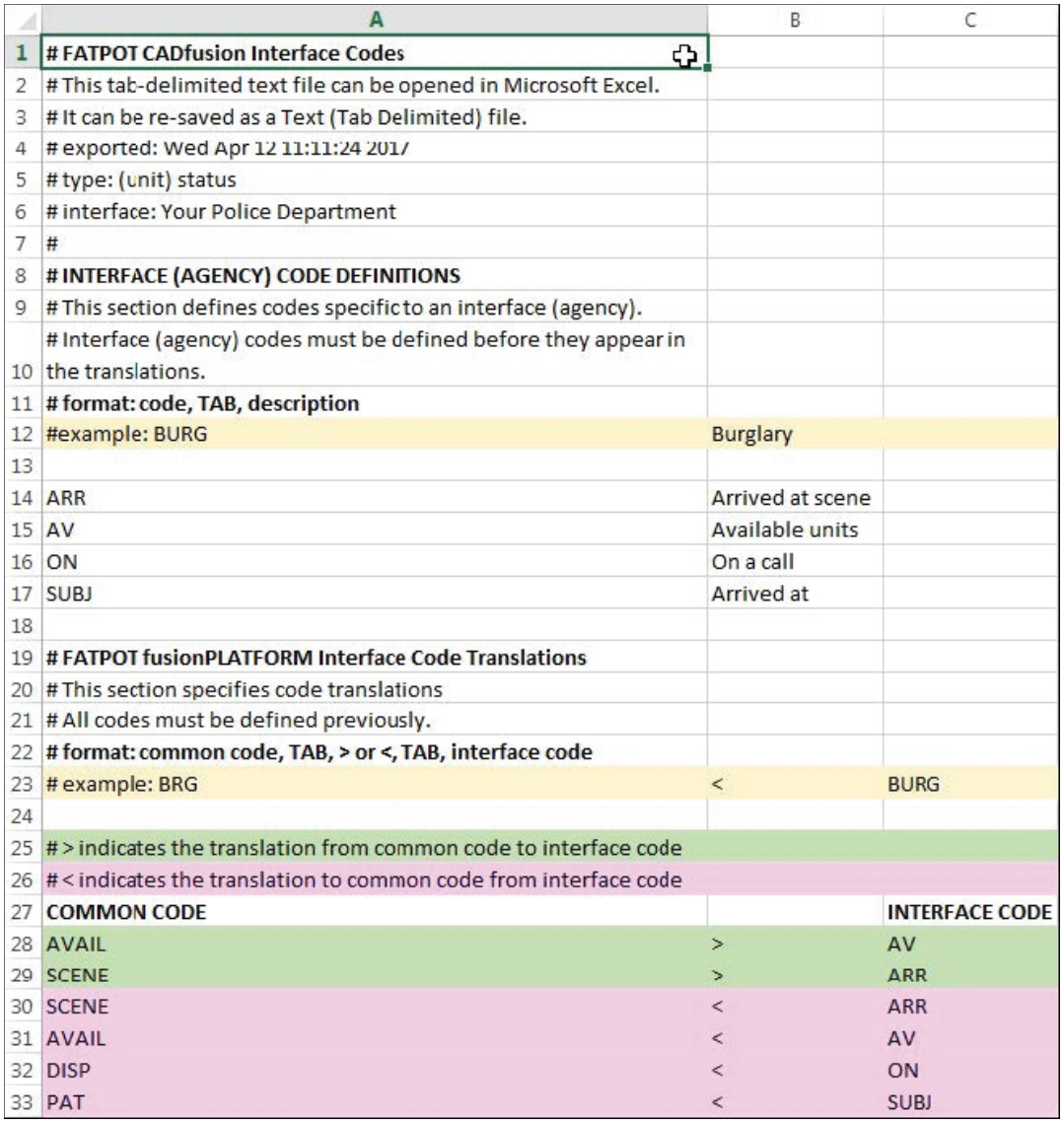
3. Right-click the file name and select **Edit**.

   If you open the file in your default text editor, it may look similar to the following example of a unit status translation export:



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If you open the file in Microsoft Excel, it may look similar to the following example of a unit status translation export:



	A	B	C
1	**# FATPOT CADfusion Interface Codes**		
2	# This tab-delimited text file can be opened in Microsoft Excel.		
3	# It can be re-saved as a Text (Tab Delimited) file.		
4	# exported: Wed Apr 12 11:11:24 2017		
5	# type: (unit) status		
6	# interface: Your Police Department		
7	#		
8	**# INTERFACE (AGENCY) CODE DEFINITIONS**		
9	# This section defines codes specific to an interface (agency).		
10	# Interface (agency) codes must be defined before they appear in the translations.		
11	**# format: code, TAB, description**		
12	#example: BURG	Burglary	
13			
14	ARR	Arrived at scene	
15	AV	Available units	
16	ON	On a call	
17	SUBJ	Arrived at	
18			
19	**# FATPOT fusionPLATFORM Interface Code Translations**		
20	# This section specifies code translations		
21	# All codes must be defined previously.		
22	**# format: common code, TAB, > or <, TAB, interface code**		
23	# example: BRG	<	BURG
24			
25	# > indicates the translation from common code to interface code		
26	# < indicates the translation to common code from interface code		
27	**COMMON CODE**		**INTERFACE CODE**
28	AVAIL	>	AV
29	SCENE	>	ARR
30	SCENE	<	ARR
31	AVAIL	<	AV
32	DISP	<	ON
33	PAT	<	SUBJ

4. If you find errors, you can correct them, save the data as a text (tab-delimited) file, and reimport it.

Shortcuts in the Hub Portal interface

Function key shortcuts let you perform the following functions:

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- **F5**: Pressing **F5** refreshes the Hub Portal, and you can see your changes take effect. If the changes that you make when you translate components and map codes from one agency to another do not appear immediately, press **F5**.
- **F10**: From the **Dispatch** view, pressing **F10** opens the **Configuring Gadgets** window.

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Creating groups and users

Groups in the Hub system are your key to information sharing.

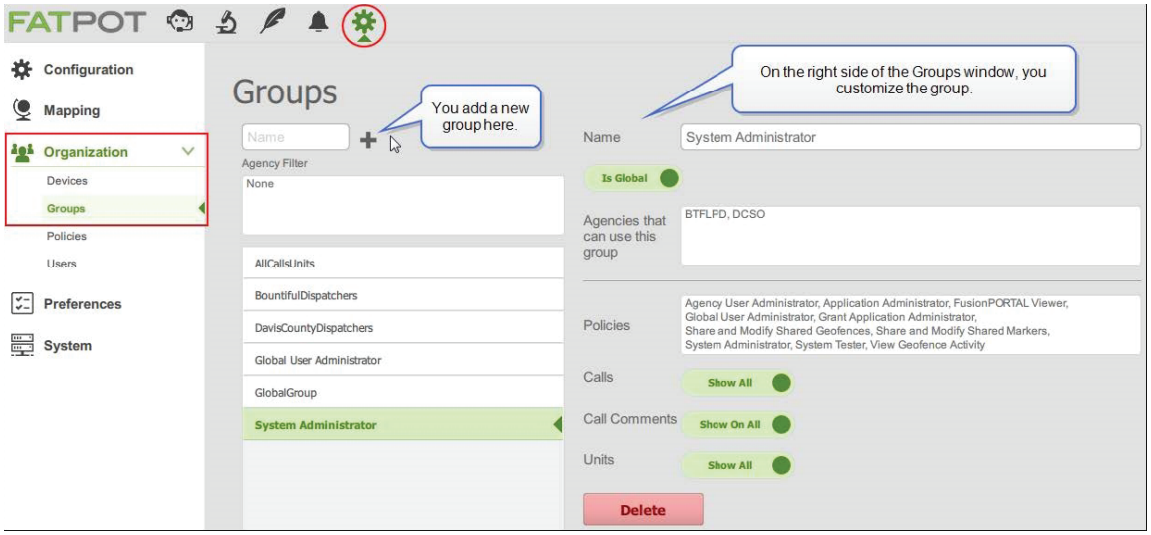
You give users access to information through the intersection of the following components:

- Groups that you create.
- Policies, call filters, call comment filters, and unit filters that you assign to a group.
- Users that you add as members of a group.

Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

The Groups page

You create and manage groups in the **Settings** module of the CAD-to-CAD Hub system, on the **Groups** page.



Refer to the following table for a description of each entry on the right side of the **Groups** page.

Field	Description	Action
Name	The name that was used to create the group appears here.	You can modify the name in this field and press **Enter** to save the change.

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Field	Description	Action
Is Global	If you want all agencies to be able to use this group, select **Is Global**. If you want to restrict which agencies can use this group, select **Is Not Global**.	Switch the toggle to the setting that matches your agency's needs.
Agencies that can use this group	If you selected **Is Global**, all agencies can use this group. You do not need to select any agencies.	If you selected **Is Not Global**, you click inside this field, then drag and drop the agencies that should be able to use the group. When you are done, select **OK**.
Policies	This is the field where you define the policies, or groups of rights, that this group's members need.	Click inside the **Policies** field to select the appropriate policies. When you are done, select **OK**.
Calls	If you want group members to see a subset of calls based on your call filters, you can switch the toggle to **Show Filtered**. You can then specify the call filters that let this group see the calls that you want them to see. If group members should see all calls regardless of call filters, you can show all.	If you choose to filter the calls, you click inside the **Calls** field, then drag and drop the appropriate call filters that let the group members see the calls that you want them to see. When you are done, select **OK**.
Call Comments	As with calls, you can filter which call comments your group members can view, or you can show comments on all calls.	If you choose to filter the call comments, you click inside the **Calls** field, then drag and drop the appropriate calls that the group members should be able to see. When you are done, select **OK**.

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Field	Description	Action
Units	As with calls and call comments, you can filter which units your group members can see.	If you choose to filter the units, you click inside the **Units** field, then drag and drop the units that the group members should be able to see. When you are done, select **OK**.
Delete	The **Delete** button lets you delete a group if it becomes obsolete.	In the list of groups, you select the name of the group that you want to delete, then select **Delete**. After confirming the deletion, the group is removed.

About creating groups

You create logical groupings of users in the Hub system based on who needs rights to specific information in the Hub Portal user interface.

Rights in the Hub system are grouped into policies. Policies that you apply to a group control the rights that the group members have. You create groups and then assign the relevant policies to those groups. Later, when you create users, you assign them to the groups that have the policies the users need. In this way, creating groups simplifies the task of assigning the correct policies to multiple users who need to view the same information or perform the same types of tasks.

You create groups in the Hub Portal user interface. There you also assign policies and then create users. When you create users, you assign them as members of the groups that are associated with the rights that they need to perform their job functions.

The **Groups** page also lets you restrict the group's view of calls, call comments, and units by selecting one or more call filters and unit filters. If you have not created filters before you create groups, you can revisit the **Groups** page after you create filters.

Suppose that you have two groups of dispatchers who need rights to view incidents and units for the Red Butte Police Department. You create two Red Butte PD groups, assign each one the policies that the users in this group need, and select filters to restrict which calls, call comments, and units the group members can view. Finally, you assign individual users to this group.

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About CAD-to-CAD Hub policies

A user account in the Hub system inherits the rights that are associated with all policies that are assigned to the user account and to any groups the user belongs to. Policies are non-editable and are set by the server applications.

You also assign policies to groups when you create them. You may find it helpful to think about policies and groups as follows:

- **Policies** are sets of rights that govern what you can *do* in the Hub Portal user interface. For example, log in and select your display preferences; create users; or view and select geofences.
- **Groups** govern what you can *see* in the Hub Portal user interface. For example, if I am a user who needs to see law-related incidents in Park City, my Hub administrator would assign me to the group Park City Law, create a "Law-Related" call filter, and would assign the "Law-Related" call filter to the Park City Law group.

Typically, an agency's Hub administrator creates groups and assigns policies to those groups. After that, the application or user administrator creates users. The administrator makes each user a member of the group or groups with the policies that the users need to perform their jobs.

It is possible to assign policies at the user level; however, if multiple users perform a similar set of tasks, assigning policies at the group level makes sense. If a user needs additional rights that are part of other policies, you can add those policies to that user's account.

After you install the Hub Portal client software, in Hub Portal you navigate to the **Settings** > **User Administration** > **User Policies** window, where each set of rights is listed by policy type.

Policy rights by type of user

The rights that the majority of Hub users need are grouped into policies.

The primary policies are tailored to a specific type of user; in other words, a user who performs certain tasks. These policies and a summary of the rights that they grant to users are listed in the table that follows.

The Hub system also includes the following policies that let you manage users' actions with more precision. When a user is a member of a group to which you assign any of these policies, the user can perform the tasks shown:

- **Grant application administrator policy**: Lets you grant the Application Administrator policy to users and groups in conjunction with the User Administrator policy.
- **Share geofences policy**: Lets you create geofences and share them with other users.

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- **Share markers policy**: Lets you create markers and share them with other users.
- **View geofence activity policy**: Lets you view activity within a geofence.

You can view the set of rights for each policy in **Settings** > **User Administration** > **User Policies**. When you select a policy on the list that appears, the rights associated with that policy appear in the right pane.

The following table offers an overview of the rights that are included in the policies shown:

Rights	Policies				
	System Admin	Application Admin	User Admin	System Tester	Viewer
Log in	Y	Y	Y	Y	Y
Define hot keys and themes	Y	Y	Y	Y	Y
Receive Hub alerts	Y	Y	Y	Y	Y
View and select geofences and map markers	Y	Y	Y	Y	Y
Configure environments and interface endpoints	Y				
Apply package updates; monitor Hub system	Y				
Create and edit alerts		Y			
View maps and geofences		Y			
Create and edit codes; define code translations; create maps; create and edit filters, business rules, and scripting modules; create geofences		Y			

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Rights	Policies				
	System Admin	Application Admin	User Admin	System Tester	Viewer
Configure permissions for interfaces		Y			
View calls and units		Y		Y	Y
View transactions diagnostics		Y		Y	Y
Create users and groups			Y		
Define login policy; reset passwords; manage user privileges			Y		
Perform factory acceptance testing; create/grant/deny resource requests				Y	
Add comments to CAD calls within Hub Portal				Y	

The preceding table is general. For details about the rights that comprise each policy, see the following topics.

Rights in the System Administrator policy

The System Administrator policy in the Hub system is an assigned policy that lets users configure, manage, and monitor the system on the agency's network.

The System Administrator policy grants users the rights shown in the table.

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System Administrator rights	Module where performed
View the Settings log for configurations, datastores, enterprises, environments, interface management, and log servers.	**Log** view
View alerts management log.	**Admin Alerts** view
Define hot keys and themes.	**Settings** > **Preferences** menu
Add and configure environments and datastores.	**Settings** > **System** > **Environments** menu
Create and update interfaces; test interface connections.	**Settings** > **System** > **Interfaces** menu
Create log servers and view settings.	**Settings** > **System** > **Log Servers** menu
Monitor plugins.	**Settings** > **System** > **Monitor** menu
Configure sender's email settings for notifications.	**Settings** > **System** > **Notification Sender** menu
View server packages and update history; view or change plugin versions; select and upload saved packages.	**Settings** > **System** > **Packages** menu

Rights in the Application Administrator policy

The Application Administrator policy in the Hub system is an assigned policy that lets users configure, manage, and monitor the system on the agency's network.

It grants users the rights shown in the table.

Application Administrator rights	Module where performed
View calls and units.	**Real Time** view
Star or unstar a call.	**Real Time** view
View maps; view and select geofences and map markers; create your own private geofences and markers.	**Real Time** view
View transaction diagnostics.	**Diagnostics** view

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Application Administrator rights	Module where performed
View alerts management log.	**Admin Alerts** view
Access administrator and configuration settings.	**Settings** > **Configuration** menu
Add, update, import/export, delete, and translate codes for call dispositions, call natures, call priorities, cities, disciplines, dispatch centers, response areas, transport destinations, unit capabilities, unit statuses, unit types, and units.	**Settings** > **Configuration** menu
Add, update, and delete custom scripts, business rules, and filters.	**Settings** > **Configuration** menu
Configure permissions for interfaces.	**Settings** > **Configuration** menu
Get list of maps; get map styles and themes.	**Settings** > **Mapping** menu
Import and publish GIS files; create and publish maps.	**Settings** > **Mapping** menu
Create and edit groups. Configure groups to see all calls and units, or filter what the group can see.	**Settings** > **Organization** > **Groups** menu
Define hot keys and themes.	**Settings** > **Preferences** menu

Rights in the User Administrator policy

The User Administrator policy in the Hub system is an assigned policy that lets users create and assign policies to users and groups.

The User Administrator policy grants users the rights shown in the table.

User Administrator rights	Module where performed
Enable/disable devices. Modify device names. Enable/disable devices default setting.	**Settings** > **User Administration** > **Devices** menu
Create/update/delete groups and assign policies. Select whether a group sees all calls and units or a filtered list.	**Settings** > **User Administration** > **Groups** menu

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User Administrator rights	Module where performed
Define the system login policy (comprising both the password policy and the session policy).	**Settings** > **User Administration** > **User Policies** menu
Create/update/delete users. Reset passwords. Manage user privileges. Enable/disable user accounts.	**Settings** > **User Administration** > **Users** menu
View policy descriptions.	**Settings** > **User Administration** > **User Policies** menu
Define hot keys and themes.	**Settings** > **Preferences** menu

Rights in the System Tester policy

The Mutual Aid Tester policy in the Hub system is an assigned policy that lets users do all that a Viewer can do. It also lets users view and test the functionality of calls and units, including unit requests, and perform factory acceptance testing.

It grants users the rights shown in the table.

System Tester rights	Module where performed
View calls and units.	**Real Time** view
Star or unstar a call.	**Real Time** view
View maps; view and select geofences and map markers; create your own private geofences and map markers.	**Real Time** view
Create or close a call.	**Real Time** view
Add comments to CAD calls.	**Real Time** view
Associate one call to another.	**Real Time** view
Make changes to a call.	**Real Time** view
Log a unit on duty/off duty; dispatch a unit to a call; change status of a unit.	**Real Time** view
Request a resource from another agency.	**Real Time** view

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System Tester rights	Module where performed
Grant or deny a resource request.	**Real Time** view
Transfer a call to another agency.	**Real Time** view
View transaction diagnostics.	**Diagnostics** view
Get list of maps; get map styles and themes.	**Settings** > **Mapping** > **Maps** menu
Define hot keys and themes.	**Settings** > **Preferences** menu

Rights in the Viewer policy

The Viewer policy in the Hub system grants users the rights shown in the table.

Viewer rights	Module where performed
View calls and units.	**Real Time** view
Star or unstar a call.	**Real Time** view
View maps. View and select geofences and map markers. Create your own geofences and markers.	**Real Time** view
View transaction diagnostics.	**Diagnostics** view
Get list of maps and map styles. Select or modify themes.	**Settings** > **Mapping** > **Maps** menu
Define hot keys and themes.	**Settings** > **Preferences** menu

Rights in the Grant Application Administrator policy

The Grant Application Administrator policy in the Hub system is an assigned policy that lets users grant the Application Administrator policy to users and groups in conjunction with the User Administrator policy.

You grant the Grant Application Administrator policy in two locations in the system, as shown in the table.

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Grant Application Administrator rights	Module where performed
Grant the Application Administrator policy to users.	**Settings** > **Organization** > **Users** menu
Grant the Application Administrator policy to groups.	**Settings** > **Organization** > **Groups** menu

Rights in the Share Markers policy

The Share Markers policy in the Hub system is an assigned policy assigned policy that lets users create markers and share them with other users.

Share Markers rights	Module where performed
Create markers.	**Real Time** view
Share markers with everyone or with specific groups.	**Real Time** view

Rights in the Share Geofences policy

The Share Geofences policy in the Hub system is an assigned policy that lets users create geofences and share them with other users.

Share Geofences rights	Module where performed
Create geofences.	**Real Time** view
Share geofences with everyone or with specific groups.	**Real Time** view

Rights in the View Geofence Activity policy

The View Geofence Activity policy in the Hub system is an assigned policy. It lets users who are assigned this policy view geofence activity.

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How do policies and filters work?

Policies in the Hub system are sets of related, system-generated user rights. These rights control which actions users can perform.

Multiple policies give a user or group all of the rights in all policies assigned, as follows:

- User A is a member of the User Administrator group and the Viewer group.
  - The User Administrator group has the rights that are contained in the User Administrator policy and the User policy.
  - The Viewer group has the rights that are contained in the Viewer policy and the User policy.
    - Therefore, User A has all the rights that are part of the User Administrator, User, and Viewer policies.

Although you can assign policies to groups of users or to individual users, most agencies find it most effective to create groups of users who perform similar tasks.

The goal is that the users in a given group have the rights they need to perform their job functions.

If one user in a group needs rights that are not part of the group's policies, you can assign the rights individually: Identify the policy that includes the rights the user needs, and assign that additional policy to the user's account.

In addition to creating groups, adding users to relevant groups, and adding policies with the rights the users in those groups need, you create filters.

Call filters and unit filters let you further refine the view that the users in a given group can see; for example, you may want to create a group that views accidents with injuries and views only EMS units. In this case, you create a call filter for the common call nature "Accident with Injuries." You also create a unit filter for the "Ambulance" unit type.

If you select both of these filters for a certain group, those group members see only those incidents with the call nature "Accident with Injuries" and the units that match unit type "Ambulance." This example is for illustration purposes.

A third filter lets you restrict users' view of call comments based on group membership. You can allow a group to view all call comments, or you can select a call filter. The available call filters let you restrict the group's view so that they can view only the comments that are associated with calls that match the selected filter.

Filters let you eliminate unnecessary information from users in specific groups so that those users see only the content that is relevant to them and that they have rights to act on.

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How should I approach the task of creating groups?

Your dispatch center is unique, and so are your groups. You set up groups in the Hub system to reflect your standard operating procedures (SOPs).

Do you normally assign groups of dispatchers to monitor specific call types? If so, you can create those same groups in the system.

Example: Your agency assigns one group of dispatchers to monitor all medical calls and another group to monitor all fire-related calls. Your agency subdivides the groups further, assigning one group to monitor medical calls in the southern part of your region and another to monitor calls in the northern part.

Suggested approach:

1. Create an "All Medical" group and an "All Fire" group.
2. Create a call filter for all medical calls within the southern area of your region and another for all medical calls in the northern area.
3. For the "All Medical" and "All Fire" group, select the relevant call filters to customize which calls the group members see.

If you want to plan your groups in detail before you create them in the Hub system, you can use the Group policy planning worksheet or a form of your own to list them or lay them out visually.

You may also want to review the system-generated policies in the Hub Portal user interface under **Settings** > **User Administration** > **User Policies**. Each policy is shown with the rights that it includes.

If you prefer, you can create or modify groups at one time and then figure out which rights each group should have. You can add policies to a group or modify policies at any time.

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Group policy planning worksheet

If you want to plan your groups, policies, and filters before you create them, you can use this worksheet or create your own tool.

This group	Performs these primary tasks	And needs these rights	Which are part of this policy	Restrict access to calls using these filters	Restrict access to units using these filters

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Creating groups

Everything that a user can see or do in the CAD-to-CAD Hub system depends on the rights that are granted to the group or groups to which that user belongs.

You grant rights to a group of users by assigning policies to those groups. Policies are sets of rights. You assign policies to groups based on what you want group members to be able to see or do in the system.

On the **Groups** page, you can restrict which calls, call comments, and units the group members can view.

This topic describes how to perform the following tasks:

- Creating a group
- Modifying group settings
- Deleting a group

Creating a group

To create a group, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **User Administration** > **Groups**.
2. In the **Groups** pane, in the **New Group** field, enter the name of the group that you want to create, and click the plus symbol (**+**) or press **Enter**.

   The first group that you create is the View All group. You should make yourself a member of this group. As a member of the View All group, you see all calls and all units.
3. In the **Name** field, check the name. You can edit it in this field if you need to make a change.
4. In the **Policies** field, click to open the selection window. In the right-hand column, select the policies that you want to associate with this group.

   > **Important:** When you create the View All group, click and drag all policies *except* **Developer** to the left column. The **Developer** policy is used for testing the system.

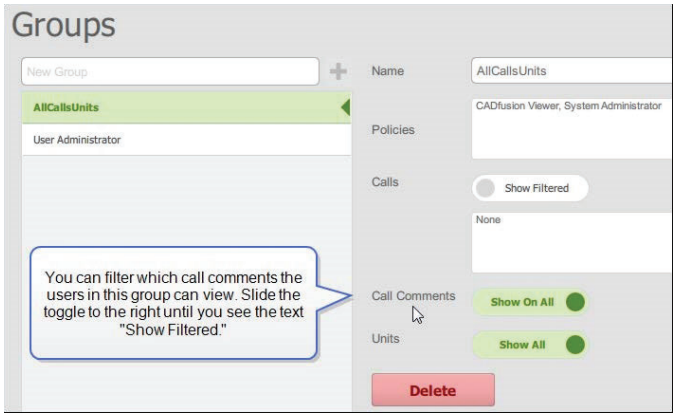
5. Next to **Calls**, move the toggle button left or right, depending on what you want the users in this group to see in the Portal.

   The first time you log in, move the toggle button to the right so that the label displays the text **Show All**.

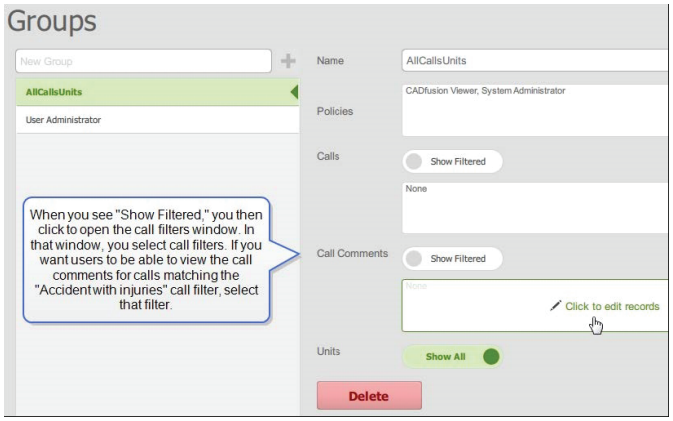
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After you create call filters, you can limit the calls that the new group can view. Move the toggle button to the left so that the label displays the text **Show Filtered**. Click inside the field to select call filters. In the window that opens, click and drag the relevant filters to the left.

6. Next to **Call Comments**, move the toggle to the right if you want to restrict the group's view of call comments.



7. Click inside the **Click to edit records** field.



8. Click and drag the relevant call filters to the left-hand column, then select **OK**.



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9. Next to **Units**, move the toggle left or right, depending on what you want users in this group to see in the Portal.

   The first time you log in, move the toggle button to the right so that the label displays the text **Show All**.

   After you create unit filters, you can limit the units that the new group can view. Move the toggle button to the left so that the label displays the text **Show Filtered**. Click inside the field to select unit filters. In the window that opens, click and drag the relevant filters to the left.
10. Select **OK**.
11. Repeat the preceding steps to create each group that you need.

Modifying group settings

To modify group settings, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **User Administration** > **Groups**.
2. In the **Groups** list, select the name of the group that you want to modify.
3. In the **Policies** field on the right, click to open the selection window.
   - To delete a policy, in the left column select **Delete** (the trash icon) next to the policy or policies that you want to remove from the group.
   - To add a policy, in the right column select each policy that you want to add, and drag it into the left column.
4. Select **OK**.
5. In the **Calls** field on the right, click to open the selection window.
   - To delete a call filter from the group, in the left column select **Delete** (the trash icon) next to the filter or filters that you want to remove from the group.
   - To add a filter, in the right column select each filter that you want to add, and drag it into the left column.
6. Select **OK**.
7. Next to **Calls**, move the toggle button left or right, depending on what you want the users in this group to see in the Portal.
8. In the **Units** field on the right, click to open the selection window.
   - To delete a unit filter from the group, in the left column select **Delete** (the trash icon) next to the filter or filters that you want to remove from the group.

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- To add a filter, in the right column select each filter that you want to add, and drag it into the left column.

9. Select **OK**.
10. Next to **Units**, move the toggle button left or right, depending on what you want users in this group to see in the Portal.

Deleting a group

To delete a group, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Organization** > **Groups**.
2. In the **Groups** list, select the name of the group that you want to delete.
3. On the right, select **Delete**.
4. To confirm your selection, select **Delete** again.

About creating users

A user in the CAD-to-CAD Hub system refers to an individual who has a user account.

Most of the users that you create are individuals who view incident information through the Hub Portal user interface.

Although most agencies make the IT system administrator a Hub Portal user, they do not usually work in the Portal. After installing and configuring the Hub system initially, it is more likely that the IT system administrator manages and troubleshoots the system on the agency network on an as-needed basis.

When you create a user in the Hub system, you associate that user with his or her agency. You also grant users the rights that they need so they can manipulate information through the Hub Portal user interface.

Rights in the Hub system are grouped into policies. When you create a group, you assign to that group the policy or policies that include the rights that the group needs.

Then, when you create a user, you assign one or more groups to the user's account. This is how you assign rights to users.

Since policies are sets of user rights that control the information a user can manipulate, you create groups of users who need to manipulate the same types of information. Then, when you create users, you make each user a member of the group or groups that have the policies those users require.

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When you created the View All group, you gave that group all policies. Those policies grant you all the rights that you need so you can configure the system.

Policies in the Hub system are cumulative: If you assign multiple policies to a group, the users in that group have all the rights that are included in each policy. For more information, How do policies and filters work? (page 112)

It is likely that most of your users belong to your agency's groups based on their job functions and that you create groups in the Hub system to reflect those groups and job functions. The policies that you assign to those groups are likely to suffice in most instances, so you do not need to assign user policies.

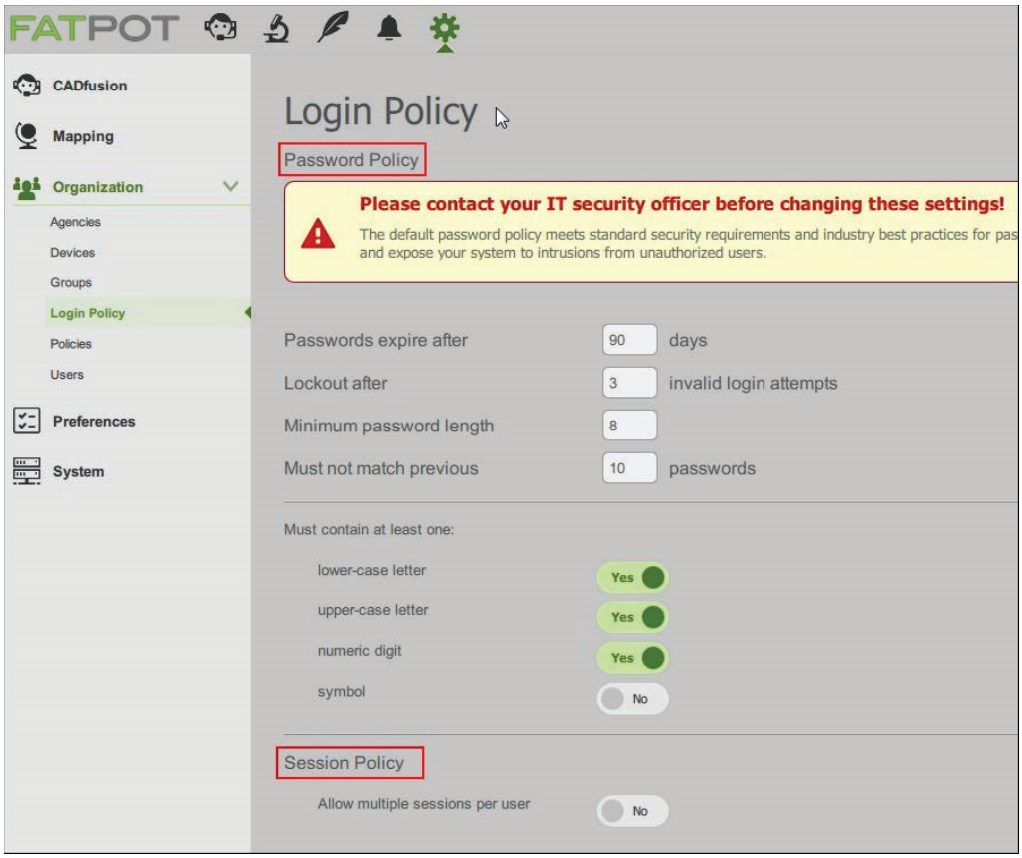
However, if a user needs specific rights that are part of a policy that the user does not already have because of group membership, you can assign that policy to the user directly. For more information, About creating groups (page 103).

CentralSquare recommends that when you create a user you include a prefix to the user's name. This prefix should identify the agency to which the user belongs and helps you quickly identify users by agency.

About CAD-to-CAD Hub login policies

The Hub login policy encompasses both a password policy and a session policy. Login policies are set globally: the settings that you select apply to all users on all devices.

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A login policy is a set of rules that enhances computer security by requiring users to employ strong passwords.

The Hub system includes a default login policy that meets industry best practices. CentralSquare Technologies recommends that you retain a login policy that is at least as secure as the default policy.

A session policy governs the number of sessions to which a user can log in simultaneously. The default session policy limits users to one session at a time. If users need to be able to log in on multiple devices simultaneously, you can change the setting to allow multiple sessions.

When the session policy value is set to **No** and that user logs in, the system checks for another login by that same user in another session. If the user is logged in to another session, they are logged out automatically and receive this message: "You have been logged out of this device because your account was logged in to device [deviceName]," where deviceName is the device to which the user was logged in originally.

Typically, the Hub IT system administrator grants rights to both you as the Hub application administrator and to you or another user who acts as the Hub user administrator. Both can be granted rights to edit the login policy for Hub Portal users.

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Creating users

Before you begin creating users in the Hub system, you may want to list the users that you want to create and select a default password.

The first group that you create is your own, personal administrator user account.

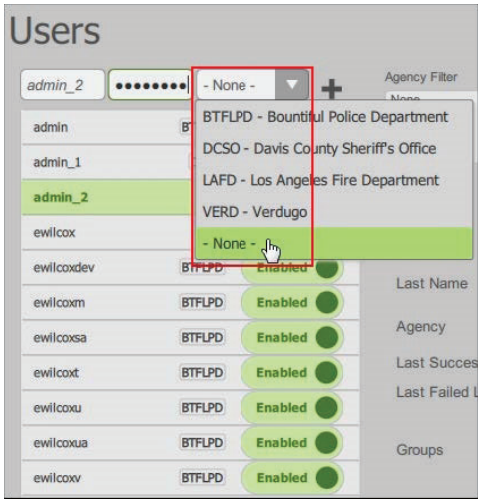
This topic describes how to perform the following tasks:

- Creating a user account
- Modifying a user account
- Deleting a user account

Creating a user account

To create a user account, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **User Administration** > **Users**.
2. In the **Users** pane, in the **User Name** field, enter the name that you selected for the user; for example, **sdavis** for Sharon Davis or **cdouglas** for Charlie Douglas.
3. In the **Password** field, enter the default password that you chose for this user.
4. Next to the **Agency** field, select the down arrow and select the agency to which this user belongs. If the user does not belong to a particular agency, select **None**.



5. Select the plus symbol (**+**).

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6. In the fields on the right-hand side of the pane, check the entries to ensure that they are accurate. Modify any fields that contain inaccuracies.
7. In the **Groups** field, click to open the selection window. In the right-hand column, select the groups to which this user belongs and drag them to the left-hand column.

   The first time you log in, place yourself in the View All group so that you see all calls and units, regardless of any filters that you create now or later.
8. In the **Policies** field, click to open the selection window. In the right-hand column, select the policies that you want to associate with this user.
9. (Optional) If this user should receive alerts, you can specify their contact information below **Notification Preferences**.
   - **Email**: Check the **Email** box and enter the user's preferred email address.
   - **SMS Text**: Check the **SMS** box. In the drop-down menus, select the country and service provider of the user's text-messaging service. In the number field, enter the country code, area code, and telephone number to use.
10. Repeat the preceding steps to create an account for each user in your agency.

Modifying a user account

To modify a user account, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **User Administration** > **Users**.
2. In the **Users** pane, on the left, select the name of the user whose account you want to modify.
3. To modify the agency to which the user belongs, click inside the **Agency Filter** field.
   - If any agencies in the left column are obsolete, click the delete (trash) icon next to that agency, and confirm the deletion.
   - In the right column, select the agency to which the user belongs, and drag it into the left column.
4. To modify the user name, first name, or last name, delete the outdated information and enter the new.
5. To modify the agency, click the down arrow and select the relevant agency.
6. To modify the group or groups to which a user belongs:
   - To delete a group to which the user belongs, in the left column select **Delete** (the trash icon) next to the group.

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- To make the user part of another group, select the name of the desired group on the right and drag it to the left column.

7. Select **OK**.
8. If you assigned policies directly to a user account and want to change them, in the **Policies** field click to open the selection window.
   - To delete a policy, in the left column select **Delete** (the trash icon) next to the policy or policies that you want to remove from the user account.
   - To add a policy, in the right column select each policy that you want to add to the user account, and drag it into the left column.
9. Select **OK**.
10. To reset the user's password, select **Reset Password**, then select **OK** on the confirmation window. Select the copy/paste icon and send the new password to the user.
11. To modify the notification preferences:
    - **Email**: Check the **Email** box and modify the user's preferred email address.
    - **SMS Text**: Check the **SMS** box. In the drop-down menus, change the country and service provider of the user's text-messaging service. In the number field, modify the country code, area code, and telephone number to use.

Deleting a user account

To delete a user account, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **User Administration** > **Users**.
2. In the **Users** pane, select the name of the user whose account you want to remove.
3. On the right, select **Delete**.
4. Select **Delete** again to confirm the deletion.

Finding users in a specific agency

When you create users in the Hub system, you associate them with an agency.

If your agency cooperates with multiple other agencies and you need to see which users are associated with one or more of them, you can filter the user list by agency.

To find users in a specific agency

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1. In the Hub Portal user interface, navigate to **Settings** > **User Administration** > **Users**.
2. In the **Users** pane, click inside the **Agency Filter** field.
3. In the selection window, select and drag the name of the agency by which you want to filter the list.
4. Select **OK** to see the results.

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Creating agencies

Sharing information between agencies in the Hub system requires setting up the common code for agencies and then translating your agency's code to the common code.

A one-to-many relationship exists between a single dispatch center and one or more agencies. If a dispatch center in your operational area dispatches for multiple agencies, you can associate each agency with that dispatch center. For more information, About dispatch centers (page 132).

With the agency common codes set up, you translate your agency code to the common code. You also translate the cooperating agencies' codes to the common code so that all cooperating agencies recognize and communicate with each other transparently.

Typically, you create dispatch centers in the Hub system first and then create agencies.

Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

About agencies

Agencies in the Hub system refer to your own agency and all other real-world, agencies with which you collaborate through the system.

You create agencies through the Hub Portal user interface before you create dispatch centers or attempt to create filters or configure business rules.

In many jurisdictions, a one-to-many relationship exists between dispatch centers and agencies, where a single dispatch center dispatches units and service providers for multiple agencies.

A one-to-many relationship between dispatch centers and agencies means that you may need to map each agency's codes to the Hub common code set that all cooperating agencies have agreed on. You also map the common code to each agency's codes. For more information, About mappings and translations (page 86).

Creating an agency means creating the common code. When you create an agency, you must enter a code and a full name for the agency. The code is displayed in the Hub Portal. The code can be from one to ten uppercase letters, digits, or a combination, such as BTFLPD for Bountiful Police Department.

The agency information that you enter is saved automatically. You are not required to press a button to save it. If necessary, you can delete an agency by highlighting it on the list and selecting **Delete** on the right.

When you create users, you can associate them with the relevant agency. This action is optional.

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Part of creating agencies is mapping each agency's code to the other agency or agencies' codes. Because the purpose of the Hub system is to enable one agency's CAD system to communicate with other agencies' disparate CAD systems, you must set up mappings from each agency to a "common" code set within the Hub system. The mappings let the system translate the codes accurately.

After you create agencies and interfaces, you should set up the mappings between interfaces for the agencies that you created.

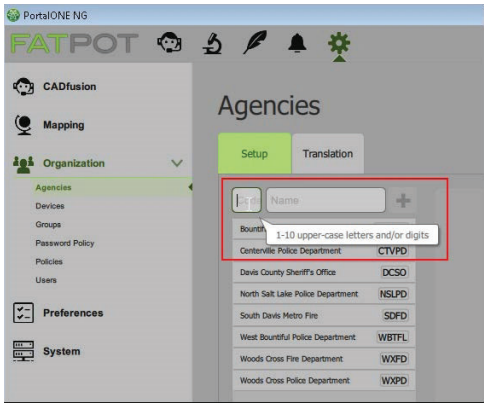
Creating an agency

You create agencies in the Hub Portal user interface as a first step in configuring the Hub system for your agency's use.

The agency information that you enter is saved automatically. Repeat the procedure for each agency that you want to create.

To create an agency, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Interface Mgmt** > **Agency**.
2. In the **Agency** pane, select the **Setup** tab if it is not already selected.



3. In the **Code** field, enter a code for the agency, using from one to ten uppercase letters, numerals, or a combination.
4. In the **Name** field, enter the full name of the agency.
5. Select the plus symbol (**+**).
6. On the right, below the new agency name, if the agency is a fire department move the toggle button next to **Is Fire Department?** to the right.
7. When the toggle label changes to **Yes**, in the **FDID** field enter the fire department ID.

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After you create an agency, you define the mappings. You can perform this task now or after you finish setting up the common code for dispatch centers.

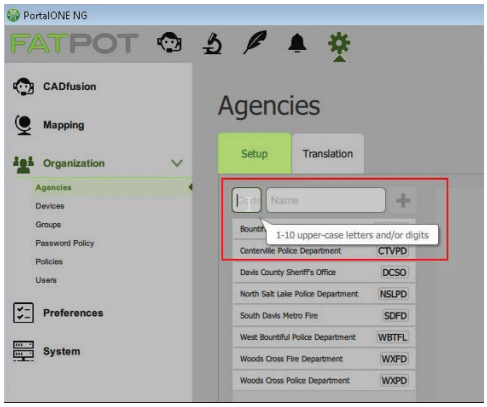
Deleting an agency

You delete an agency in the Hub Portal user interface in the same place where you created it.

When you delete an agency, you also delete the units, unit mappings, and code translations that pertain to the agency. If you later find that you need any of those items, you must re-create the agency and the deleted units, unit mappings, and translations.

To delete an agency, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Interface Mgmt** > **Agency**.
2. In the **Agency** pane, select the **Setup** tab if it is not already selected.



3. In the list of agencies, select the agency that you want to delete.
4. Select **Delete**.
5. On the confirmation window, confirm the deletion, or select **Cancel** to keep the agency.

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Creating dispatch centers

Sharing information between dispatch centers requires creating those dispatch centers as entities in the Hub system.

You can associate a dispatch center with only one interface. An interface in the Hub system is a logical connection between it and an external system, such as a dispatch center.

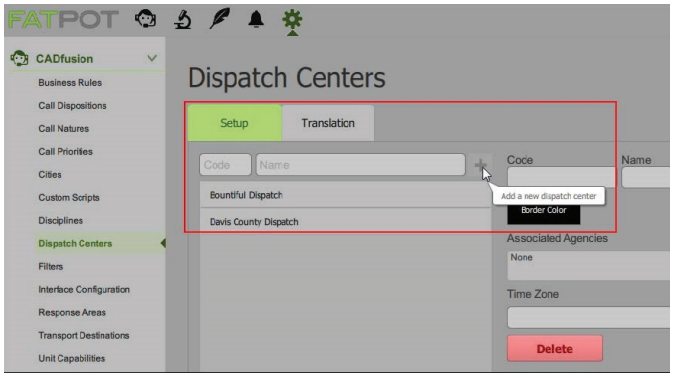
With agencies and dispatch centers created, you can configure interfaces between them.

Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

The Dispatch Centers page

You set up, modify, and delete dispatch centers on the **Dispatch Centers** page in the CAD-to-CAD Hub system.

If your dispatch center is set up to share incident data bidirectionally through linked calls, you also configure call update data on this page.



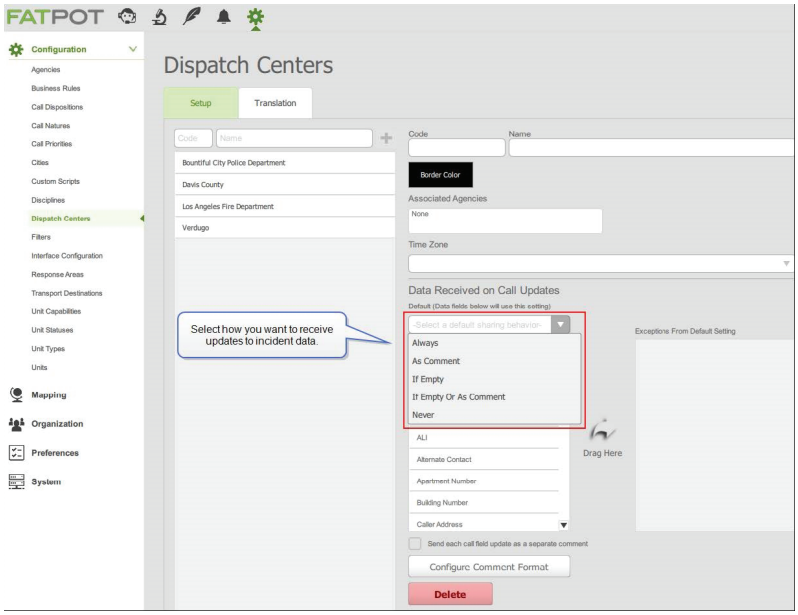
The following table lists the entries required to create a dispatch center and the values to use:

Entry	What to use
Code	Use the abbreviation that you normally use to refer to your dispatch center. For example, BTFLPD for Bountiful City Police Department.
Name	Use the common name of your dispatch center. For example, Bountiful City Police Department.

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Entry	What to use
Border Color	A color that you want to see on the perimeter of the dispatch center's code. Color coding can help you identify as dispatch center at a glance in the Hub Portal interface.
Associated Agencies	Drag and drop the agencies with which your dispatch center is associated.
Time Zone	Enter the time zone in which the dispatch center is located. The time zone that you select sets the time for the CAD-to-CAD Hub system.

The options shown under **Data Received on Call Updates** let you configure the system to control how your dispatch center receives updates from an originating dispatch center.



The default configuration options are described in the following table:

Option	What it means	What happens
Always	"Always send updates" to all call fields in the receiving CAD.	Every update to an incident flows into the receiving dispatch center's CAD, exactly as the change appears in the originating CAD.

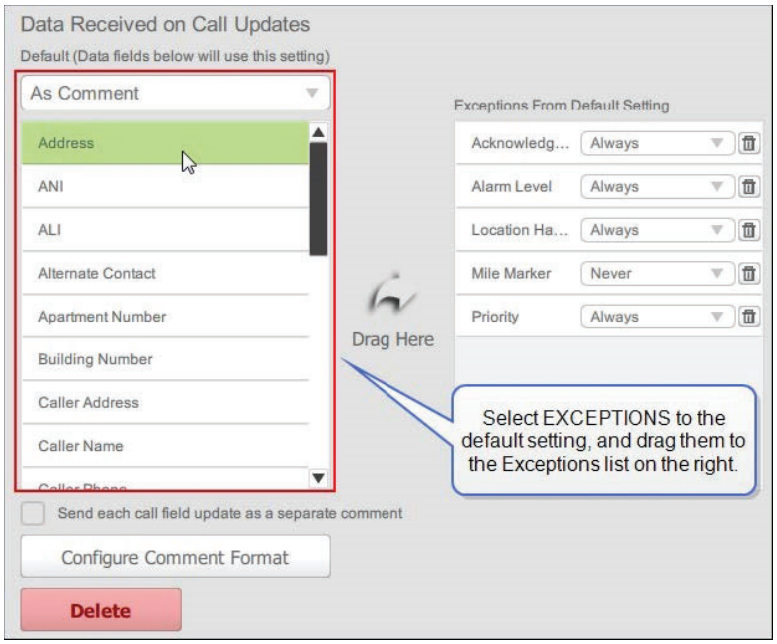
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Option	What it means	What happens
As Comment	"Send updates as comments" and not as changes to the receiving CAD's data fields.	Updates to an incident flow into the receiving dispatch center's CAD as comments rather than as changes to existing data fields.
If Empty	"If [receiving CAD data fields are] empty, send updates."	If the field that gets updated in the originating CAD is empty in the receiving CAD, then the receiving CAD accepts the update exactly as it was made in the originating CAD. Since the corresponding field in the receiving CAD is empty, no data is overwritten.
If Empty or As Comment	"If [receiving CAD data fields are] empty, send updates; otherwise, send updates as comments."	If the field that gets updated in the originating CAD is empty in the receiving CAD, then the receiving CAD accepts the update exactly as it was made in the originating CAD. If the fields in the receiving CAD are not empty, the updates could overwrite the existing data in the receiving dispatch center's CAD. Instead, the receiving dispatch center can choose to receive updates as comments. This option allows the receiving dispatch center to see all updates (less data loss than "If Empty"). It also allows for more seamless data sharing than "As Comment." One possible drawback to this option is that the comment log in the receiving dispatch center may be inundated.

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Option	What it means	What happens
Never	"Never send updates." This is the default setting when you create a new dispatch center. The default setup includes the following exceptions: • **Call Nature:** Send if empty; otherwise, send as comment • **Address:** Send if empty; otherwise, send as comment You can change these exceptions or select others.	The receiving dispatch center ignores all updates from the originating dispatch center for the shared incident *except* for updates to the call nature and address data. If the **Call Nature** and **Address** fields in the receiving dispatch center's incident are empty, those updates are sent to those fields. If the fields are not empty, the updates are sent as comments.

Exceptions to the default setting are shown as specific data fields that you drag to the **Exceptions** field on the right, as follows:



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In conjunction with selecting a default method for receiving updates to data fields on a shared incident, you configure the format of the data that you choose to receive as comments.

You can select from the following comment formats and select the presentation of the data, as follows:

Format option	How the data looks
Comma Separated	Call Nature: Fire, Address: 123 ABC Street, City: Bountiful
Comma Separated With Previous Values	Fire (Apartment Fire), Address: 123 ABC Street (12 ABC Street), City: Bountiful ()
New Line Separated	Call Nature: Fire Address: 123 ABC Street City: Bountiful
New Line Separated With Previous Values	Call Nature: Fire (Apartment Fire) Address: 123 ABC Street (12 ABC Street) City: Bountiful ()

About dispatch centers

After you create agencies in the Hub system, the logical next step is to create dispatch centers.

In many jurisdictions, a single dispatch center dispatches units and service providers for multiple agencies. In the Hub Portal user interface, you create a dispatch center and then associate each agency with that dispatch center. If the dispatch center dispatches for a single agency, then you associate only that agency.

You can associate a dispatch center with only one interface.

Creating a dispatch center

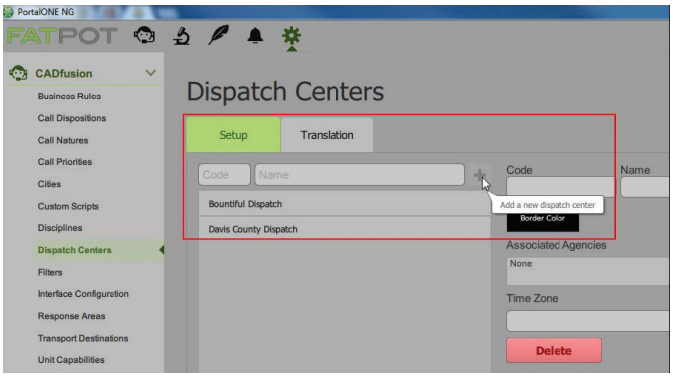
You create a dispatch center in the Hub Portal interface as a step in configuring the Hub system for your agency's use.

The dispatch center information that you enter is saved automatically. Repeat the procedure for each dispatch center that you want to create.

To create a dispatch center, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Interface Mgmt** > **Dispatch Center**.
2. In the **Dispatch Center** pane, select the **Setup** tab if it is not already selected.

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3. In the right pane, in the **Code** field, enter a code for the dispatch center.
4. In the **Name** field, enter the full name of the dispatch center.
5. Select the plus symbol (**+**).
6. On the right, select **Border Color**. Select a color to help dispatchers recognize the dispatch center at a glance.

   In the **Real Time** view, in the **Calls** pane, the dispatch center code is outlined in the border color that you select here.
7. Click inside the **Associated Agencies** field to open the **Agency Selection** window.
8. On the **Agency Selection** window, select the agencies to associate with this dispatch center by clicking and dragging each agency to the left column.
9. If the default time zone is inaccurate, in the **Time Zone** field select the down arrow and then select the relevant time zone.

About configuring the call update data you receive

This topic is relevant to dispatch centers that share incident data bidirectionally through linked calls. You configure the call updates to ensure that when you are the receiver, you receive essential data to coordinate a response but block nonessential data.

When a call is shared initially through the CAD-to-CAD Hub system, all data is shared with the receiving dispatch center.

After a call is shared initially, comments are always shared; however, you may need to limit how much additional updated data you receive.

Several configuration settings are available on the **Dispatch Centers** page to control how you receive data when linked calls are updated. The default configuration setting is **Never** and includes the following exceptions to ensure that you receive Call Nature and Address updates:

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- **Call Nature:** Send if empty; otherwise, send as comment
- **Address:** Send if empty; otherwise, send as comment

When you create a dispatch center, or at any time thereafter, you can configure the call update data you receive, as follows:

- Retain the default exactly as is
- Retain the default **Never** setting but change the exceptions
- Select a different default option altogether and select exceptions to define exactly which updates to receive.

On the **Dispatch Centers** page in the Hub Portal user interface, exceptions are shown as specific data fields that you can select.

Configuring the call update data you receive

This topic is relevant to dispatch centers that share incident data bidirectionally, through linked calls.

The CAD-to-CAD Hub system is configured by default not to push updated data to your CAD after a call is shared initially, with the following exceptions:

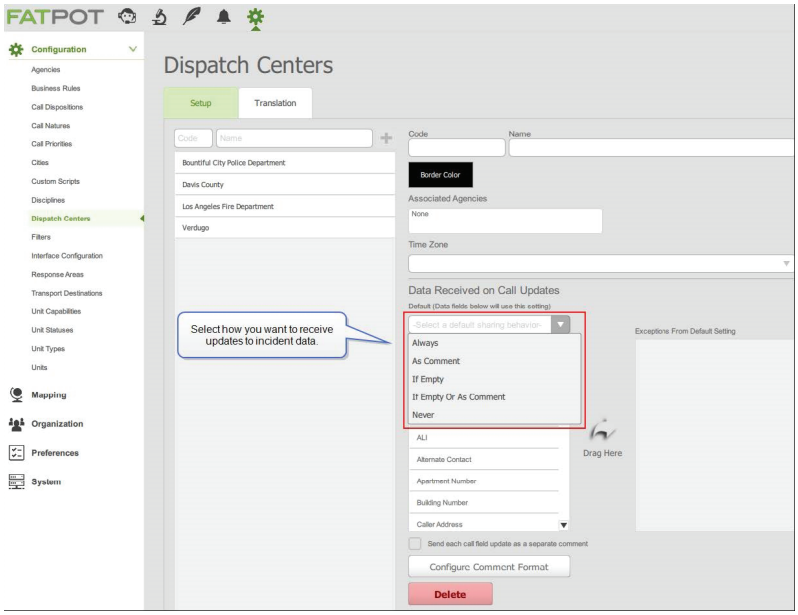
- **Call Nature:** Send if empty; otherwise, send as comment
- **Address:** Send if empty; otherwise, send as comment

Most dispatch centers want to receive some data field updates, however, and in that case you can configure how much data to receive and how you want to receive it.

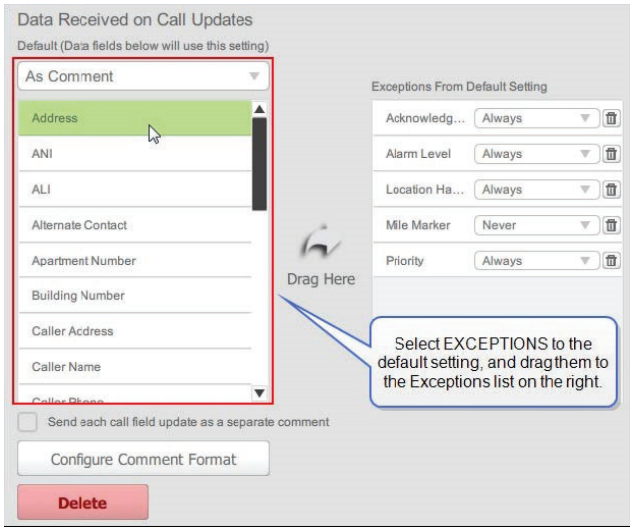
To configure the call update data you receive, complete the following steps:

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1. In the Hub Portal user interface, in the **Settings** module, select **Dispatch Centers**.
2. Under **Data Received on Call Updates**, select the down arrow to select how to receive data updates.

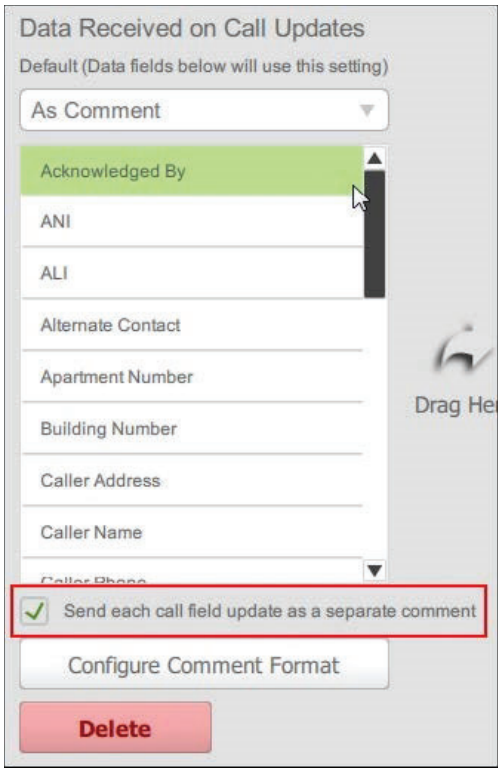


3. Below the drop-down list, select the data fields that you want to exclude from the default option.



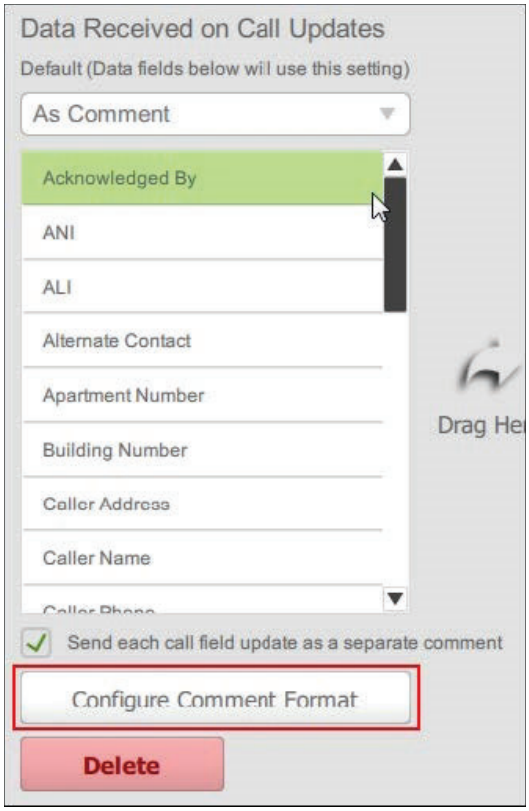
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4. Most dispatch centers prefer to receive all updates to data fields in a single comment rather than receive a comment for each updated field. If you prefer to receive each call field update in a separate comment, select the **Send each call field update as a separate comment** check box.



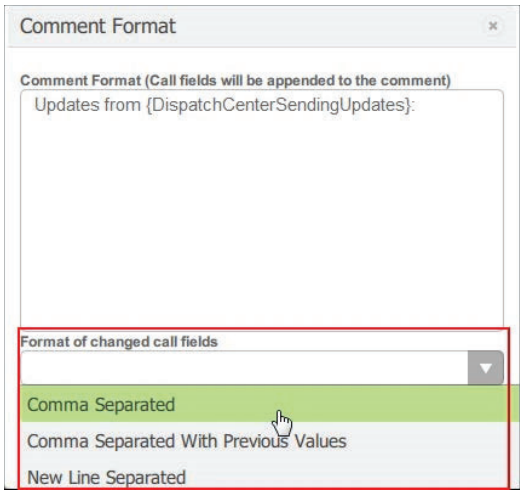
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5. If you selected any options that generate comments for data field updates, you can configure the format in which you want to receive the comments, such as tab separated. To do so, select **Configure Comment Format**.



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6. Note that the `{DispatchCenterSendingUpdates}` string is replaced with the name of the originating dispatch center. On the **Comment Format** window, select the down arrow to select the format in which you want to receive comments. The table below contains examples of how each format appears.



Format option	How the data looks
Comma Separated	Call Nature: Fire, Address: 123 ABC Street, City: Bountiful
Comma Separated With Previous Values	Fire (Apartment Fire), Address: 123 ABC Street (12 ABC Street), City: Bountiful ()
New Line Separated	Call Nature: Fire Address: 123 ABC Street City: Bountiful
New Line Separated With Previous Values	Call Nature: Fire (Apartment Fire) Address: 123 ABC Street (12 ABC Street) City: Bountiful ()

Call update options

This topic describes the options that you can configure to control how your dispatch center receives updates from an originating dispatch center when you share an incident.

You can configure the CAD-to-CAD Hub system to accept only the data that is essential to your dispatch center and to ignore the rest.

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The default configuration option is **Never** and includes the following exceptions to ensure that you receive call nature and address updates:

- **Call Nature:** Send if empty; otherwise, send as comment
- **Address:** Send if empty; otherwise, send as comment

You can change the exceptions to the default configuration option, or you can select a different default option altogether from among the following options. You can then select exceptions to the default option to define exactly which updates to receive.

On the **Dispatch Centers** page in the Hub Portal user interface, exceptions are shown as specific data fields that you can select.

Option	What it means	What happens
Always	"Always send updates" to all call fields in the receiving CAD.	Every update to an incident flows into the receiving dispatch center's CAD, exactly as the change appears in the originating CAD.
As Comment	"Send updates as comments" and not as changes to the receiving CAD's data fields.	Updates to an incident flow into the receiving dispatch center's CAD as comments rather than as changes to existing data fields.
If Empty	"If [receiving CAD data fields are] empty, send updates."	If the field that gets updated in the originating CAD is empty in the receiving CAD, then the receiving CAD accepts the update exactly as it was made in the originating CAD. Since the corresponding field in the receiving CAD is empty, no data is overwritten.

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Option	What it means	What happens
If Empty or As Comment	"If [receiving CAD data fields are] empty, send updates; otherwise, send updates as comments."	If the field that gets updated in the originating CAD is empty in the receiving CAD, then the receiving CAD accepts the update exactly as it was made in the originating CAD. If the fields in the receiving CAD are not empty, the updates could overwrite the existing data in the receiving dispatch center's CAD. Instead, the receiving dispatch center can choose to receive updates as comments. This option allows the receiving dispatch center to see all updates (less data loss than "If Empty"). It also allows for more seamless data sharing than "As Comment." One possible drawback to this option is that the comment log in the receiving dispatch center may be inundated.
Never	"Never send updates." This is the default setting when you create a new dispatch center. The default setup includes the following exceptions: • **Call Nature:** Send if empty; otherwise, send as comment • **Address:** Send if empty; otherwise, send as comment You can change these exceptions or select others.	The receiving dispatch center ignores all updates from the originating dispatch center for the shared incident *except* for updates to the call nature and address data. If the **Call Nature** and **Address** fields in the receiving dispatch center's incident are empty, those updates are sent to those fields. If the fields are not empty, the updates are sent as comments.

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In conjunction with selecting a default method for receiving updates to data fields on a shared incident, you configure the format of the data that you choose to receive as comments.

You can select from the following comment formats and select the presentation of the data, as follows:

Format option	How the data looks
Comma Separated	Call Nature: Fire, Address: 123 ABC Street, City: Bountiful
Comma Separated With Previous Values	Fire (Apartment Fire), Address: 123 ABC Street (12 ABC Street), City: Bountiful ()
New Line Separated	Call Nature: Fire Address: 123 ABC Street City: Bountiful
New Line Separated With Previous Values	Call Nature: Fire (Apartment Fire) Address: 123 ABC Street (12 ABC Street) City: Bountiful ()

About setting the system clock

The server on which the Hub system runs displays time in Coordinated Universal Time (UTC).

In the Hub Portal user interface, you can select your local time zone.

After you set the local time zone, the user interface displays the computer's current local time in 24-hour (HH:MM:SS) format.

Setting the system clock

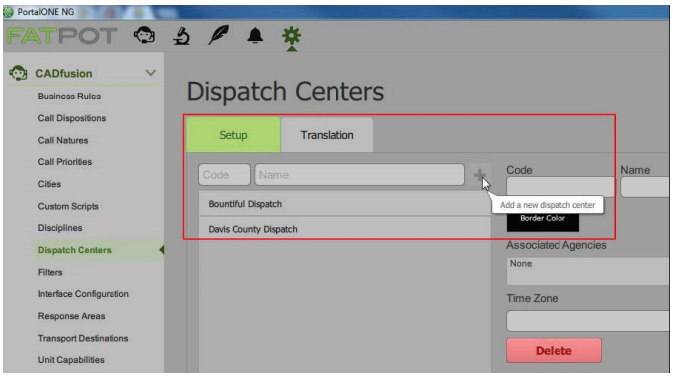
You can set your local time zone in the Hub system to display your current local time in the Hub Portal user interface.

You set the time zone for each dispatch center. An incident and any notifications that are associated with it bear the time-stamp of the originating dispatch center.

To set the system clock, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Interface Mgmt** > **Dispatch Center**.
2. In the **Dispatch Center** pane, select the **Setup** tab if it is not already selected.

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3. In the **Setup** pane, select the dispatch center for which you want to set the time zone.
4. In the right pane, next to **Time Zone**, select the down arrow and select the time zone that you want to set for the selected dispatch center.

   The change is saved automatically when you select the new time zone.

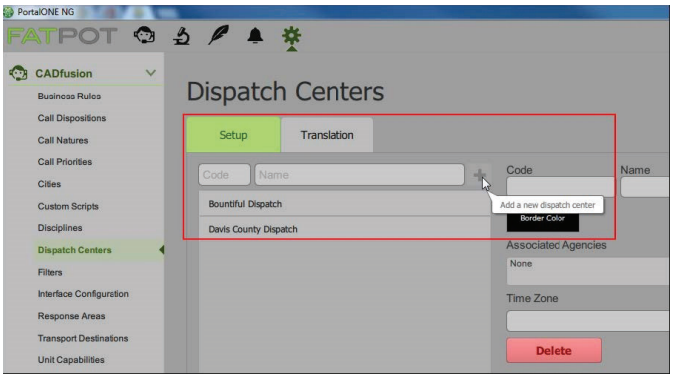
Deleting a dispatch center

You delete a dispatch center in the Hub system if it is no longer needed.

Repeat the procedure for each dispatch center that you want to delete.

To delete a dispatch center, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Interface Mgmt** > **Dispatch Center**.
2. In the **Dispatch Center** pane, select the **Setup** tab if it is not already selected.



3. In the right pane, select the name of the dispatch center that you want to delete.
4. Select **Delete**, and then confirm your choice by selecting **Delete** again.

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Creating interfaces

An interface in the Hub system is a logical connection between it and an external system.

Typical external systems are dispatch centers and third parties such as utility companies, ambulance providers, or disaster cleanup companies. These external systems send information to the Hub system and receive information from it.

A one-to-one relationship exists between an external system and its interface in the Hub system. For each dispatch center or third party with which your agency is associated, you create an interface between that entity and the Hub system.

After you create an interface, you configure it by selecting the type of connection and specifying any filters that should be applied to the interface.

Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

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The Interface Configuration window

On the **Interface Configuration** window, you select an interface to begin configuring it. The option that you select from the **Type** drop-down list determines the other options that you must configure. Only the options that are required for the selected interface type appear in the pane on the right.

Interface type	Select or configure these	Direction of information flow
None	Type	N/A
CAD (Read-Only)	• Type • Active Scripts: Message Received • Active Scripts: Inbound • Dispatch Center	CAD to CAD-to-CAD Hub
CAD (Bidirectional)	• Type • API • Active Scripts: Message Received • Active Scripts: Inbound • Active Scripts: Outbound • Remote Unit Status: True Unit Status Filter • Remote Unit Status: Suppress for Pending Calls (enable or disable) • Dispatch Center	CAD to CAD-to-CAD Hub and CAD-to-CAD Hub to CAD

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Interface type	Select or configure these	Direction of information flow
CAD-i	• Type • Active Scripts: Message Received • Active Scripts: Inbound • CADi Host, Port, User name, and Password; option to separate new comments • Event Log	N/A
AVL Provider	• Type • Active Scripts: Message Received • Active Scripts: Inbound	AVL to CAD-to-CAD Hub
Data Subscriber	• Type • API • Active Scripts: Outbound • Subscriber Calls Filter • Subscriber Units Filter	CAD-to-CAD Hub to data subscriber

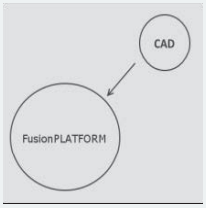
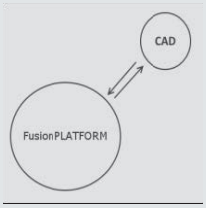
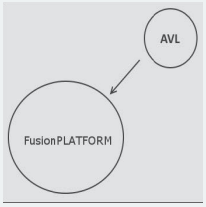
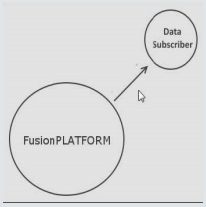
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About interfaces

Typical interfaces in the Hub system include dispatch centers, agencies, utilities, or geographic areas that may comprise multiple agencies or dispatch centers; for example, an interstate highway. Some agencies may also find it useful to create an AVL interface to display all units.

An example of an interface is the fictional Midvalley Dispatch center. If this center dispatches incidents for my agency, then I create a Midvalley Dispatch interface in the Hub system and configure it to connect to Midvalley Dispatch.

You can create the following interface types in the CAD-to-CAD Hub system:

Interface type	Direction of data	What it means
CAD Publish-Only		A CAD pushes data to the CAD-to-CAD Hub system but does not receive data in return.
CAD Bidirectional		A CAD pushes data to the CAD-to-CAD Hub system and subscribes to (pulls) data from the system in return.
AVL Publish-Only		An AVL system pushes data to the CAD-to-CAD Hub system but does not receive data in return.
Data Subscriber		A CAD or AVL system subscribes to (pulls) data from the CAD-to-CAD Hub system but does not push data to the system in return.

Because of the one-to-one relationship between interfaces and external systems such as dispatch centers, it makes sense to use the same name for the interface as you use for the external system. In

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the preceding example, when you create Midvalley Dispatch in the Hub system, you may want to give the interface the same name: Midvalley Dispatch.

Like agencies, users, groups, and other components, you create interfaces through the Hub Portal user interface. You first create an interface, and then you configure it, as follows:

- Create an interface to enable a connection between an external system such as a dispatch center CAD and the Hub system.
- Configure the interface to control information sharing; for example, read-only, data subscriber, or bidirectional.

Creating an interface

You create an interface using the URL that refers to the external system that you want to connect to the Hub system.

Any time you add another dispatch center or external system to your Hub instance, you create and configure an interface for it.

The interface information that you enter is saved automatically.

To create an interface, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Interface Mgmt** > **Interface Connection**.
2. In the **Interfaces** pane, in the **Abbreviation** field, enter the abbreviation that you typically use for the interface that you want to create.
3. In the **Name** field, enter the full name of the interface.
4. Select the plus symbol (**+**).
5. On the right, verify the name and abbreviation that appear are accurate.
6. Customize the label for the interface:
   - Select **Background Color**, then select a color.
   - Select **Font Color**, then select a color.
7. Select **OK**.
8. In the **URL** field, enter the URL for the dispatch CAD or external system that you want to connect to the Hub system.

   Your agency IT administrator can supply the URL.

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9. At the far right of the **Token** field, select the copy icon to generate a token. The CAD interface needs this to establish a secure connection.
10. At the far right of the **Secret** field, select the copy icon to generate a secret. The CAD interface needs this to establish a secure connection.

Deleting an interface

You delete an interface if it becomes obsolete and does not need to be connected to the Hub system.

To delete an interface, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Interface Mgmt** > **Interface Connection**.
2. In the **Interfaces** pane, select the name of the interface that you want to delete.
3. On the right, select **Delete**.
4. If you are certain that you want to delete the interface, select **Delete** again. Otherwise, select **Cancel**.

About configuring an interface

In the Hub system, you create an interface to enable a connection between the Hub system and any other system such as your agency's CAD, an AVL system, or a cooperating agency's CAD.

After you create the interface, you must configure it to specify the type of connection to establish. You then configure each interface to enable information sharing. Configuring an interface includes the following actions:

- Specifying the type of connection to establish
- Selecting relevant APIs and active scripts
- Setting a remote unit status filter and enabling or disabling the status for pending calls
- Selecting the originating dispatch center for the configuration
- Customizing notification settings. This is a setting that CentralSquare Technical Support may ask you to use for troubleshooting purposes.

The following connection types are available:

Connection type	Description
CAD	Read-only. Lets an agency's CAD send data to the Hub system and pass it through to a cooperating agency's CAD to read it.

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Connection type	Description
Data Subscriber	Receive-only. Lets an agency's CAD receive data from a cooperating agency's CAD through the Hub system.
CAD Bidirectional	Bidirectional (CAD-to-CAD sharing). Lets an agency's CAD send data to and receive data from a cooperating agency's CAD through the Hub system. If you select this option but have not entered a valid URL in the **Interface Connection** window, you see a warning to indicate that the connection is incomplete. The **Interface Connection** window is in the Hub Portal user interface, under **Settings** > **Interface Mgmt** > **Interface Connection**. After you enter a valid endpoint URL for the interface, the connection is complete, and information is sent and received.
CADi	Receive-only. A CAD interface that lets you test the function of the Hub system.
AVL Provider	Read-only. Lets an AVL provider send data to the Hub system and pass it through to a cooperating agency's CAD.

Incident-sharing modes

The available incident-sharing modes are as follows:

- **Shared control**: Lets multiple agencies participate actively on an incident, allowing for continuous information flow throughout. Sharing control does not necessarily change which agency has jurisdiction; rather, it lets the cooperating agencies view all incident-related details.

  Example: Two agencies share control. When one agency adds a comment to the narrative, the comment is shared with the other agency.

  Example: Three agencies share control. Agency A purchases new units and adds them in the Hub system. The other two agencies see the new units and receive status updates about them.

- **Information only**: Lets an agency share details about an incident with one or more other agencies but without receiving information from those agencies. Information only is useful in the following types of instances:
  - When other agencies have a need to know about incidents but do not need to be involved.

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- When your agency needs to send data to a CAD data consumer, such as a department of transportation or a public works agency.

- **One-time share**: Lets an agency share the details about an incident with another agency one time only; for example, when handing off the incident to another agency. This type of share provides a "snapshot" of the incident at a discrete point in time and is useful in situations such as the following:
  - The sending agency needs to notify another agency but plans to operate independently to resolve the incident.
  - The sending agency wants to transfer control of, and responsibility for, an incident to another agency. In this case, the sending agency closes the incident after handing it off successfully.

Configuring an interface

When you configure an interface in the Hub system, the configuration information that you enter is saved automatically.

Any time you add another dispatch center or external system, you create an interface for it. You then configure the interface.

Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

To configure an interface, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Interface Mgmt** > **Interface Configuration**.
2. In the **Interface Configuration** pane, on the left, select the name of the interface that you want to configure.
3. On the right, select the type of interface that you want to configure:
   - **None**: Placeholder entry. If you select **None**, you have no connection between the Hub system and a CAD or third party.
   - **CAD (Read-Only)**: A connected CAD sends data to the Hub system.
   - **CAD (Bidirectional)**: A connected CAD sends data through the Hub system to an external system, and an external system sends information back to the connected CAD through the Hub system.
   - **CADi**: A tester enters commands in a CAD interface to test the implementation of the Hub system.

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- **AVL Provider**: AVL sends data to the Hub system.
- **Data Subscriber**: The Hub system sends data to a CAD or AVL

4. (Optional) If you know which application programming interface (API) your agency uses, next to **API**, select the down arrow and then select the relevant API.

   Your IT system administrator can provide this information.
5. (Optional) If your agency runs its own scripts, under **Active Scripts**, select each down arrow and then select the relevant message and scripts.
6. (Optional) If you choose to filter the type of unit information to share, below **Remote Unit Status**, select the down arrow and then select the filter criteria.
7. Next to **Dispatch Center**, select the down arrow and then select the dispatch center to which this interface connects.

About notification settings

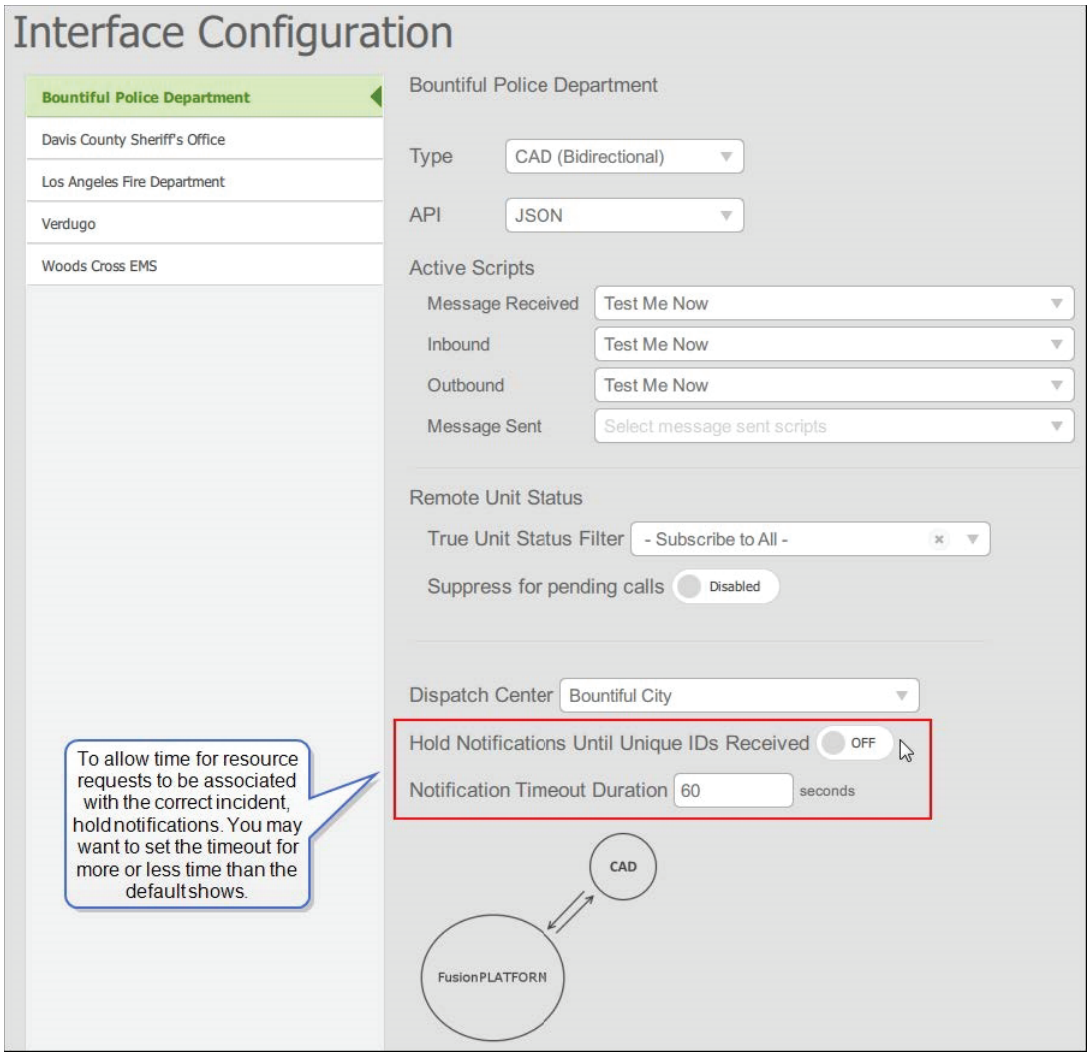
If your sharing type is bidirectional, you want to allow time for a resource request to be matched with the relevant incident. However, it is possible that a resource request will generate a new call ID before the request is matched to the originating call.

To ensure that resource requests do not generate new call IDs before a request is matched to the originating call, you can "hold" CAD-to-CAD notifications.

On the **Interface Configuration** page, you configure your interface to allow for the background messages to be completed. You control the duration of the hold.

Setting the "hold" option to **On** means that resource requests are held for the number of seconds that you indicate. Holding notifications ensures that the system does not generate errors in the case of delays but that the background processes have sufficient time to be completed.

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Creating call-related items

CentralSquare Technologies uses the term "call-related items" to mean the call natures, call priorities, and call dispositions that you define in order to respond to incidents.

You create the same call-related items in the Hub system that your agency is accustomed to using.

With these call-related items created, you can create call filters based on them. Call filters let you customize a user's or a group's view of information in the Hub Portal user interface. They also let you create custom business rules to automate incident responses.

When you share information and resources with one or more agencies through the Hub system, certain items must be mapped and translated. Mappings let you determine which of your agency's codes match other agencies' codes. The Hub system uses those mappings to translate the codes so that the shared information is recognizable to CAD operators in each cooperating agency.

Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

About call-related items

The Hub system allows for defining your call natures, call priorities, and call dispositions.

These call-related items serve multiple purposes:

- They let you display at-a-glance detail in incidents.
- They serve as "conditions" that you can use to create call filters. You can then use the call filters to build business rules that automate incident sharing according to your agency's standard operating procedures.

You create call-related items through the Hub Portal user interface, in the Settings module, on the **Configuration** menu.

CentralSquare suggests that you create call-related items in the following order:

1. Call priorities
2. Call natures
3. Call dispositions.

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Creating call priorities

Before you use the Hub system to view and share incidents, you create the call priority codes, call nature codes, and call disposition codes that you typically use in your agency, you create them through the Hub Portal user interface.

You can populate the system with call priorities manually, or you can import them from a file through the Hub Portal user interface.

To create call priorities manually, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Code Mappings** > **Priority**.
2. In the **Call Priorities** pane, select the **Setup** tab if it is not already selected.
3. In the **Name** field, enter the name or numeral of the call priority that you want to create.
4. Select the plus symbol (**+**).
5. Use the numeric toggle to specify the priority of this entry in relation to all other priorities that are listed.
6. Repeat the preceding steps to create as many call priorities as your agency uses.

Creating call natures

After you create the call priorities in the Hub system, you create call nature codes and can associate the call priorities with them as needed.

You can populate the system with call natures manually, or you can import them from a file through the Hub Portal user interface.

To create call natures manually, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Code Mappings** > **Nature/Response Type**.
2. In the **Call Natures** pane, select the **Setup** tab if it is not already selected.
3. In the **New Nature** field, enter the call nature name.
4. Select the plus symbol (**+**).
5. Repeat the preceding steps to create as many call natures as your agency uses.

Creating call dispositions

You enter all of your agency's call dispositions in the Hub system through the Hub Portal user interface.

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After you create the dispositions, you create the translations between your agency's dispositions and the common disposition. Each agency creates translations from its interfaces to the "common" code set and from that code set back to each interface.

You can populate the system with call dispositions manually, or you can import them from a file through the Hub Portal user interface.

To create call dispositions manually, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Code Mappings** > **Disposition**.
2. In the **Call Dispositions** pane, select the **Setup** tab if it is not already selected.
3. In the **Code** field, enter the code that you associate with the disposition that you want to create.
4. In the **Description** field, enter the description that all users recognize as being associated with this call disposition.
5. Select the plus symbol (**+**).
6. Repeat the preceding steps to create as many call dispositions as your agency uses.

Creating cities

You set up all of the common codes for cities in the CAD-to-CAD Hub system through the Hub Portal user interface.

After you set up the common code, you map your agency's city codes to the corresponding city codes in the common code.

You can populate the system with your city codes by hand, or you can import them from a file through the Hub Portal user interface.

Creating city codes

To create city codes, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Configuration** > **Cities**.
2. In the **Cities** pane, select **Setup** if this tab is not selected by default.
3. In the **New City** field, enter the city abbreviation or name that you and cooperating agencies agreed on as the common code name for it.
4. In the **Name** field, enter the full name of the city so that all users recognize it.
5. Select **+** (the plus symbol).

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6. Repeat the preceding steps to create as many cities as your agency uses.
7. Map your agency's city codes to the common code that you just set up.

Creating disciplines

You set up all of the common codes for disciplines in the CAD-to-CAD Hub system through the Hub Portal user interface.

After you set up the common code, you map your agency's discipline codes to the corresponding discipline codes in the common code.

You can populate the system with your codes by hand, or you can import them from a file through the Hub Portal user interface.

Creating discipline codes

To create discipline codes, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Configuration** > **Disciplines**.
2. In the **Disciplines** pane, select **Setup** if this tab is not selected by default.
3. In the **Name** field, enter the abbreviation or name that you and cooperating agencies agreed on as the common code name for a discipline.
4. Select **+** (the plus symbol).
5. Repeat the preceding steps to set up each discipline.
6. Map your agency's discipline codes to the common code that you just set up.

Creating response areas

You set up all of the common codes for response areas in the CAD-to-CAD Hub system through the Hub Portal user interface.

After you set up the common code, you map your agency's response area codes to the corresponding response area codes in the common code.

You can populate the system with your codes by hand, or you can import them from a file through the Hub Portal user interface.

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Creating response area codes

To create response area codes, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Configuration** > **Response Areas**.
2. In the **Response Areas** pane, select **Setup** if this tab is not selected by default.
3. In the **New Response Area** field, enter the abbreviation or name that you and cooperating agencies agreed on as the common code name for a response area.
4. Select **+** (the plus symbol).
5. Repeat the preceding steps to set up each response area.
6. Map your agency's response area codes to the common code that you just set up.

Creating transport destinations

You set up all of the common codes for transport destinations in the CAD-to-CAD Hub system through the Hub Portal user interface.

After you set up the common code, you map your agency's transport destination codes to the corresponding transport destination codes in the common code.

You can populate the system with your codes by hand, or you can import them from a file through the Hub Portal user interface.

Creating transport destination codes

To create transport destination codes, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Configuration** > **Transport Destinations**.
2. In the **Transport Destinations** pane, select **Setup** if this tab is not selected by default.
3. In the **New Transport Destination** field, enter the abbreviation or name that you and cooperating agencies agreed on as the common code name for a transport destination.
4. Select **+** (the plus symbol).
5. Repeat the preceding steps to set up each response area.
6. Map your agency's transport destination codes to the common code that you just set up.

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About call nature mappings

The call natures that you create in the Hub system are shared between agencies without the need for telephone or radio communication.

You must map each call nature in two directions for each pair of agencies:

- Map your own codes according to how you want the other agency's CAD to see your code.
- Map the other agency's codes so that they appear in a way that your CAD operators recognize.

If the changes that you make when you translate components and map codes from one agency to another do not appear immediately, press **F5**. This refreshes the window, and you can see your changes take effect.

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Creating units

Units in the Hub system are synonymous with vehicles.

You create all unit-related components in the Hub Portal user interface. You then create units for all owned units—the units that belong to your agency. You can also create external units to represent the units that belong to the agencies with which your agency coordinates incident responses.

If you need to represent unit capabilities that do not pertain to a specific physical unit, you can also create dummy units.

Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

About units

In the Hub system, units are synonymous with the vehicles that you assign to incidents.

Units can include vehicles that belong to your agency, to cooperating agencies, and to third parties such as utilities and ambulance companies.

You create all unit-related components in the Hub Portal user interface. You then create units for all owned units—the units that belong to your agency. You can also create external units to represent the units that belong to the agencies with which your agency coordinates incident responses.

If you need to represent unit capabilities that do not pertain to a specific physical unit, you can also create dummy units.

About creating units

To create units in the Hub system, you need the relevant unit capabilities and unit types.

Although you can create units without having created unit capabilities or unit types, it is most efficient to create the capabilities and types first so that you can assign them to the units that you create. If you create the units first and then unit capabilities and unit types, you must go back to the **Units** page to assign capabilities and types.

You can create unit statuses independently of units, but CentralSquare recommends that you create unit statuses first. If you create units before you create unit statuses, you cannot distinguish available units from dispatched units in the Hub Portal user interface. With the statuses created, you can start assigning units immediately through the Hub system.

CentralSquare recommends that you create unit components in the following order:

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1. Unit capabilities
2. Unit types
3. Unit statuses

Creating a unit also means performing these related tasks:

1. Populating the Hub system with a comprehensive list of every unit that belongs to each agency that shares information through the system.
2. Mapping the unit in each agency to corresponding units in cooperating agencies. Initially, you may want to map only those units that are typically used on shared calls.

Following this sequence ensures that as soon as you create units, you have the definitions in place to assign a relevant status to each. With statuses assigned, you can make and fulfill unit requests immediately.

About creating unit capabilities and unit types

Before you create units, you create the building blocks of units: unit capabilities and unit types, in that order.

You create unit capabilities and unit types in the Hub system so that you can create units.

Unit statuses do not rely on unit capabilities, unit types, or units having been created. This means that you can create them before or after you create units.

Unit capabilities, types, and statuses are user defined, not system defined. You create them in the Hub Portal user interface according to the needs of your agency and other cooperating agencies.

Unit statuses do not rely on the definitions that you create for unit capabilities or unit types.

In the case of unit capabilities, you can define both vehicle capabilities and personnel capabilities. Vehicle capabilities can include an automated external defibrillator (AED), cage, Jaws of Life, basket lift, and so on. Capabilities of the people who are assigned to units might include CPR, SWAT training, negotiation training, a second language, or another skill.

Unit capabilities are the most basic building block. After you define these, you use them to define unit types.

If you have already defined them in another system such as a CAD and have access to the tab-separated value (.tsv) file in which they are defined, you can import the definitions. The import process is the same for types, capabilities, and statuses.

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Creating a unit capability

Unit capabilities can include vehicle capabilities and human capabilities. You should create every capability that you want to associate with a unit in your own agency or in a cooperating agency.

You can populate the system with unit capabilities manually, or you can import them from a file through the Hub Portal user interface.

To create a unit capability, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Code Mappings** > **Unit Capability**.
2. In the **Unit Capabilities** pane, in the **New Unit Capability** field, enter the name of the unit capability that you want to create.
3. Select the plus symbol (**+**).
4. Repeat the preceding steps for each unit capability that you want to create.

Creating a unit type

Unit types in the Hub system can include every type of unit that your agency and cooperating agencies own or might request from a third party. Examples include ambulance, cruiser, fire engine, K-9 unit, ladder truck, patrol car, or public utilities truck.

You can populate the system with unit types manually, or you can import them from a file through the Hub Portal user interface.

To create a unit type, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Code Mappings** > **Unit Type**.
2. In the **Unit Types** pane, in the **New Unit Type** field, enter the name of the unit type that you want to create.
3. Select the plus symbol (**+**).
4. In the right pane, customize the unit type:
   - **Name**: Leave as is, or modify the name if necessary.
   - **Icon**: Select the down arrow, scroll to the icon that displays the unit type, such as patrol care, fire truck, helicopter, transport vehicle, van, and so on. Select the relevant icon.
   - **Color**: Click inside the block showing the default color, and use the color picker to select a color to associate with the unit.
   - **Discipline**: Select the down arrow and then select the relevant discipline: **Law**, **Medical**, or **Fire**, or **Other** for any unit that does not fit within one of the primary disciplines.

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- **Capabilities**: Click inside the field next to this label. In the list of capabilities on the right, select each capability that applies to the unit type, and drag it to the left. After you have dragged each relevant capability to the left, select **OK**.

5. (Optional) You can modify your selections at any time if you need to refine the characteristics of the unit type.

About creating unit statuses

Unit statuses in the Hub system are user defined, not system defined.

You create unit statuses in the Hub Portal user interface according to the needs of your agency and other cooperating agencies.

Unit statuses do not rely on the definitions that you create for unit capabilities or unit types. They also do not rely on unit capabilities, unit types, or units having been created. This means that you can create them before or after you create units. When you create unit statuses, you define the features of each status; for example, whether a unit in a given status is available for dispatch, already dispatched, en route to a scene, and so on.

Even though you can create unit statuses independently of unit capabilities, unit types, and units, you should create unit statuses and define their characteristics before you create units.

CentralSquare recommends that you create units in the following order:

1. Unit capabilities
2. Unit type
3. Unit status
4. Unit

This sequence ensures that as soon as you create units, you have the definitions in place to assign a relevant status to each. With statuses assigned, you can make and fulfill unit requests through the Hub system.

If you have already defined unit statuses in another system such as a CAD and have access to the tab-separated value (.tsv) file in which the statuses are defined, you can import the definitions. The import process is the same for unit types, unit capabilities, and statuses.

Creating a unit status

You can create unit statuses in the Hub system before or after you create unit capabilities and unit types. Ideally, you create unit statuses before you create units so that those statuses are available to be assigned immediately.

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You can populate the system with unit statuses manually, or you can import them from a file through the Hub Portal user interface.

To create a unit status manually, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Code Mappings** > **Unit Status**.
2. In the **Unit Statuses** pane, select the **Setup** tab if it is not already selected.
3. In the **Code** field, enter the alphanumeric code that you use for this status.
4. In the **Name** field, enter the name of the unit status that you want to create.
5. Select the plus symbol (**+**).
6. In the right pane, define the unit status. You select the down arrow in drop-down windows to select your preferences. In text fields, you can backspace over existing text and type in your changes. In entries that display toggle buttons on the right, drag the button right or left to change settings from **YES** to **NO** and back again.
   - **Default sign-on status**: Select the down arrow and then select a default status; for example, you may want the default sign-on status for an “Available” unit to be “(AVAIL) Available.”
   - **Default dispatched status**: Select the down arrow and then select a default status; for example, you may want the default dispatched status for an “En Route” unit to be “Dispatched.”
   - **Default unavailable status**: Select the down arrow and then select a default status; for example, you may want the default unavailable status for an “At Station” unit to be “Station.” You may want the default unavailable status for a unit that is transporting someone to be “Unavailable.”
   - **Name**: If you need to modify the name after you create the unit status initially, make that change in this field.
   - **Code**: If you need to modify the code after you create the unit status initially, make that change in this field.
   - **Check-in alert (in seconds)**: The default in the Hub is 14400 seconds, which means 240 minutes or 4 hours.
   - **Color**: Click inside the block showing the default color, and use the color picker to select a color to relate to the unit.
   - **Is unit in this status ...**: Move the sliders right for **YES** and left for **NO** to define the new or selected unit.
   - **Is call association in this status ...**: Move the toggle button right for **YES** and left for **NO** to define the new or selected unit.

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- **Allowable status progressions**: Move the sliders right for **YES** and left for **NO** to define the new or selected unit.
- **Next status**: Select the down arrow to define which status follows.

7. (Optional) You can modify your selections at any time if you need to refine the characteristics of the unit status.
8. Repeat the preceding steps to create as many unit statuses as your agency uses.

About unit status translations

The unit statuses that you create in the CAD-to-CAD Hub system are shared between agencies without the need for telephone or radio communication.

The codes that you create for your unit statuses may not match the codes that a cooperating agency uses. In this common scenario, you must map the unit statuses of each agency to an agreed-upon term or phrase: a common code.

In the graphic that follows, the word Common refers to the common code: the set of codes to which each cooperating agency agrees to map its own codes; for example, Agency A's "Dispatch" means the same thing as Agency B's "Dispatched." The two agencies agree to use "Dispatched," so "Dispatched" is the common code.

With the common code agreed on, each cooperating agency maps its own codes to the common code. In some instances, all agencies agree that the administrator in one of the agencies can enter all of this data for the entire group.

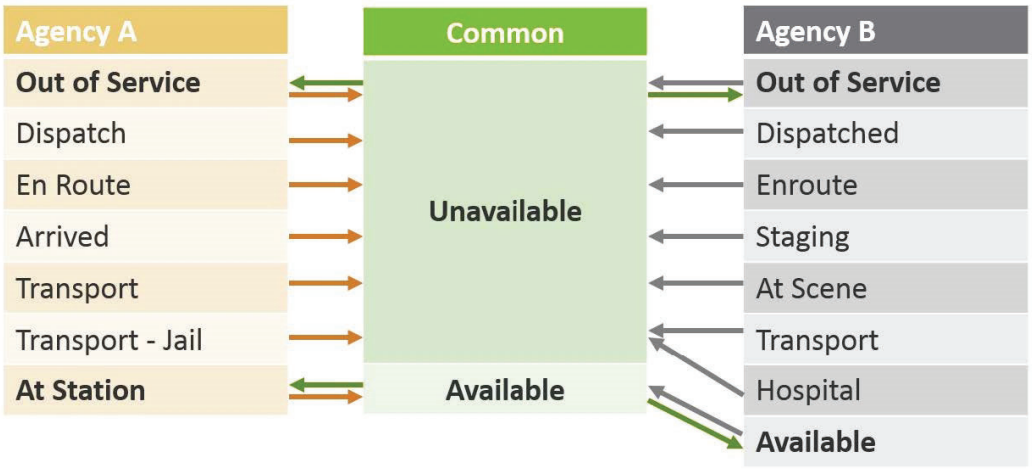
If bidirectional sharing is enabled, you must also map each unit status in two directions for each pair of agencies:

- Map your own unit status codes according to how you want the other agency's CAD to see your code.
- Map the other agency's codes so that they appear in a way that your CAD operators recognize.

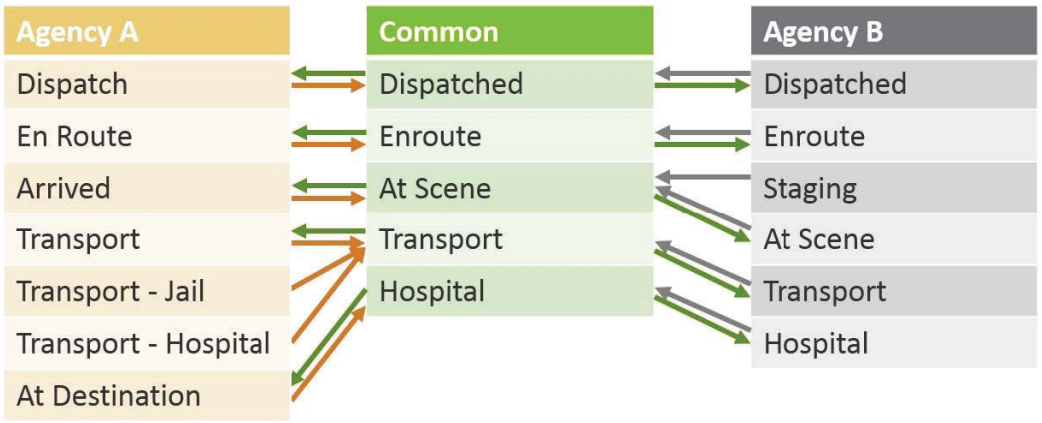
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The unit statuses are shared as follows:

- When a unit is not on a shared call, the Hub displays each unit's availability status generically, as either Available or Unavailable. Notice that every code from each agency is translated to only one of those two codes.



- When a unit is on a shared call, the Hub displays each unit's true status, such as Dispatched, At Scene, or Transport.



If the changes that you make when you translate components do not appear immediately, press **F5** to refresh the system and view your changes.

About creating units

To create units in the Hub system, you need the relevant unit capabilities and unit types.

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Although you can create units without having created unit capabilities or unit types, it is most efficient to create the capabilities and types first so that you can assign them to the units that you create. If you create the units first and then unit capabilities and unit types, you must go back to the **Units** page to assign capabilities and types.

You can create unit statuses independently of units, but CentralSquare recommends that you create unit statuses first. If you create units before you create unit statuses, you cannot distinguish available units from dispatched units in the Hub Portal user interface. With the statuses created, you can start assigning units immediately through the Hub system.

CentralSquare recommends that you create unit components in the following order:

1. Unit capabilities
2. Unit types
3. Unit statuses

Creating a unit also means performing these related tasks:

1. Populating the Hub system with a comprehensive list of every unit that belongs to each agency that shares information through the system.
2. Mapping the unit in each agency to corresponding units in cooperating agencies. Initially, you may want to map only those units that are typically used on shared calls.

Following this sequence ensures that as soon as you create units, you have the definitions in place to assign a relevant status to each. With statuses assigned, you can make and fulfill unit requests immediately.

Creating a unit

Creating units relies on the existence of unit capabilities and unit types. If you have not finished creating those components of units, do that first.

To create units, you populate the Hub system with a comprehensive list of every unit that belongs to each agency that shares information through the system.

You can populate the system with units manually, or you can import them from a file through the Hub Portal user interface.

After you populate the system with all units, you set up the translations between the units in one agency and the units in another agency.

To create a unit manually, complete the following steps:

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1. In the Hub Portal user interface, navigate to **Settings** > **Code Mappings** > **Unit/Resource**.
2. In the **Units** pane, select the **Setup** tab if it is not already selected.
3. Next to the **Agency** field, select the down arrow and then select the agency to which the unit belongs.
4. In the **Unit Description** field, type the common description that your agency uses for a given unit; for example, 2G23 for a specific patrol car, ENG82 for a fire truck, K9-1 for a canine unit, or AMB3 for an ambulance.
5. Select the plus symbol (**+**).
6. Next to **Description**, enter a plain-text description of the unit.
7. Next to **Unit Type**, select the down arrow and then select this unit's type; for example, Ambulance, Disaster Cleanup, K9, Pumper Tank, or Rescue Fire.
8. (Optional) You can modify your selections at any time if you need to refine the characteristics of the unit type.

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Creating filters and business rules

The Hub system is highly configurable and lets you trigger agency actions automatically based on sophisticated matching options.

Your agency, other public safety agencies, and ancillary service providers interconnect multiple, disparate CAD systems through the Hub system.

Through the Hub Portal user interface, you can create call filters and unit filters to pre-screen the flow of data according to your specific requirements. You can create filters for a wide variety of data elements including incoming and outgoing call-related information, unit elements such as police vehicles and fire trucks, and incident elements such as location, time, and caller.

The foundation of the Hub system is a highly intelligent, central hub that acts as a full-service broker for information sharing among interconnected systems. When real-time information flows into the hub, the filters and business rules that you create are applied. The business rules determine which information is shared with other systems.

Interconnected systems update the hub with critical information updates so that it maintains a complete picture of all incidents from all connected systems. Only the information that you authorize to share is shared with other systems.

The advanced filters module and the business rules engine provide flexible and powerful configuration options that let you define and control your information-sharing scenarios.

Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

About filters and business rules

In the Hub system, filters and business rules provide flexible configuration options that let you define, configure, and manage your agency's information-sharing scenarios.

Filters and business rules work together. Using advanced filters, you and other administrators can create powerful, customized matching combinations to trigger incident-specific business rules that are unique to your agency.

Suppose that the fictional Coast County has a fire CAD and a police CAD, and you configure the two CADs for bidirectional information sharing. You can create a call filter for bomb calls and a business rule that automatically initiates the action that matches your standard operating procedure (SOP) in the event of a bomb call.

In this scenario, suppose that your SOP states that a bomb call means you automatically dispatch one or more available police units. With the call filter created, you can create a business rule like this: a

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medical call comes in to the fire CAD. The criteria for sharing the incident are met, and the police unit is assigned automatically.

You can also create simple, single-matching filters that you use alone; for example, if you need only to observe incidents in a cooperating agency but do not need to automate responses. The real power of the Hub system lies in its ability to interpret complex combinations of filters to automate responses that match your exact needs, based on your agency's mutual aid agreements.

Only you as the agency administrator have rights to create filters and business rules. In this way, you determine which incident and unit information users see and can manipulate.

How it works

The Hub system receives information from all connected systems. These systems can include computer-aided dispatch (CAD) systems and third-party systems such as public utilities.

The Hub system includes built-in, predefined conditions that let you create highly specific filters to answer the majority of your agency's needs.

With filters created, you configure business rules to control data sharing based on specific incident data, such as resource requests from specific partner agencies. The business rules specify the responses to the incident data and can include requesting resources, granting or denying resource requests, sending alerts about actions that were triggered, and many other actions.

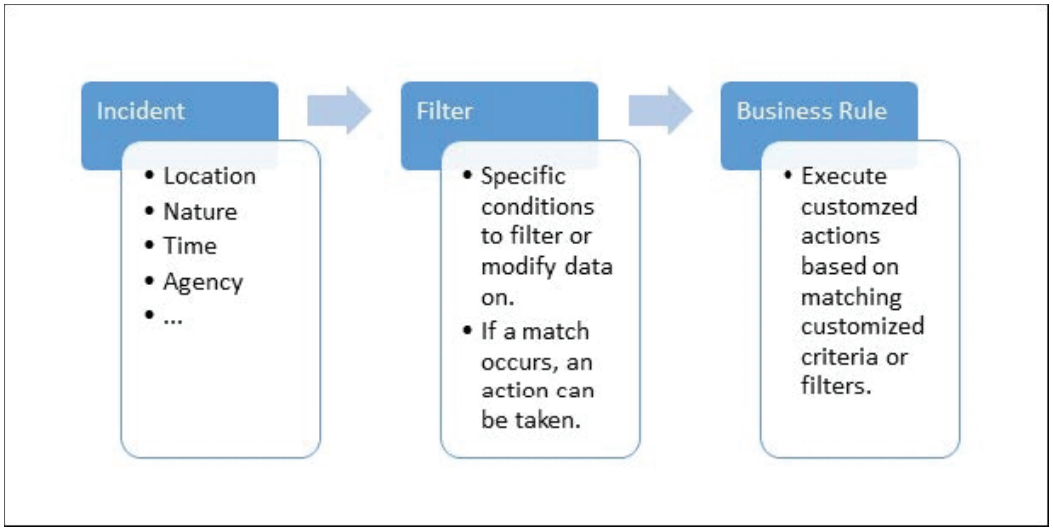
When incidents occur and dispatchers enter data in their agency CADs, the Hub system examines the incoming and outgoing data elements for the conditions that match your filters. When the conditions match your filters, the triggers that you set up when you created your business rules prompt the system to take specific actions based on those information-sharing and resource-sharing rules. In other words, when a business rule is triggered, the system executes the rule automatically.

You create filters by building them using drag-and-drop conditions. The graphic that follows provides a general description of how filters work. You can add new filters to the **Call Filters** or **Unit Filters** lists, and the Hub system maintains a complete audit log of all changes.

You configure business rules from a selectable menu system. A variety of triggers enable a business rule to perform customized actions. A business rule can use customized filters as triggers that enable the rule. The Hub system maintains a complete audit log of all changes.

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Acting together, filters and business rules let you establish automated customized responses to meet your agency's changing needs.



About filters

You can create filters in the Hub system for a wide variety of data elements, including various fields in the incident, unit, location, time, and caller data areas. You can create simple, single-matching filters or complex combinations of filters that match an exact subset of data elements.

You create both call filters and unit filters to specify one or more data elements. You must specify each data element that you want to be able to include in a business rule or exclude from a business rule.

- You can filter calls by agency, dispatch center, discipline, disposition, nature, priority, and a variety of other data elements.
- You can filter units by associated agency, dispatch center, discipline, unit, unit number, unit capability or type, unit status (available, en route, dispatched), location, and more.

You use filters either individually or as a condition that triggers a business rule.

Sometimes an individual filter is sufficient; for example, if your agency's interface type is data subscriber (one-way information flow) rather than bidirectional. A data subscriber connection lets you receive information only.

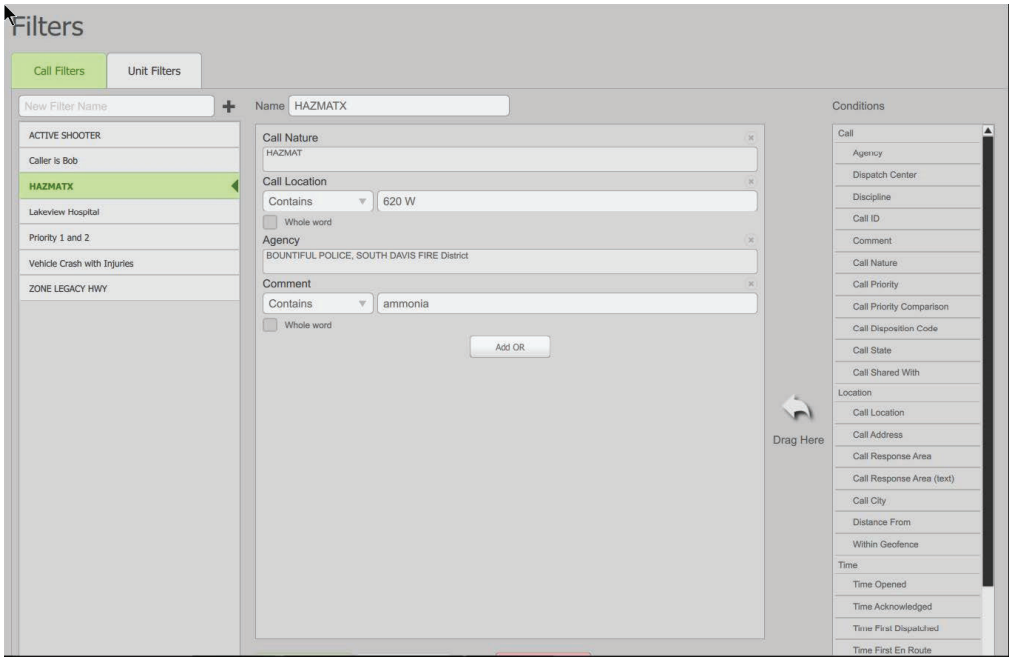
Suppose that you want to create a group of users who have rights to see all medical calls en route to the hospital. In this example, you can create a single filter with one condition: Call Nature = all medical. You include in the filter all of the call natures that you define as medical. You also modify the group that is to receive all medical calls by limiting the group's view to those calls that match the Call Nature = all

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medical filter. Whenever a call comes in that matches the filter, the group that you defined receives those calls.

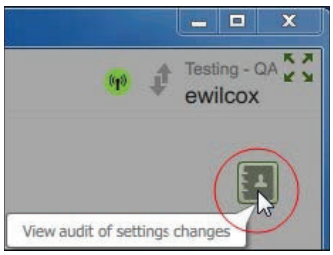
You can also use filters in combination to create business rules that automate customized responses to match your agency's needs.

You create filters in the **Filters** editor, where you can drag and drop predefined conditions onto a filter. You can combine conditions into a single filter, and you can use built-in OR expressions to further customize the filter.



You can modify a filter at any time, add a new filter, or delete an obsolete filter.

The Hub system maintains a complete audit log of all changes, which you can view in the **Filters** pane by clicking the notebook icon at the far right.



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About business rules

Business rules in the Hub system are sequences of automated actions. They are key to your agency's ability to configure the system for very specific emergency responses.

Business rules let you apply specific rules to control data sharing: you determine when data should be shared, who should receive the data, and what changes should be made to the data. You also determine how to respond to requests. Business rules let you customize how the data is processed and which actions are taken.

You create your own, custom business rules and set up triggers that prompt the system to take specific actions based on those rules. Because you customize the business rules, you implement exact predefined outcomes with every incident that matches the business rules.

The Hub system offers the following built-in triggers that you can use to set up your business rules:

- Comment added
- Call shared
- Resource requested
- Resource granted
- Resource denied
- Resource request canceled
- Error received from interface
- Call or unit matches filter
- Call or unit unmatches filter
- Call created within geofence

Using business rules, you can determine the following parameters of data sharing:

- Which data to share
- When to share the data
- Who should receive the data
- Which changes should be made to the data or requests
- How to process the data

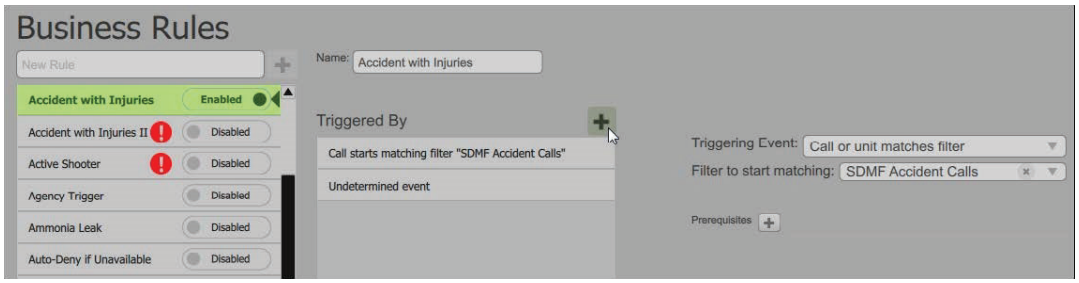
The filters and business rules that you configure determine which information is shared with other connected CAD systems and third-party systems. Only the information that you authorize for sharing is shared with other systems.

About creating call filters

Call filters are components of the business rules that you build in the Hub system.

Using filters, you specify the conditions that trigger specific business rules. You also specify the incident-related actions that a business rule calls for.

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For example, if you want to see Priority 1 calls only, you create a call filter that matches the Call condition (such as Priority 1 calls).

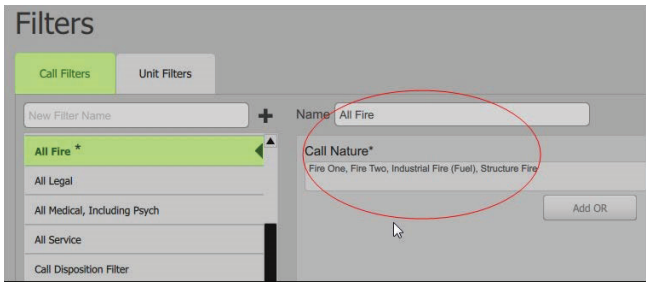
If you want to see all calls of a certain nature, such as Law or Medical, you create a call filter using Call Nature conditions.

Creating a call filter

The Hub system supports the building of business rules that trigger actions.

You build business rules using filters to define individual conditions or groups of conditions.

Suppose that you want to build a business rule that displays all calls about fires of any type. In this instance, you create a call filter called All Fire or another name that is meaningful to your agency.



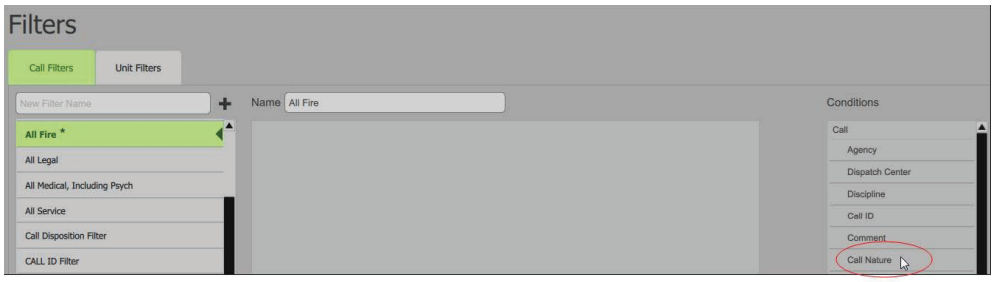
Note: The following procedure describes how to create the call filter described in the preceding example.

To create a call filter, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Business Logic** > **Filters**.
2. In the **Filters** pane, select the **Call Filters** tab.
3. In the **Call Filters** pane, in the **New Filter Name** field, type **All Fire**.
4. Select the plus symbol (**+**).

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5. In the list of call filters, select the newly created call filter name if it is not already selected.
6. On the right, in the **Conditions** pane, select the condition that you want to apply to this empty filter.

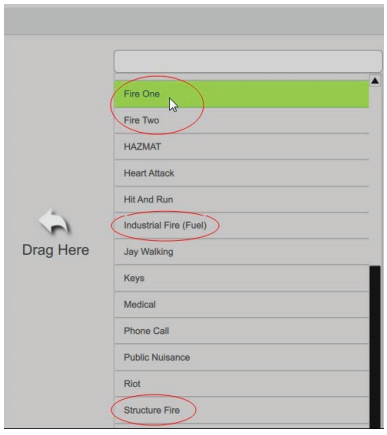


In this example, you want to create a filter that comprises all fire-related call natures, so you drag **Call Nature** to the center pane.

7. In the center pane, click inside the **Call Nature** field that you dragged over.



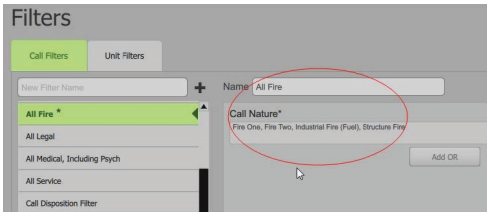
8. In the dialog box, select the call nature or call natures that you want to associate with this filter and drag them to the left pane.



9. If you want to include “OR” criteria, select **Add OR** in the filter-creation area. Then select and drag the “OR” criteria below the label **OR**.

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10. After you select all relevant filter criteria, select **Apply** and note the confirmation in the upper-right.

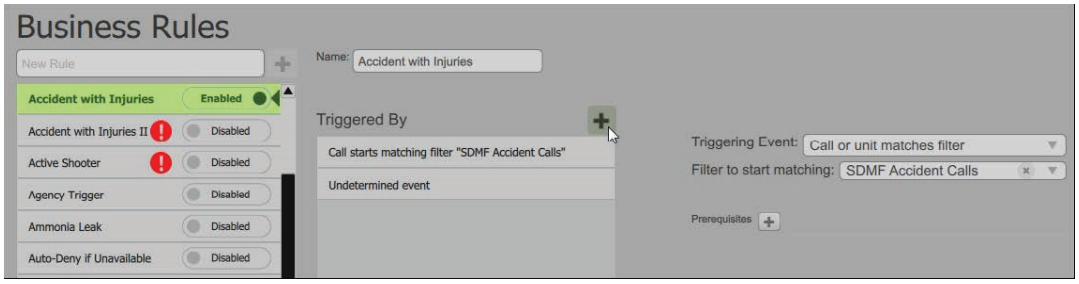


About creating unit filters

When you need situational awareness about units in your own and adjacent agencies, you can use unit filters to display the information that is relevant to you.

Unit filters also serve as components of business rules that you build in the Hub system. Using filters, you can specify which information to display in the Hub Portal user interface.

If a specific response is called for, you can use filters to build a business rule to trigger the response based on your standard operating procedures.



You can use unit filters to trigger the following types of actions:

- Dispatch or share units that match a unit type, such as Patrol Cars.
- Dispatch or share units that match a unit status, such as Available or En Route.
- Dispatch or share units that match a unit type and a unit status, such as Patrol Cars and Available.

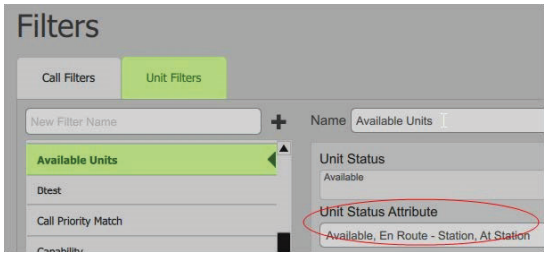
Creating a unit filter

The Hub system supports the building of business rules that trigger actions.

You build business rules using filters to define individual conditions or groups of conditions.

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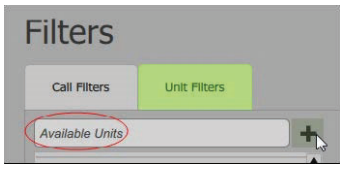
Suppose that you want to build a business rule that either displays or dispatches all available units in response to a particular call nature or call priority. In this instance, you create a unit filter called Available Units.



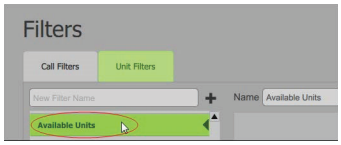
Note: The following procedure describes how to create the type of unit filter described in the preceding example.

To create a unit filter, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Business Logic** > **Filters**.
2. In the **Filters** pane, select the **Unit Filters** tab.
3. In the **Unit Filters** pane, in the **New Filter Name** field, type **Available Units**.
4. Select the plus symbol (**+**).

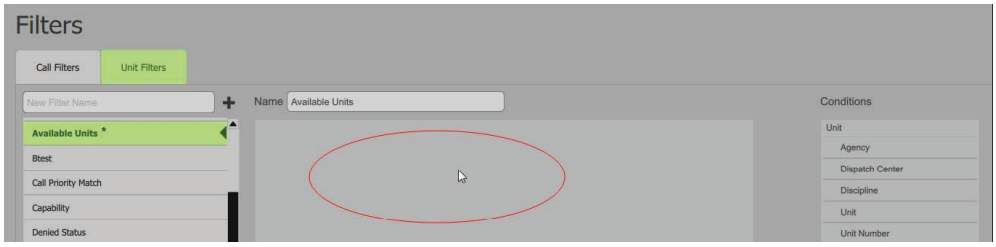


5. On the list of unit filters, select the newly created unit filter name if it is not already selected.

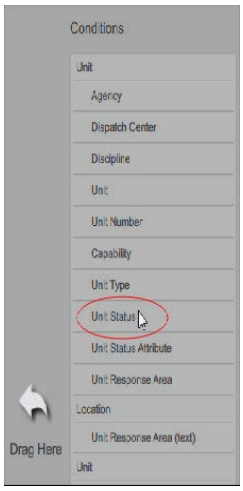


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6. On the right, in the **Conditions** pane, select the conditions that you want to apply to this empty filter.



In this example, you want to create a filter that comprises all available units, so you drag **Unit Status** to the center pane.

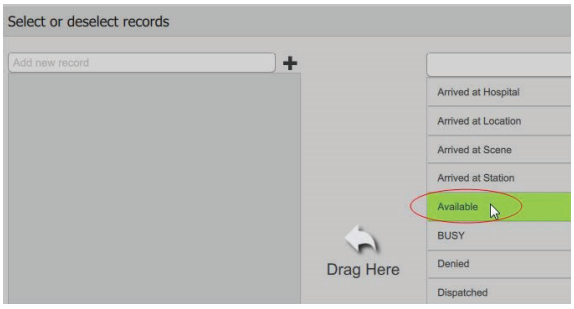


7. In the center pane, click inside the **Unit Status** field that you dragged over.

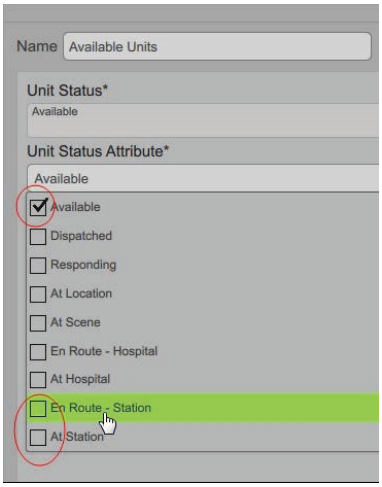


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8. In the dialog box, select the status that you want to associate with this filter, and drag it to the left pane.



9. With the unit status selected, you can refine the filter by specifying every status attribute that you define as "Available"; for example, "Available," "En Route - Station," and "At Station."

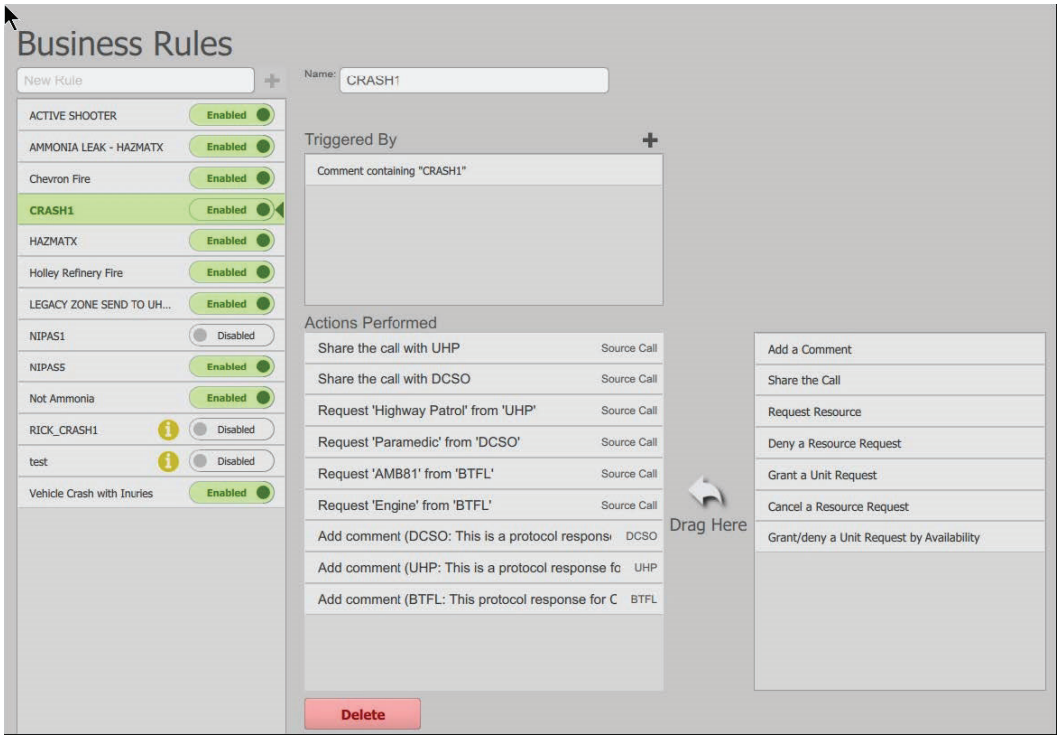


About creating business rules

You apply call filters and unit filters to groups to create business rules in the Hub system. Business rules let you trigger automated actions in accordance with your standard operating procedures (SOPs).

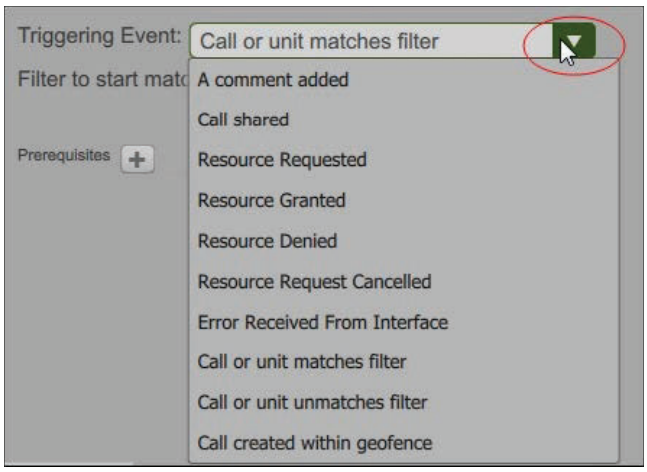
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You create business rules from a selectable menu like the one that you use to create call filters and unit filters.



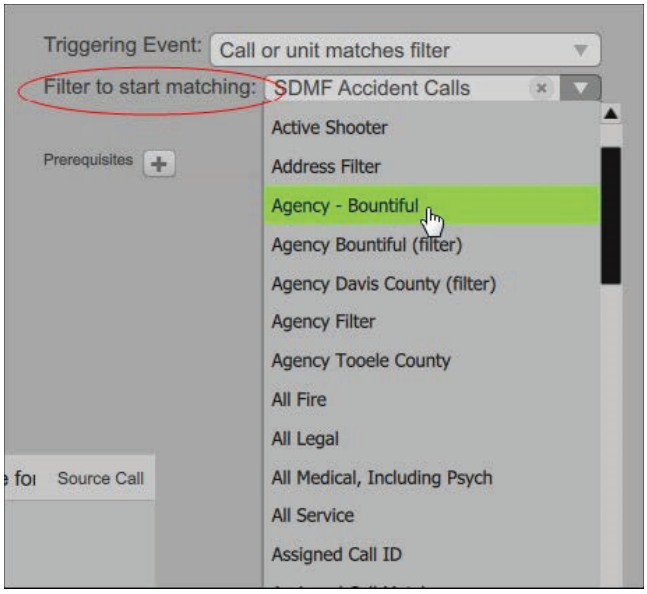
In the **Business Rules** editor, you specify which conditions or events trigger specific actions. You then specify which actions occur in response to those triggering events.

The Hub system is pre-populated with the following triggering events that you can use to build your custom business rules:



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In addition to the built-in triggering events, you can select the custom filters that you created as building blocks to trigger your rules, as shown in the following screen shot:



Creating business rules

You create business rules in the **Business Rules** editor in the Hub Portal user interface. This editor looks similar to the **Call Filter** editor and the **Unit Filter** editor.

Suppose that you want dispatchers to see all available fire trucks in your agency whenever a fire is reported. In this instance, you perform the following related tasks:

- Create a call filter that displays all fire-related incidents.
- Create a unit filter that displays all available fire trucks in your agency.
- Create a business rule that directs the Hub system to display all available units whenever any type of fire is reported.

This topic presents a real-world example that uses a call filter named All Fire and a unit filter named Available Units to create a business rule named All Available Units > Fire.

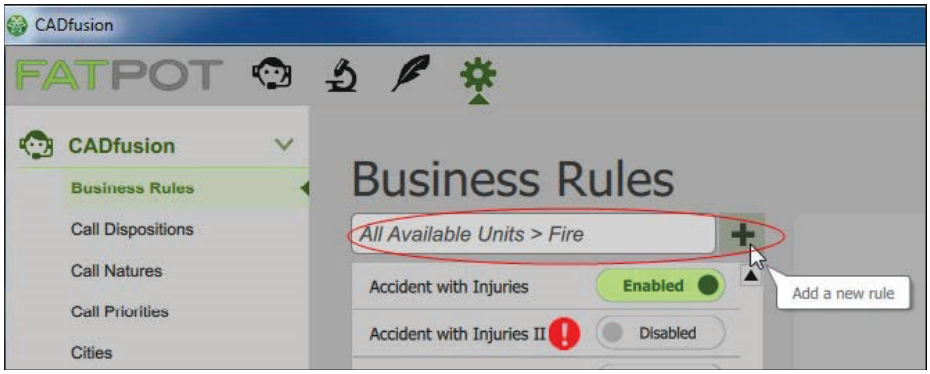
When a call comes in that matches the call filter, all available units are granted automatically.

To create a business rule, complete the following steps:

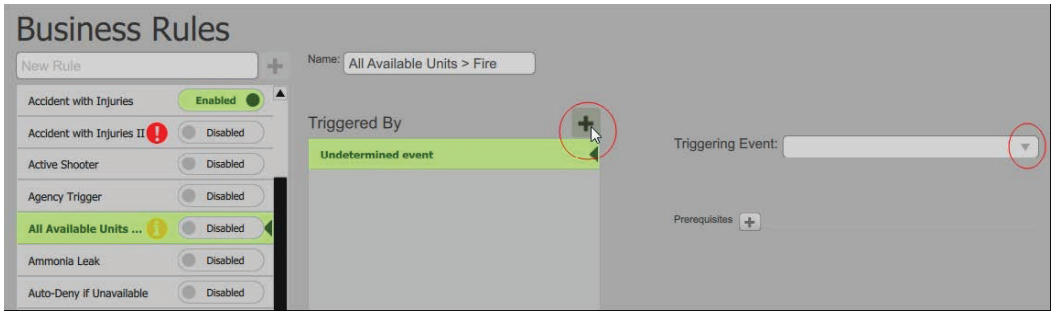
1. In the Hub Portal user interface, navigate to **Settings** > **Business Logic** > **Business Rules**.
2. In the **New Rule** field, enter the name of the rule.

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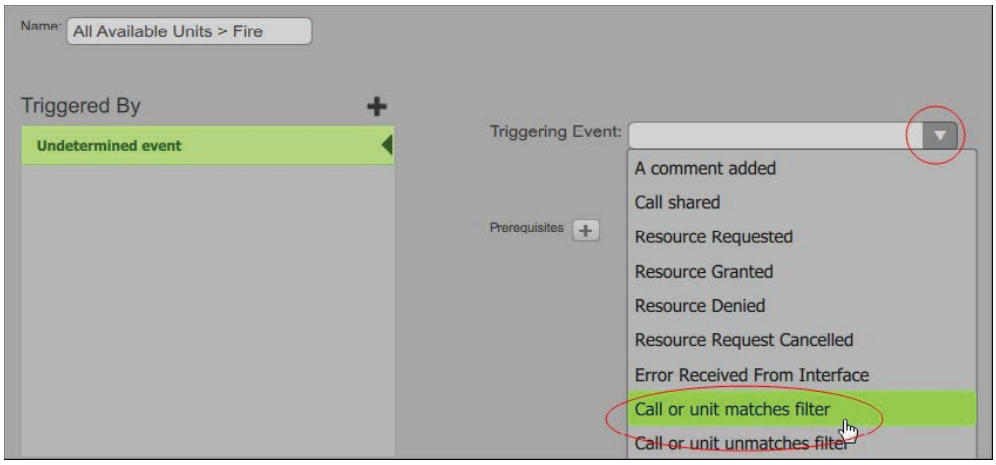
3. Select the plus symbol (**+**).



4. Next to the **Triggered By** heading, select the plus symbol (**+**).

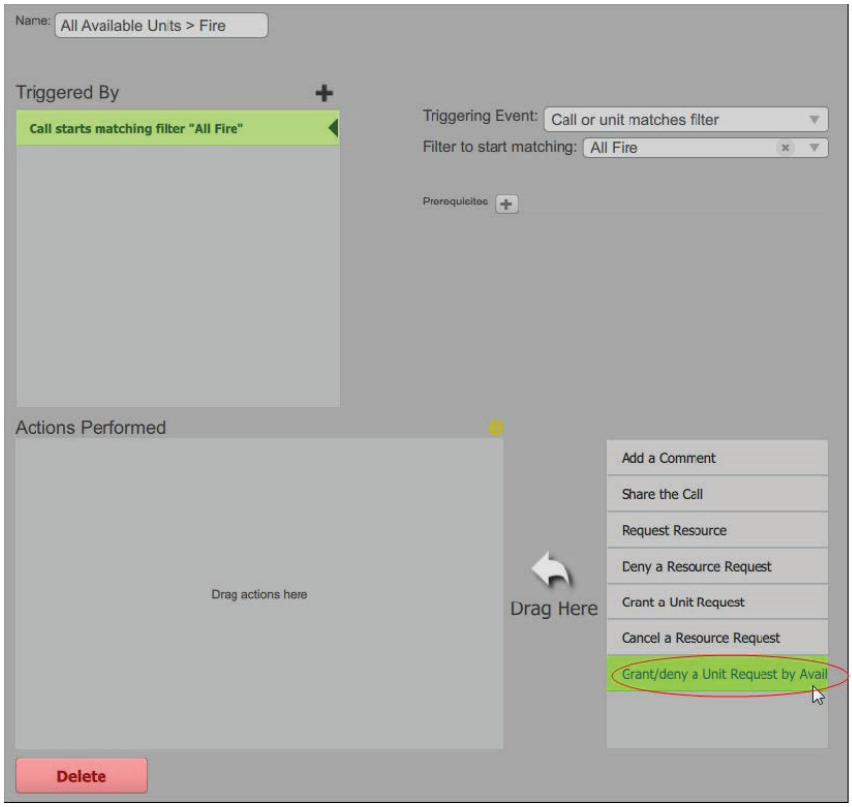


5. Next to the **Triggering Event** field, select the down arrow and then select the type of event that you want to trigger your rule. In this example, the call must match a call filter (All Fire), so the best option is **Call or unit matches filter**.



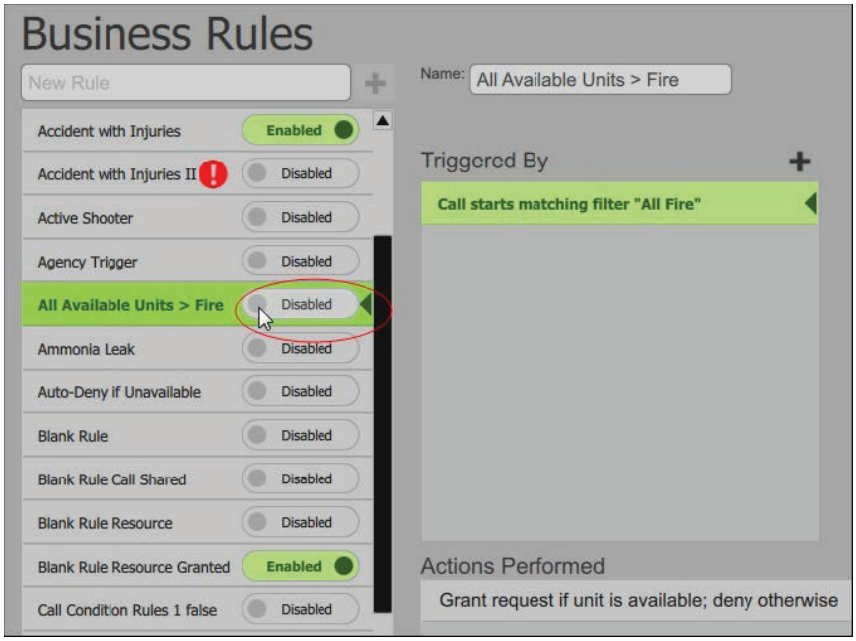
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6. Next to the **Actions Performed** pane, select the action that you want the rule to trigger. In this example, if a call matches a certain filter (All Fire), requests for units that are available according to the unit filter (Available Units) are to be granted automatically.



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7. In the **Business Rules** list, next to your rule, select the toggle to the right to enable the rule.

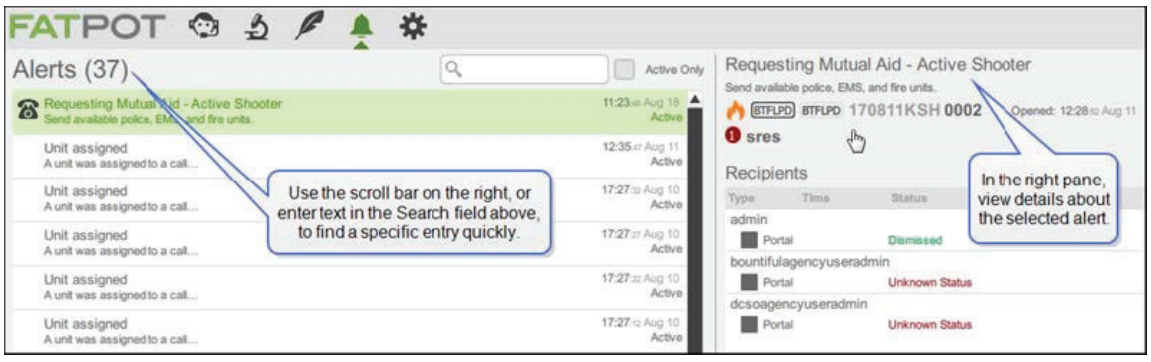


You see a confirmation message that the rule was enabled successfully, and the setting changes to green.



The Alerts page

The **Alerts** page displays a list of sent alerts in the left pane. The right pane displays the details about whichever alert you select.



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About alerts and notifications

Alerts in the CAD-to-CAD Hub system are part of business rules.

A business rule consists of one or more actions that the system performs automatically, based on triggering events. The system-generated actions include alerts.

You set up your alert preferences and designate alert recipients in the Hub Portal user interface.

> **Note:** A separate action is a Hub notification. You configure this type of notification to appear within the Hub Portal user interface so that dispatchers can respond to incidents in other agencies. CAD-to-CAD Hub notifications are not sent to recipients through email or text message as alerts are. Hub notifications are especially useful for agencies that do not utilize a full, bidirectional connection with other agencies but that implement the Notify level of the CAD-to-CAD Hub system.

Some triggering events for business rules are system-generated. Others you can create by using your call filters and unit filters; for example, you may want to send an alert to officers or others when a call matches a filter like “Accident with injuries.”

Alerts let you notify users and non-users of the CAD-to-CAD Hub system at the inception of the triggering event.

> **Note:** Alerts are sent only at the inception of an event.

To view the alerts that were sent in response to triggering events, you select the **Show Admin Alerts** (bell) icon in the Hub Portal user interface.



In the Hub Portal user interface, you can configure the CAD-to-CAD Hub system to send alerts by email, text message (SMS), or both.

You can use alerts in numerous ways, including but not limited to the following:

- Alert officers when their unit enters a restricted geofence.
- Notify members of a special-unit team by text message or email message of activity around a residence where drug activity is suspected.
- Notify officers by text message or email message of suspected explosives in a given area.
- Notify the sergeant when a Priority 1 incident is assigned to one of his or her officers.

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- Notify the sergeant when any domestic violence incident is closed in the sergeant's area of responsibility.
- Give officers a list of previous notifications and let them clear unwanted notifications from the list.

The alert function in lets you send messages to individual users, groups, or both in the following ways:

- SMS message
- Email message

About creating alerts

Creating alerts is a two-part task that you or another Hub Portal application administrator performs in the Hub Portal user interface.

Note: Alerts are different from Hub notifications. If you want to configure notifications that appear within the Hub Portal user interface, About Hub Portal notifications (page 187).

You first set up your agency's notification relay in the CAD-to-CAD Hub system, as follows:

- **Configure the CAD-to-CAD Hub system to send alerts:** In the Settings module, in **System** > **Notification Sender**, you enter your sender information and can test the configuration.
- **Configure the alert function by user:** In the Settings module, in **Organization** > **Users**, you select a user. On the **Notification Preferences** page, you check boxes to choose how to receive alerts: email, SMS test, or both. You also enter the user's email address and contact information for receiving SMS text messages: country, service provider, and number.

You need the following information to set up the notification relay. Your agency IT system administrator can provide the host address and port. The administrator can also tell you if you need to enable SSL:

- Sender name
- Sender email address
- Sender password on the agency server (the password your agency uses for email server authentication)
- Email host address (the address of the mail server)
- The port through which email is sent

Creating alerts

This topic describes how to perform the tasks necessary to send alerts through the CAD-to-CAD Hub system to one or more recipients. Alerts are sent through email or text messages.

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Note: Alerts are different from Portal notifications. If you want to configure notifications that appear within the Hub Portal user interface, About Hub Portal notifications (page 187).

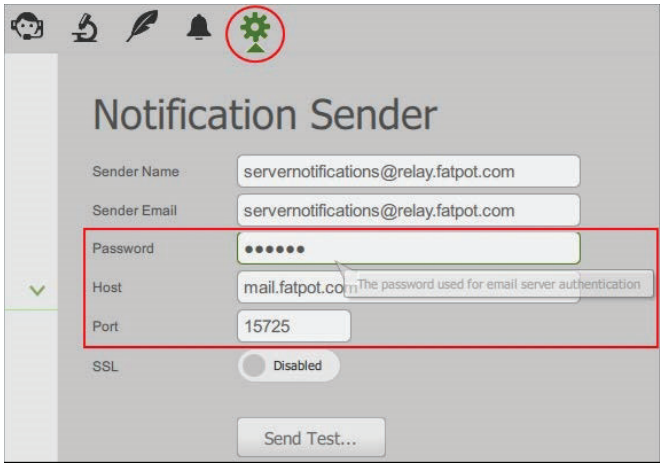
You perform the following tasks in order:

1. Set up your agency's notification relay.
2. Create specific alerts to be sent based on business rules that you create.

Setting up your agency's notification relay

To set up your agency's notification relay, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **System** > **Notification Sender**.



2. In the **Notification Sender** pane, enter the relevant information in the following fields.
   - **Sender Name:** The sender's name; typically, the given name and surname.
   - **Sender Email:** The email address from which the sender wants their alerts to originate. Alerts do not appear in the sender's **Sent** mail folder; for example, if you use Microsoft Outlook, an alert that you send does not appear in your **Sent Items**.
   - **Password:** The sender's password on the agency server. This is the password that your agency uses for email server authentication.
   - **Host:** The address of the mail server.
   - **Port:** The port through which your agency sends email.
3. If your agency employs SSL, switch the toggle button to the right to enable SSL when sending notifications.

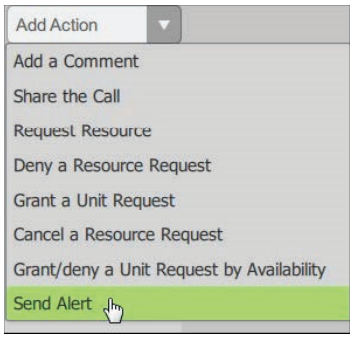
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Creating specific alerts to be sent based on business rules that you create

To create specific alerts to be sent based on business rules that you create, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Configuration** > **Business Rules**.
2. In the **Business Rules** pane, select the business rule for which you want to include one or more alerts.

   When you built your business rule, or at any time after, you can add one or more actions, including **Send Alert**.



3. Enter the relevant text in the **Send Alert** dialog box:
   - **Title:** Give the alert a descriptive name that you can find in a list of other alerts.
   - **Content:** Enter the message that you want the recipient or recipients to receive.
   - **Recipient:** Select one or more individuals who must receive the alert. You can include recipients who are not users of the CAD-to-CAD Hub system if you create a user account for them. In that user account, you specify the user's notification information such as email address or mobile phone number.
   - **Groups:** Select one or more groups of users who must receive the alert, if any.

About Hub Portal notifications

Hub Portal notifications are actions that you configure as part of a business rule in the CAD-to-CAD Hub system.

You can configure Portal notifications to alert dispatchers to new or changed incident information from another agency. For example, if you create a business rule to be notified when a call matches the call nature "Accident with injuries," you would select "Send Portal notification" as one action.

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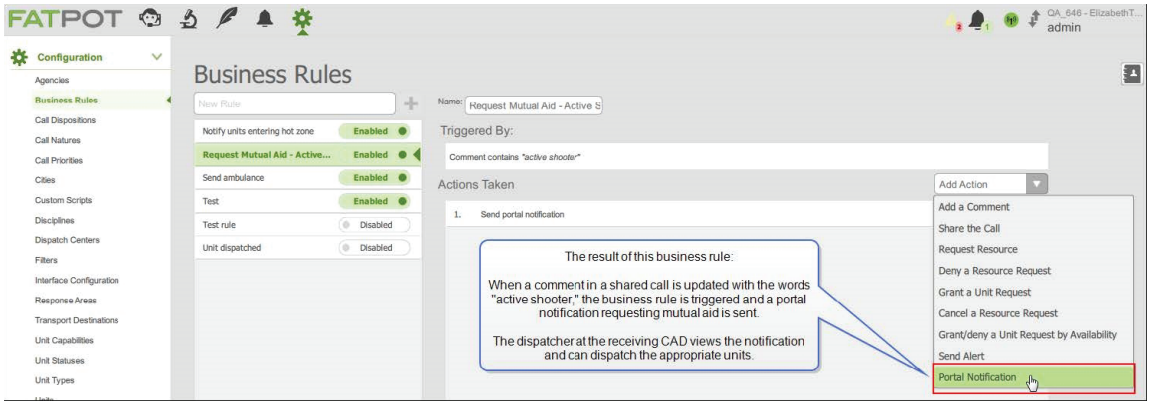
When you want to accomplish some type of incident or unit sharing without using the phone or radio and you do not have full, bidirectional sharing set up, use Portal notifications. These are very useful in instances when notification is the goal and you do not need ongoing collaboration with another agency.

Typical scenarios in which Portal notifications help you do your job are as follows:

- Accidents on the Interstate, where your agency and others typically all respond
- Settings in which one agency handles Law and Fire incidents and another handles EMS
- Emergency operations, when you need to be notified to look at the Hub Portal interface
- Secondary alert, when you can have notifications that normally go to your phone (email or SMS) sent to the Hub Portal interface as well
- Notifying third parties such as public utilities, agency administrators, civic leaders, and hospitals, about incidents

The ability to configure Portal notifications is especially useful for agencies that implement the Notify level of the CAD-to-CAD Hub system. Even without having full, bidirectional sharing enabled, these agencies can use Portal notifications to alert dispatchers to take action manually in their CAD systems. With notifications, dispatchers can still respond to incidents at cooperating agencies without having to use the telephone or radio.

The following screen shot illustrates how you can create a business rule that triggers a mutual aid request when a call comment includes the phrase "active shooter." In the example, the rule sends a Portal notification that you configure with the desired text. You also configure the notification so that it is sent to one or more specific groups or users:

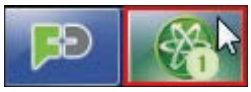


The setup for using Portal notifications is two-fold:

- **Configuring the ways in which Portal notifications are delivered:** A notification icon in the upper right of the Hub Portal user interface displays a counter of unread notifications. Other Portal notifications can be configured as follows:

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- Toast notifications that pop up on the same screen as the Hub Portal interface or on the dispatcher's primary screen, for the number of seconds that you specify, repeating for unread messages at intervals that you specify
- Audio notifications with a sound that you select, repeating for unread messages at intervals that you specify
- Taskbar icon that displays the notification count



- **Selecting Portal notifications as actions in response to a business rule being triggered:** For more information, About business rules (page 172).

In the upper right corner of the Hub Portal window, the bell icon displays the number of Portal notifications to be viewed. You select that icon to see the alerts. In that list, you can take ownership of the notification. You can also see who took ownership of other notifications. If you take ownership by accident, you can hover over the notification in the list and select **X** to return the notification to the pool.

The agency's IT system administrator has rights to set up the system default values for Portal notifications. You can set your own values along with other preferences. Be aware that the system administrator can change the default values system wide, which changes override your user-defined preferences.

Configuring Portal notifications

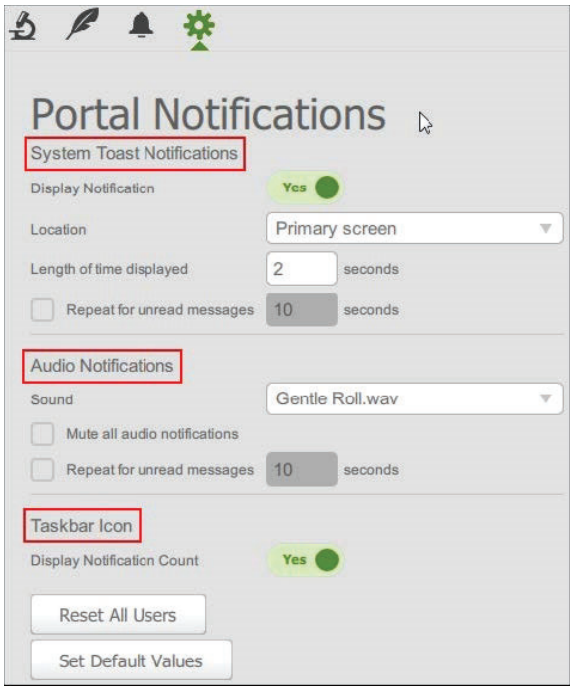
You can configure Portal notifications along with other preferences in the CAD-to-CAD Hub system through the Hub Portal user interface.

> **Important:** If your agency's IT system administrator modifies the system-wide settings for Portal notifications, those settings override the settings that you configure.

To configure Portal notifications, complete the following steps:

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1. In the Hub Portal user interface, navigate to **Settings** > **Preferences** > **Portal Notifications**.
2. On the **Portal Notifications** page, configure the **System Toast Notifications** options.



   - **Display Toasts:** Switch the toggle button right for **Yes** or left for **No**.
   - **Location:** Choose between your primary screen and the same screen where the Hub Portal user interface is displayed.
   - **Length of time displayed:** Enter the number of seconds you want the toast notifications to be visible on the selected screen.
   - **Repeat for unread messages:** Check the box to repeat, and in the seconds field enter how often in seconds you want the message to be repeated.
3. Configure the **Audio Notifications** options.
   - Select the sound that you want to hear when notified. If you prefer not to receive audio notifications or to mute them for a time, select the **Mute all audio notifications** check box.
   - If you want the system to repeat audio notifications for unread messages, select the **Repeat for unread messages** check box and enter how often the system should repeat them.
4. Under **Taskbar Icon**, switch the **Display Notification Count** toggle to the right to display the notification count on a taskbar icon. Switch the toggle to the left if you do not want to see a count of the notifications on the CAD-to-CAD Hub taskbar icon.

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Creating maps

The Hub system supports the use of geographic information system (GIS) data in various formats.

As the application administrator, you manage the agency's GIS data, create maps and map layers, select maps to display, and manage maps in the Hub Portal user interface.

With the data sources added to the Hub system, you create maps. You then associate each data source to a map layer in a given map to create custom map views that are specific to your agency's needs.

Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

About maps

This topic is relevant to anyone who manages geospatial files and creates and manages the map on the Hub system.

The system displays a map of the operational area that your agency selects. The map is key to providing you with a common operational picture by displaying real-time data.

The map is a projection of static geographic information system (GIS) data such as roads, waterways, and buildings. This data is combined with real-time, aggregated data from computer-aided dispatch (CAD) systems and from any integrated automated vehicle location (AVL) systems. Real-time data includes details such as the position of units that respond to calls.

The Hub system supports both vector images and raster images such as satellite data and aerial mapping data.

The map displays real-time information including the following:

- The location of incidents in the operational area
- Key details about active calls for service in the operational area
- The position and status of emergency service vehicles (units) if your implementation of the Hub system is integrated with an AVL system

You can upload geographic information system (GIS) sources to create maps that are relevant to your agency. To create and manage maps in the Hub system successfully, you need access to approved, up-to-date GIS data.

The person or persons in your agency who best understand the need for and relevance of GIS in a public safety environment should create and manage the GIS sources. This knowledge is essential to creating relevant geospatial files.

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The Hub system supports the use of map layers. If your agency needs a map view that displays topographic information, street-level information, or structural information such as the location of public buildings and hospitals, you can load each map view as a layer of a given map. Anyone who logs in to the Hub Portal user interface can view all the layers simultaneously or select specific layers to view simultaneously.

When you create users and assign them to groups, make sure that the groups to which users are assigned have the policy or policies required to view the maps. Either of these policies gives users access to select a map view:

- Dispatcher
- Viewer

Map tools let you customize your map view in the following ways:

- **Map options**: Select whether to auto-track calls. This option is available only if an AVL system is integrated with your agency's implementation.
- **Map layers**: You can hide or display map layers such as geographical boundaries, streets, or buildings to customize your view.
- **Saved views**: If you hide or display certain map layers and want to be able to re-use that view, you can save it.
- **Creating geofences**: As application administrator, you create geofences to define areas on the map; for example, the boundaries of an incident in your jurisdictional area.
- **Map markers**: As application administrator, you can import markers from a Keyhole Markup Language (KML) file, or you can use the built-in Hub marker to pinpoint incidents on the map.

For more information, Process for creating maps (page 192).

Process for creating maps

Creating maps is a multi-step task that you perform in the Hub Portal user interface.

Each user who logs in and views information selects the map that they want to display.

1. **Add GIS sources.** You import or copy the GIS sources that you want to use to build your maps. GIS sources can include vector files, shape files, and raster images.

   For more information, About adding GIS sources (page 193) and Adding GIS sources.

2. **Create individual maps.** Create one or more new maps.

   For more information, About creating maps (page 195) and Creating an individual map.

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3. **Associate GIS sources to layers in an individual map (geographic, topographic, street-level, and other layers).** Link one or more map layers from the available GIS sources to the individual map.

   For more information, About adding map layers (page 196) and Adding map layers.

4. Select a map. Select which map to display, and select a display theme.

   For more information, Selecting an individual map (page 200).

About adding GIS sources

Before you create a map in the Hub system, you add the geographic information system (GIS) data sources that you want to see in your maps.

CentralSquare assumes that you are familiar with using GIS data in a public safety environment and that you have access to approved, up-to-date GIS information.

The sources of your GIS information are up to you: you can use approved county, city, and state maps or licensed maps purchased from a commercial company. GIS data sources can include vector files and raster images. These files form the building blocks of your maps.

To use GIS sources effectively, ensure that all source files meet the following requirements:

Requirement	Description
Valid file types	• **Vector data**: ESRI shapefiles. Each source file must use the same projection format (.prj). • **Raster images (aerial or satellite)**: MrSID, JPEG 2000, GeoTIFF, TIFF, and JPEG.
Valid projection types	• Geographic (latitude and longitude) • Universal Transverse Mercator (UTM)
Data accuracy	The data in the files must be up-to-date so that the maps can project layers of data accurately, plot best routes, and geoverify addresses.

You copy the GIS sources that you want to use to build your maps into a local folder and then import them into Hub through the Hub Portal user interface.

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Adding GIS sources

Geographic information system (GIS) data sources, including vector files and raster images, are the building blocks of the maps that you create in the Hub system.

Adding GIS sources is a two-step task. To add GIS sources, complete the following tasks in order:

1. Add the GIS sources by copying the files to a local folder and importing them through the Hub Portal user interface.
2. Publish the files to the Hub system through the Hub Portal user interface.

Read through the steps before you begin. You cannot edit the GIS source configuration after you publish the sources.

Adding GIS data files to a local folder

To add GIS data files to a local folder, complete the following steps:

1. Obtain valid vector files and raster images from your organization's GIS resource or a vendor.
2. Copy the vector files and raster images to a folder on your computer; for example, C:/fatpot/maps/.

Publishing the files

To publish the files, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Mapping** > **GIS Sources**.
2. In the **GIS Sources** pane, in the upper area of the dialog box, select the plus symbol (**+**).
3. In the **Name** field on the right, enter the name for the GIS source.
4. Next to **Files**, select the plus symbol (**+**).
5. Select the type of file that you plan to publish. Supported file types are Shapefile, MrSID, TIFF, JPEG, and JPEG 2000.
6. On the **Select [filetype] files** window, navigate to the folder where you saved the file.
7. Select the file, then select **Open**.
8. In the **Projection** area, next to **System**, select the applicable option:
   - **Custom**: Select this option if you upload a source that requires an SRID or other specific value not represented by the other available options.

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- In the **Unit of Measure** drop-down list, you can retain the default value or select the down arrow and select a different value for the source to use:
  - Custom
  - Degrees
  - Foot
  - Meter
- If your GIS source is associated with an SRID, enter that value in the **SRID** field.
- In the **Parameters** field, enter the relevant Proj4 projection parameter or parameters.

- **Geographic**: No additional action needed.
- **State Plane**:
  - In the **Datum** drop-down list, if the default datum is accurate, no action is necessary.

    If not, select the down arrow to change the datum to a date between 1983 and 1927.
  - In the **Unit of Measure** drop-down list, if the default unit is accurate, no action is necessary.

    If not, select the down arrow to change the unit of measure, as follows:
    - In the **Zone** field, enter the relevant zone.
    - In the **Datum** list, select the relevant option.
    - In the **Unit of Measure** field, select the relevant option.
  - In the **Zone** field, enter the zone that corresponds to the GIS source.
  - **Universal Transverse Mercator (UTM)**: Enter the UTM zone that corresponds to the GIS source.

9. Review your changes, then select **Publish** to add the GIS source.

   If you want to discard your local changes and revert to the default values on the server, select **Revert**.

About creating maps

The Hub system uses your geographic information systems (GIS) data sources to build maps.

The system projects one or more layers of map data in the map area of the user interface, depending on the layers that you associate with the map.

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Creating an individual map

After you add geographic information system (GIS) sources to the Hub system, you create an individual map that you want to display in the Hub Portal user interface.

To create an individual map, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Mapping** > **Maps**.
2. Select the **Maps** tab.
3. On the **Maps** window, next to the **Maps** dialog box, select the plus symbol (**+**).
4. Under **Map Properties**, enter the following details:
   - In the **Name** field, enter the name of the new map, then press **Enter**.
   - In the **Background Style** drop-down list, select a background. You can change this setting later if you need a different look.
   - In the **Default Zoom** list, select the zoom level you want as the default. The zoom setting is measured in feet per pixel. A lower number offers a closer view, and a higher number offers a more distant view.
   - In the **Default Center** fields, enter the native coordinates for the initial x position and y position of the map. If you want to calculate the center of the map, select **Calculate Center**.
5. Under **Projection**, in the **System** list, configure the projection settings to match those that you set for the GIS source that you plan to use for one or more layers of this map.

   Select the applicable option or options in each field.
6. When you are finished, select **Publish**.

About adding map layers

A map requires one or more layers to project features effectively.

After you add one or more geographic information system (GIS) sources to the Hub system through the Hub Portal user interface, you create an individual map.

After the map is created, you add one or more layers to the map and link a geographical information system (GIS) source to each map layer.

You may want to display county roads using vector files or display satellite views using raster images. In this case, you add the county roads vector image as a map layer and the satellite raster image as another layer. In the map view, you or any user can display one or both layers.

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- If you have not added GIS sources, Adding GIS sources (page 194).
- If you have added GIS sources but have not created one or more maps, About maps (page 191) and Creating an individual map.

Important: Before you add layers to maps, review the options that you selected in **Settings** > **Mapping** > **GIS Sources** > **GIS Source Properties**. For the map layers to be displayed correctly, you must select the same options in **Settings** > **Mapping** > **Maps**.

Adding map layers

After you have added GIS sources to the Hub system and have created maps, you add map layers.

Important: Make sure that you select the same projection options in the map layer that you selected in the **GIS Source Properties** dialog box. The projections must be compatible for the map layers to be displayed correctly.

You and other users can enable and disable map layers using a toggle button in the map tools that are displayed on the map in the Hub Portal **Real Time** view.

If you need to delete a map layer, you can do so from the same menu where you create one.

Adding a map layer

To add a map layer, complete the following steps:

1. In the Hub Portal user interface, navigate to **Settings** > **Mapping** > **Maps** > **Layers**.
2. In the **Layers** pane, next to **Maps**, select the down arrow and then select the map to which you want to add layers.
3. Next to **Layers**, select the plus symbol (**+**).
4. What would you like to do?
   - **To add a map layer from an image such as a .jpeg or a .tiff**: Select **Image**.
   - **To add a map layer from a shapefile or vector image**: Select **Vector**.
5. In the **Name** field, enter the name for the map layer.
6. In the **Group Name** field, type a group name.
7. In the **Render Depth** list, select the applicable value.

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8. Next to **Status**, click and drag the toggle button to **Enabled**. If you want to disable a map layer, select the layer and then click and drag the toggle button to **Disabled**.
9. In the **GIS Source** drop-down list, select the down arrow and then select the GIS source that you want to use for this layer.
10. If you add a layer that uses a vector image or a shapefile:
    - In the **Style** drop-down list, select the style that you prefer.
    - In the **Style Field Attributes** field, enter the applicable information.
11. If you add a layer that uses a raster image, you can customize its appearance:
    - Next to **Clip Black Edges**, click and drag the selector button to **On** to hide the layer's black edges. Click and drag the selector button to **Off** if you want the edges to show up on the map.
    - Next to **Clip White Edges**, click and drag the selector button to **On** to hide the layer's white edges. Click and drag the selector button to **Off** if you want the edges to show up on the map.
12. In the **Cache Generation** field, click and drag the toggle button to select the mode that you want to use for caching the map layer: **Force** or **Auto**.

Deleting a map layer

To delete a map layer, complete the following steps:

1. On the **Maps** pane, next to **Map**, select the down arrow and then select the applicable map.
2. In the **Layers** list, select the layer that you want to delete.
3. Select **Delete**.

Customizing the map

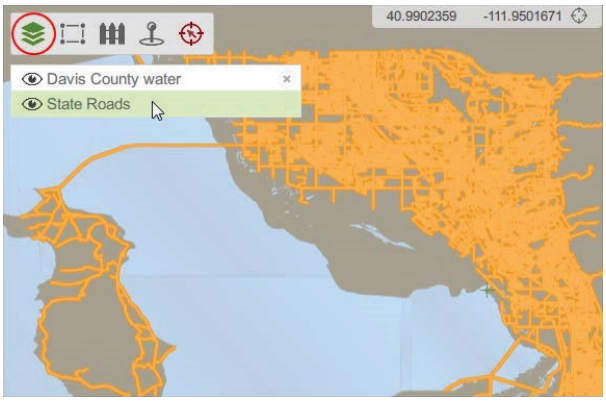
The map view that you see depends on the maps and map layers that are loaded, configured, and selected in the CAD-to-CAD Hub system. It also depends on your viewing rights.

In the Hub Portal user interface, you can customize the map to display the view that serves your purposes.

To customize the data that you can see on the map, complete the following steps:

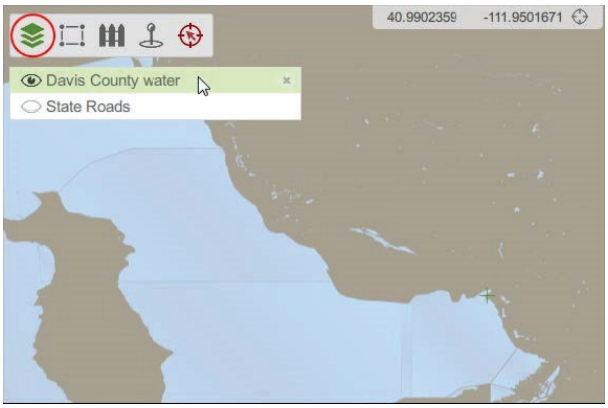
1. In the Hub Portal user interface, select **Real Time** view.
2. On the map, select **Configure map layers**.

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On the dialog box that opens, you see each layer that is displayed. The eye icon next to each map layer indicates whether the layer is selected (open eye) or deselected (empty).

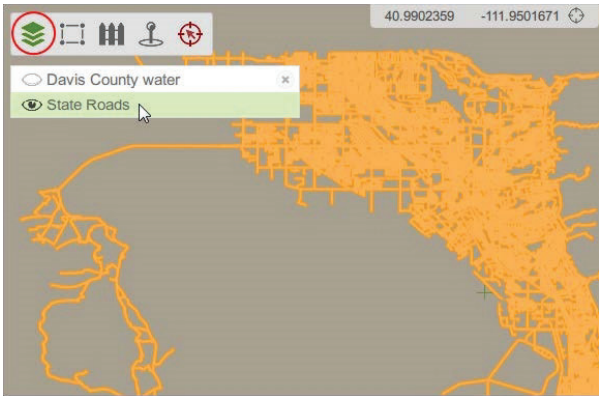
3. To hide a layer, select the open eye symbol.



In the preceding screen shot, the layer showing roads is deselected, so only bodies of water appear on the map.

4. To restore a map layer in the map view, select the eye symbol next to it. In the following example, bodies of water are deselected, and roads are selected, so the map displays only the roads.

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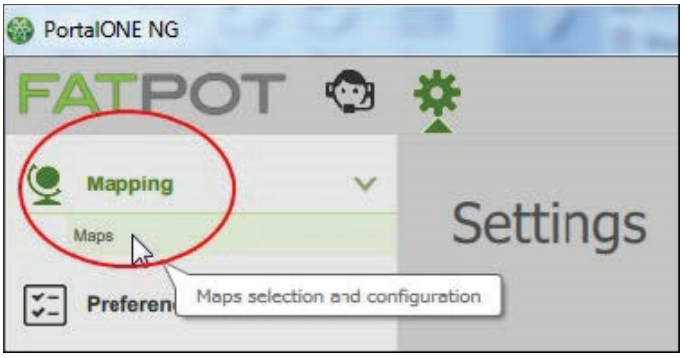
Selecting an individual map

After one or more maps are created in the CAD-to-CAD Hub system, you select a map to display in the Hub Portal user interface.

You can select a theme to control the look of your map.

To select a map and its color theme, complete the following steps:

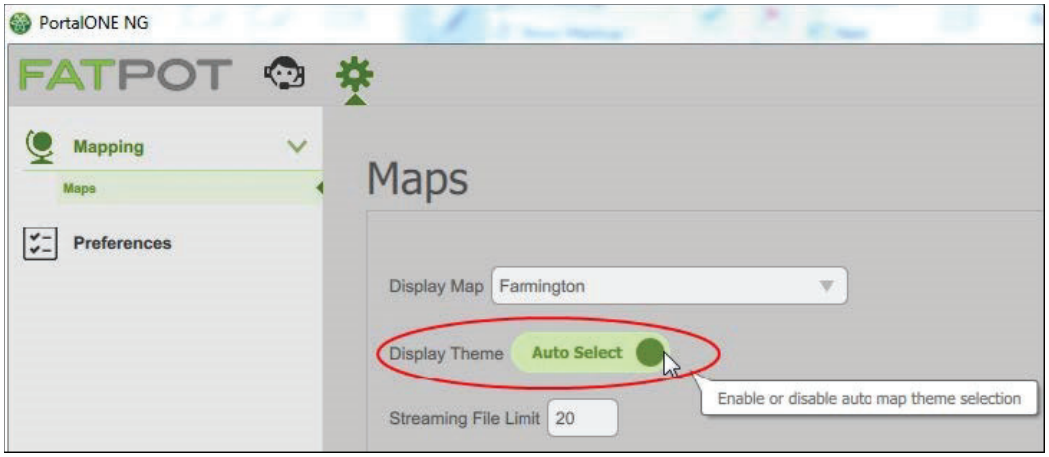
1. In the Hub Portal user interface, navigate to **Settings** > **Mapping** > **Maps**.



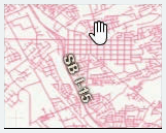
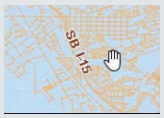
2. Select the **User** tab.
3. In the **Users** pane, next to **Display Map**, select the down arrow to select the map that you want to display.
4. Next to **Display Theme**, select your preference.
   - **To retain the default:** Switch the toggle to **Manual Select**, then select the theme you want your map to display.

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- **To have the system set the display theme:** Switch the toggle to **Auto-Select**. You can change this setting later if you need a different look.



5. The following thumbnails show how each theme looks:

This option	Looks like this
Light	
Night	
DarkNight	
Day	

6. Select **Refresh Maps**.

The map tools

The maps in the Hub Portal user interface display a variety of information.

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The map view that you see depends on the maps and map layers that are loaded and configured. It also depends on your viewing rights, which your administrator sets up.

If addresses in the calls are geoverified, you can place and view markers at the location of each incident that was entered into a CAD system that is integrated with the Hub system. If your agency integrates an automated vehicle location (AVL) system, you can also track units on the map.

The map tools let you view or customize your map as follows:

Tool	What it lets you do	Description
	Select map layers.	Displays the layers that comprise the map, such as street view, counties, mileposts, or an aerial view. Lets you click to deselect layers or select layers to include in the displayed map.
	Save or select a map view.	Lets you save a view; for example, you can zoom in on an area of the map and save the close-up view. Or, if your map comprises three layers but you want to view only the street layer at times, you deselect all layers except the street layer, save the view, and then re-select the other map layers. Any time you want to see only the streets, you select your saved view of the street layer. When you save views, you give yourself the power to switch quickly between your default map view and other views. All you do is select this icon and then select your preferred view.
	View geofences.	Lets you view the location on the map of the elliptical, rectangular, or polygonal geofences that your application administrator created.
	Place markers on the map.	Lets you place markers on the map manually.
	Enable or disable the trackon- click function.	Lets you enable or disable tracking on the **Calls** list, the **Units** list, or both. If you enable the tracking function and then want to disable it, select this icon again.

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Tool	What it lets you do	Description
	Track calls, units, or both on the map.	This toggle button is not located in the map tools but is in the top right of both the **Calls** list and the **Units** list. Lets you track calls, units, or both on the map. If you select this track-on-click icon on the map and then select the tracking icon on the **Calls** list, any time you select a call that has a geoverified address the map view zooms in on the call. The tracking function works the same way for tracking units.

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Using map markers

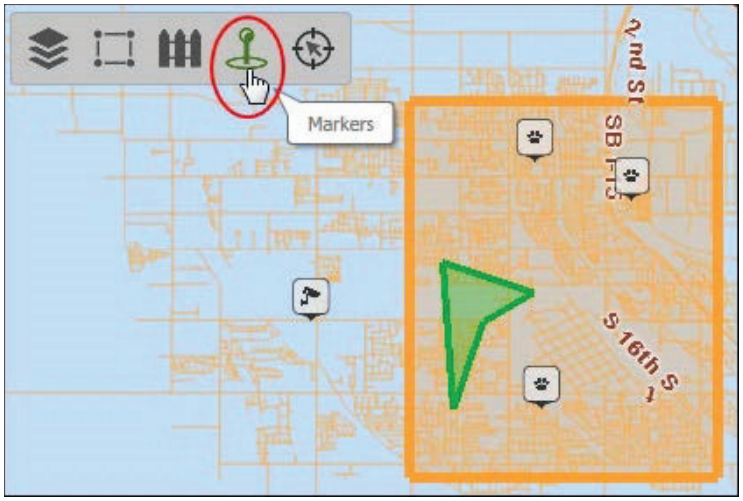
The Hub Portal user interface lets you place markers on the map and use them to identify the location of units and other resources. Markers can include links to information about marked items.

All users can create, edit, and delete map markers.

As the agency's application administrator, you create map markers in the Hub Portal user interface.

A full-screen map displays information about the operational view. The map view that you see depends on the maps and map layers that are loaded and configured in the Hub Portal interface.

Icons in the upper left of the map let you customize your view.



Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

About map markers

A map marker in the Hub Portal user interface displays a point on a map. The user interface offers a generic marker icon and several built-in icons.

Map markers let you pinpoint places of interest such as the following:

- Abandoned vehicle
- Accident
- Extra patrol location, such as previously burglarized business or residence
- High-risk crime area
- Last known location of a missing person or a suspect

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- Parade route, motorcade with dignitaries, motor cross and landing zone for emergency vehicles, or other event
- Road construction
- Sex offender residence or known location
- Vacation check or other property check

Using the marker tool, you can perform the following related tasks:

- Create a marker to identify places and events on the map.
- Customize how a marker looks (change the color, or add a label to make the marker more useful and reduce visual noise).
- Create one or more categories, such as Events, to group similar markers.
- Modify or delete a marker or a group of markers.
- View or hide a marker or a group of markers.

Users who have the necessary privileges can share markers globally through groups. Anyone in one of the assigned groups can view and use the markers.

Anyone who is a member of a group that has rights to create map markers can create or modify markers. However, only the person who created a particular marker, or a user with the necessary privileges, can modify or delete that marker.

When you view the map as one quadrant in the Hub Portal user interface, you may not be able to view every marker category. A toggle button in the upper right of the map lets you open a full-screen map view. This map view lets you expand each marker category and view every marker that you created.

About creating map markers

The Hub Portal user interface includes a generic marker icon and several built-in icons. When you create a marker, you can select the icon that most closely represents the type of place that is marked.

Each map marker has a text label that helps you identify what the marker points to.

You and other users who have the necessary privileges can share markers globally through groups. Every member of the shared groups can view and use the marker; however, only the person who created the marker, or a user with the necessary privileges, can edit or delete a shared marker.

Creating map markers

Creating map markers includes defining their attributes. The Hub Portal user interface provides a simple marker tool on the map that lets you quickly create markers and define their attributes to serve a variety of purposes.

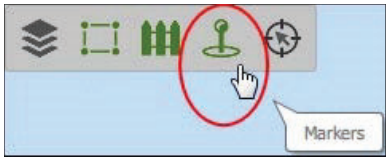
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When you create a marker, you can customize how it looks. You can also create a category to which it belongs or assign it to a previously created category.

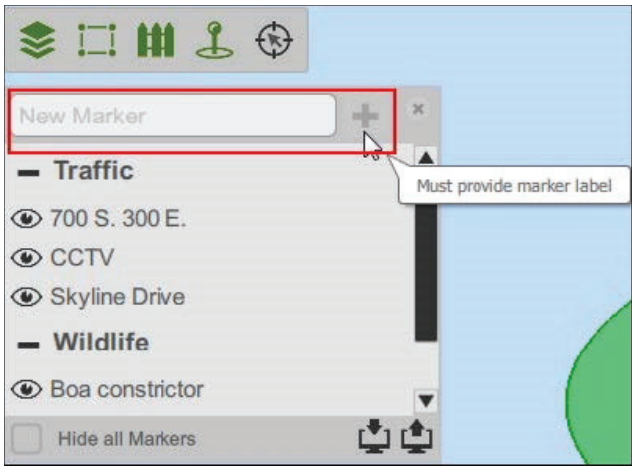
Creating a map marker

To create a map marker, complete the following steps:

1. In the Hub Portal window, in the **Real Time** view, take one of the following actions:
   - Right-click anywhere on the map and select **New marker**.
   - Select the marker icon.



2. On the **New Marker** window, enter a name for the marker. You can change the marker name later, but you must enter a name to create the marker initially and to configure its attributes.



3. Select the plus symbol (**+**).
4. If you did not start out by selecting a location on the map, select the location where you want the marker to appear. If you select the wrong location or want to make changes, you can modify the marker after you create it.

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5. In the **Marker Details** window that opens, enter the details as listed in the table. Note that administrators have more rights than other users and can share markers with groups or with everyone.

Marker attribute	Description
Label	A plain-text label. Use a descriptive label that is easy for CAD operators to identify at a glance.
Description	A longer description. Include details such as the types of information that the marker identifies.
Latitude and Longitude	An exact location. Entering these values is optional but can help pinpoint a place on the map.
Category	A name by which to group similar markers. If you create markers for multiple events and other markers for traffic incidents, you may want to create an “Events” category and a “Traffic” category. You then assign the markers to their respective categories, and you can search within a category to find a specific marker quickly.
Expiration	Optional. If the reason for the marker is temporary, such as marking a parade route, you can set the marker to expire after the event ends.
Shared with	A designation of who can see the marker. You have the following options: • **Groups (no groups selected)**: Select this option to share with no one so that the marker is yours exclusively. • **Groups (groups selected)**: Select this option to share with one or more groups. 1. Click inside the **Groups** field to view the available groups. 2. On the right, select the group with which you want to share the marker. 3. Drag the group to the left and drop it in the left column. 4. Select **OK**. • **Everyone**: Select this option to make the marker public.

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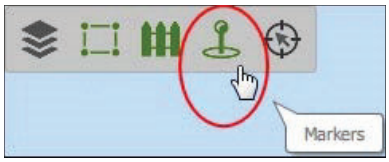
Marker attribute	Description
URL	Optional. If a marker such as a camera feeds data to a web site, you enter the URL of that web site in this field.
URL label	A plain-text label. The label should make it easy for CAD operators to identify the web site; for example, “Traffic CCTV.”

6. Select **Save**.

Customizing a map marker

To customize how a marker looks, complete the following steps:

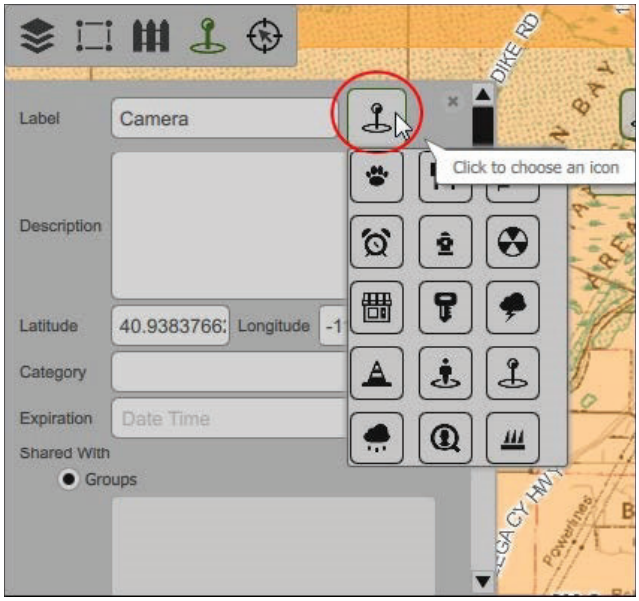
1. In the Hub Portal window, in the **Real Time** view, select the marker icon on the map.



2. On the **New Marker** window, select the marker that you want to customize. Use the scroll bar on the right if necessary.

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3. On the **Marker Details** window that opens, select the generic icon symbol to open a menu of available icons.



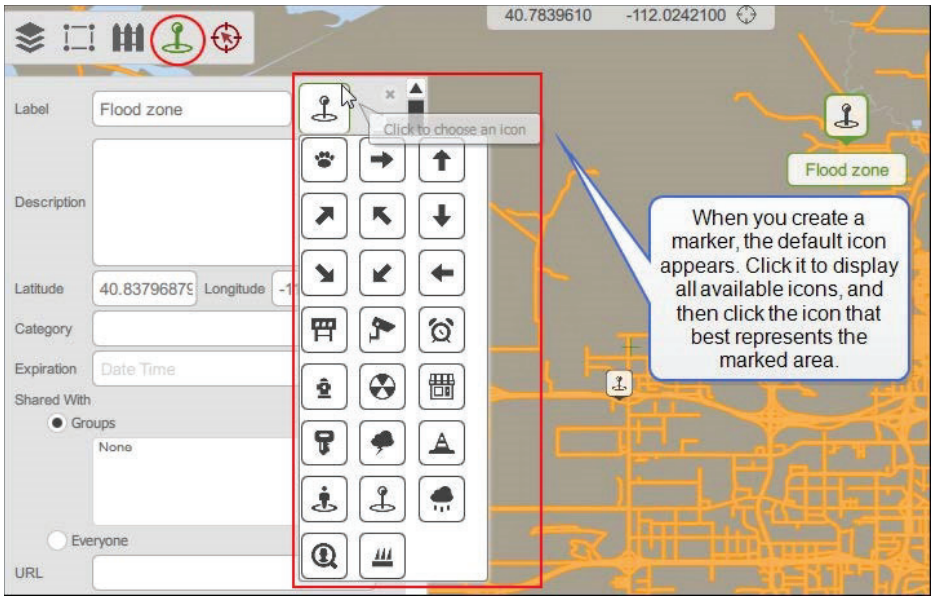
   Select the icon that best represents the event or area that the marker identifies on the map.
4. Modify any of the marker attributes that you want to.
5. Select **Save**.

Map markers

Map markers that are built in to the Hub system let you quickly associate relevant icons with places of interest on the map in the Hub Portal user interface.

You can associate the built-in icons with the places of interest that you need to mark. You can also create your own definition for any of the icons that you use.

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From top-left to bottom-right, the built-in icons represent the following conditions:

- Animal, east, north
- Northeast, northwest, south
- Southeast, southwest, west
- Road closure, camera, alarm
- Hydrant, hazardous material, home or business
- Security, storm, constructions
- Person, generic pin marker (the default), rain or snow
- Investigation, road spikes

Modifying or deleting a map marker

This topic is for application administrators who configure the Hub system for agency use.

Just as you create a map marker in the map view in the Hub Portal window to pinpoint places of interest on the map, you can modify a map marker to make it more usable.

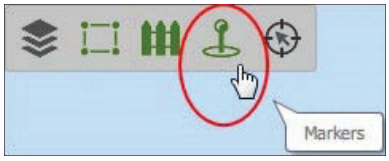
When a situation is resolved and the related map marker is no longer needed, you can delete it.

Modifying a map marker

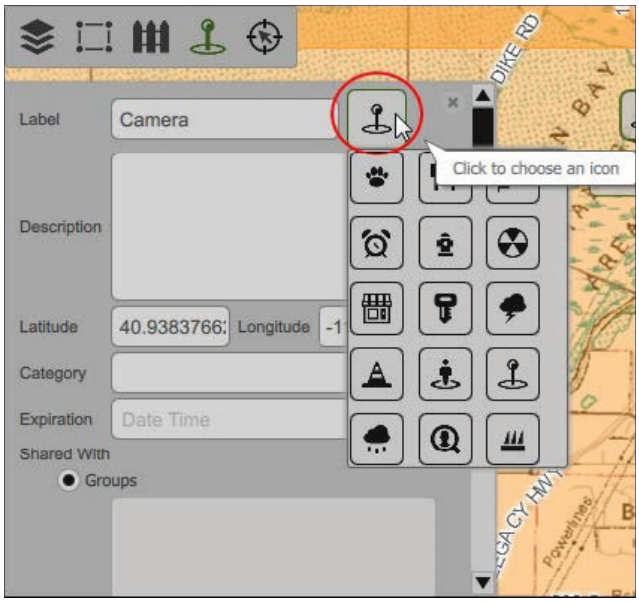
To modify a map marker, complete the following steps:

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1. On the Hub Portal window, in the **Real Time** view, select the **Markers** icon.



2. On the window that appears below the icon, hover your cursor over the marker that you want to modify, then select **Edit** (the pencil icon).
3. On the window that opens, change the icon if you need to, and modify any of the marker attributes that you want to.



4. Select **Save** to save your changes. However, if you decide not to make the changes that you selected, select **Back** to cancel the changes. You see a warning that you are about to lose unsaved changes. If that is your goal, select **OK**.

Deleting a map marker

To delete a map marker, complete the following steps:

1. On the Hub Portal window, in the **Real Time** view, select the **Markers** icon.
2. On the window that appears below the icon, hover your cursor over the marker that you want to delete, then select **Delete** (the trash icon).
3. On the confirmation window, select **Yes**.

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About viewing or hiding map markers

Dispatchers and others can view the markers to which you give them rights in the Hub Portal user interface. A dispatcher can view the markers that you make accessible to everyone or to a group to which the dispatcher belongs.

When you view the map as one quadrant, you may not be able to view every category. A toggle button in the upper-right of the map lets you open a full-screen map view. This map view lets you expand each marker category and view every marker that you created. If other users create markers and give you rights to view them, those markers appear as well.

If you want to view marker details, you can view them from the list of map markers.

If you prefer to simplify your map view by hiding markers, you can do so. When you select the marker icon on the toolbar or select a marker on the map, the marker-editing pane opens. The “eye” icon on the marker pane lets you toggle markers on and off.

- When you select the “eye” icon next to a visible marker, the marker is hidden.
- When you click the icon again, the marker appears again.

Viewing or hiding map markers

Markers appear on the Hub Portal map.

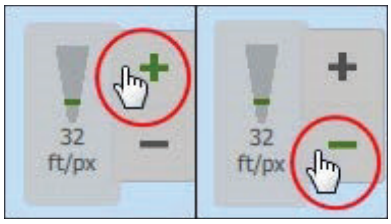
If you follow the steps shown in the tasks that follow but do not see one or more markers, you may not have rights to view them. If you need to view markers, contact your dispatch supervisor or the person who serves as your agency’s application administrator.

Viewing a marker on the map

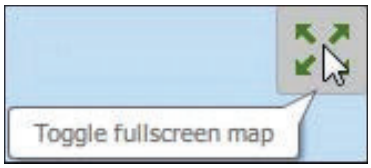
To view a marker on the map, complete the following steps:

1. On the Hub Portal window, in the **Real Time** view, select the map.
2. On the map, use the hand tool to grab the map and pan (move) to the marker. If you need to re-size the map to find a given marker, do one of the following:
   - Select zoom in (**+**) or zoom out (**-**) to view more or less of the entire map. The magnification level is shown next to the buttons.

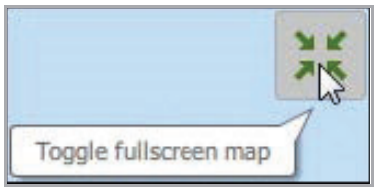
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- Click and drag the map to locate the marker.
- Expand the map to full size. When the arrows point outward, select the button to expand the map to fill the screen. This will hide the other panes in the Hub Portal window.



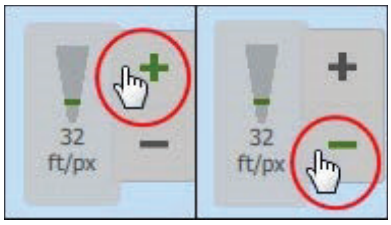
When the arrows point inward, select the button to collapse the map to its original size.



Viewing marker details

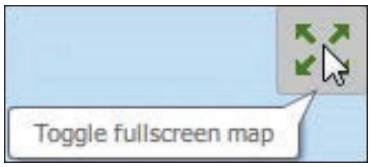
To view marker details, complete the following steps:

1. On the Hub Portal window, in the **Real Time** view, select the map.
2. On the map, use the hand tool to grab the map and pan (move) to the marker. If you need to re-size the map to find a given marker, do one of the following:
   - Select zoom in (**+**) or zoom out (**-**) to view more or less of the entire map. The magnification level is shown next to the buttons.

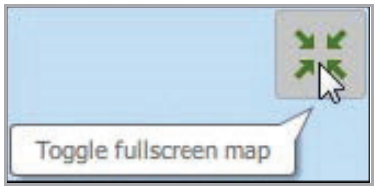


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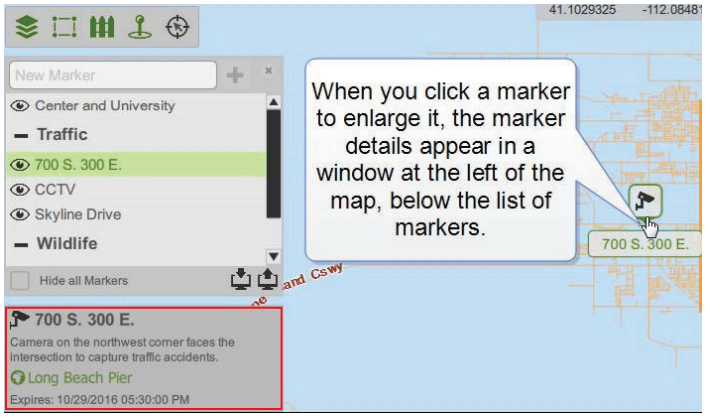
- Click and drag the map to locate the marker.
- Expand the map to full size. When the arrows point outward, select the button to expand the map to fill the screen. This will hide the other panes in the Hub Portal window.



When the arrows point inward, select the button to collapse the map to its original size.



3. Select the marker to view its details.



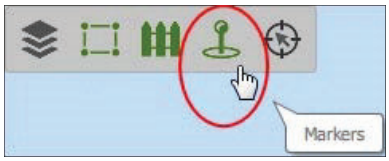
4. Select the marker again to hide its details.

Hiding markers

To hide markers on the map, complete the following steps:

1. On the Hub Portal window, in the **Real Time** view, select the map.
2. On the map, select the markers icon.

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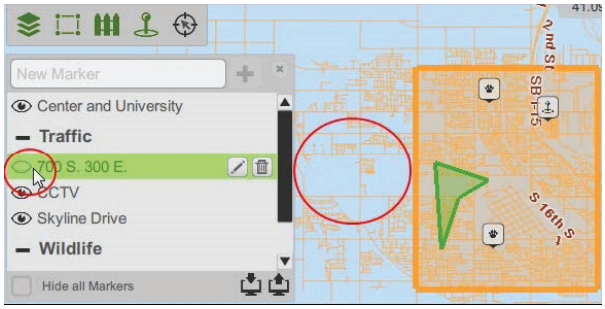


3. You can hide one or more markers, or hide all of them.

   - To hide one or more markers, select the eye icon next to the marker or markers. In the following screenshot, under **Traffic**, you see that a camera is located at 700 S. 300 E.



   In the next screeshot, after you select the eye icon, the camera marker is hidden.



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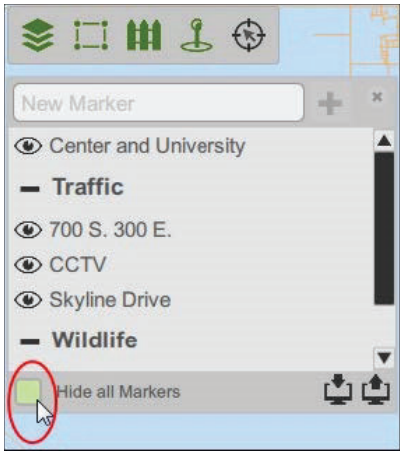
- To hide all markers in a category, select the eye icon to the right of the category label. In the following screenshot, the **Wildlife** category shows two markers on the map.



After you select the eye icon, the markers are hidden, and the eye icon next to each entry in the **Wildlife** category is deselected.



- To hide all markers in all categories, check the **Hide all markers** box at the bottom of the list of markers.



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Using geofences on the map

In the Hub system, a geofence is a defined area on a map within a jurisdiction.

You use geofences to identify areas of interest or importance on a map. This area might be a HAZMAT containment area, an area in which wildlife has been sighted, or a house or neighborhood where residents have requested vacation checks during a given time period.

Note: This is a step in the process for configuring the CAD-to-CAD Hub system. For more information about other steps, Process for configuring the CAD-to-CAD Hub system (page 84)

About geofences

Your agency may want to designate geographic areas within your jurisdiction where officers perform routine checks, such as vacation checks.

In this case, you may want to keep track of traffic entering and exiting the area. The Hub system lets you create geofences to define these geographic areas. You can then monitor traffic into and out of the geofence to facilitate situational awareness in your jurisdiction.

Geofences are virtual boundaries around geographic areas. A geofence can use the global positioning system (GPS) satellite network, a Bluetooth beacon, or radio frequency identification (RFID) such as is used by Wi-Fi devices.

In the Hub Portal user interface, geofences on the map identify areas of interest or importance.

You can create geofences around chemical spills, areas in which wildlife was sighted, neighborhoods where residents have requested vacation checks during a given time period, and other relevant areas. When you create a geofence, you can specify which groups have rights to view it and track unit activity within the geofence.

You create geofences for purposes including but not limited to the following:

- Identify an area to monitor. Examples of areas you may want to identify include these:
  - **Forced entry, with the assailant escaping on foot.** After you calculate how far the assailant could travel based on age, location, time since the forced entry, and so on, you can create a geofence around the area to search or monitor.
  - **Lost hiker.** If you receive a distress call and calculate the likely location based on that call, you can create a geofence to identify the search area.
  - **Officers' patrol area.** Administrators may want to monitor officers' movements to see whether they are actively patrolling.

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- **HAZMAT.** After you determine the area to restrict around the release of a hazardous material, you can create a geofence.
- **Assigned search areas.** A geofence can help you define a search area if someone disappears and you want to assign search-and-rescue teams to search by quadrants.

  This function is especially effective if your agency has integrated an automatic vehicle location (AVL) program. Using a geofence with AVL prevents duplicate effort and ensures that the entire area is thoroughly searched. You can also create one geofence that marks the entire area and then create a geofence for each quadrant.

- View activity in areas such as the following:
  - **The home or office of anyone who receives threats; for example, the mayor's office.** The geofence lets you see which officers and units are nearby and which units enter and exit the area.
  - **The site of a sting operation.** A geofence lets you alert officers if they're getting too close to the area so that you can advise them to stay away.

If your agency integrates the Hub system with an automated vehicle location (AVL) system, you can track and record the movements of public safety vehicles and other units entering, within, and exiting a geofence area.

About creating a geofence

As a Hub application administrator, you can create geofences that you and others can view in the Hub Portal user interface. You also have the option of tracking activity into and out of the geofence. You can draw one or more geofences directly on the map, or you can define them using latitude and longitude coordinates.

You can create the following shapes, as shown below the geofence icon:

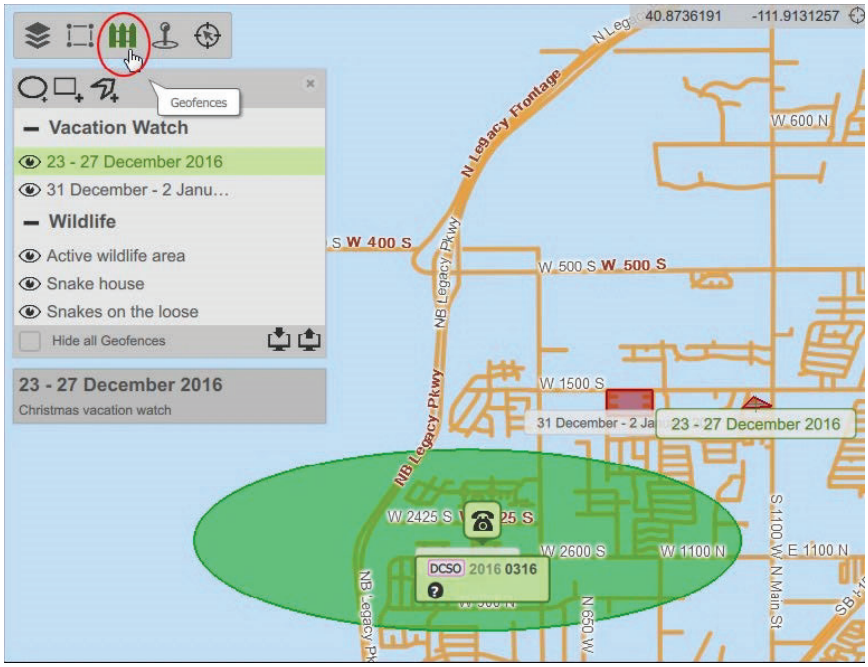
- Ellipsis
- Rectangle
- Polygon

You can also layer geofences; for example, if part of your jurisdiction includes an area near a wilderness boundary, you may have geofences for multiple wildlife sightings. If so, you can create a geofence that comprises the individual sightings into a larger geofence with a generic name such as "Wildlife."

In addition, you can export layers of map data for each geofence, such as the street layer, the layer that shows structures such as buildings and fire hydrants, the satellite layer, or any other layer that is loaded into the map.

The following screenshot shows the geofences menu and a few examples of geofences.

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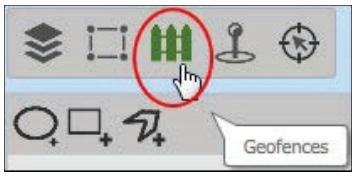
Creating a geofence

This topic is for application administrators who configure the Hub system for agency use.

You create a geofence on the map in the Hub Portal user interface. The map includes drawing tools that let you select and customize an elliptical, rectangular, or polygonal geofence with a few clicks.

To create a geofence, complete the following steps:

1. In the Hub Portal user interface, in the **Real Time** view, click and hold the mouse button to grab the map and pan to where you want to create the geofence.
2. In the upper-left of the map, select the **Geofences** icon.



3. In the **Geofences** window that appears below the icon, select the geofence shape that you want to create, and follow the additional instructions shown on the list:

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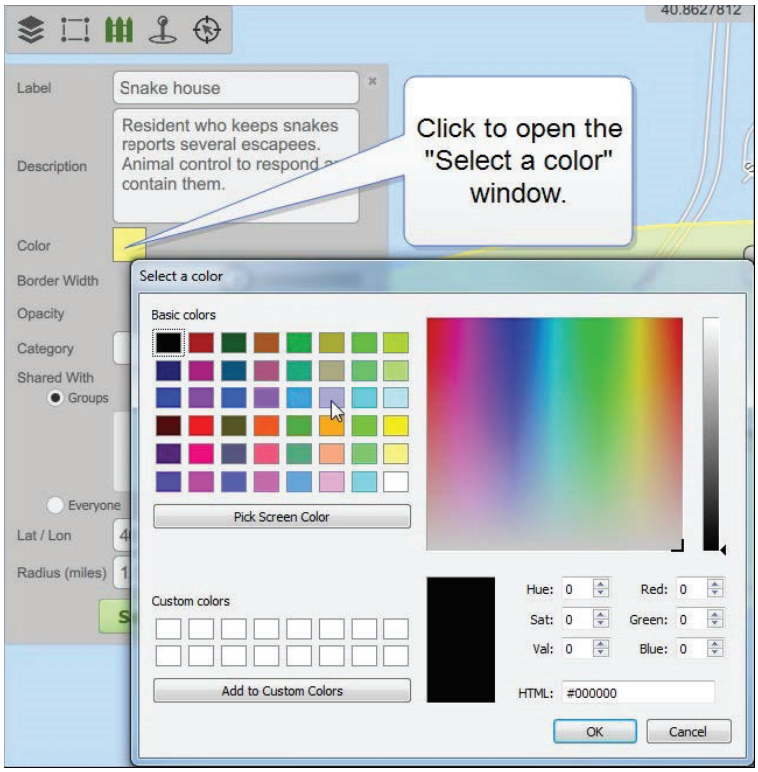
- **Ellipsis**
  a. Select the ellipsis icon.
  b. Select the point on the map where you want the center of the ellipsis to be.
  c. (Optional) Set the radius, adjust latitude, and adjust longitude. Although you can modify the radius later by using latitude and longitude, it is easiest to place the ellipsis on the map correctly in the first place.
- **Rectangle**
  a. Select the rectangle icon.
  b. Select one corner of the area that you want to define. While holding down the left mouse button, drag the cursor to the opposite corner and then release it. You can modify the rectangle later by clicking and dragging one or more corners to the correct location.
- **Polygon**
  a. Select the points on the map that surround the polygon area that you want to define.
  b. Select **Done Adding Polygon**.

4. In the **Geofence** list, select the new geofence.
5. Select **Edit** (the pencil icon) to customize it. If you cannot see the following entries, you have a few options:
   - If you see a scroll bar, select it to expand the list.
   - Press **F10**. In the **Configuration** view, expand the map so that the **Geofence** window has enough space.
   - On the map, select **Toggle full-screen map** to devote the entire computer screen to the map.
6. In the **Geofence Editing** window, customize the geofence by completing the fields and making other selections as follows:
   - **Label**: Type an identifying name for the geofence.
   - **Description**: Enter sufficient detail to help you or others identify the geofence.

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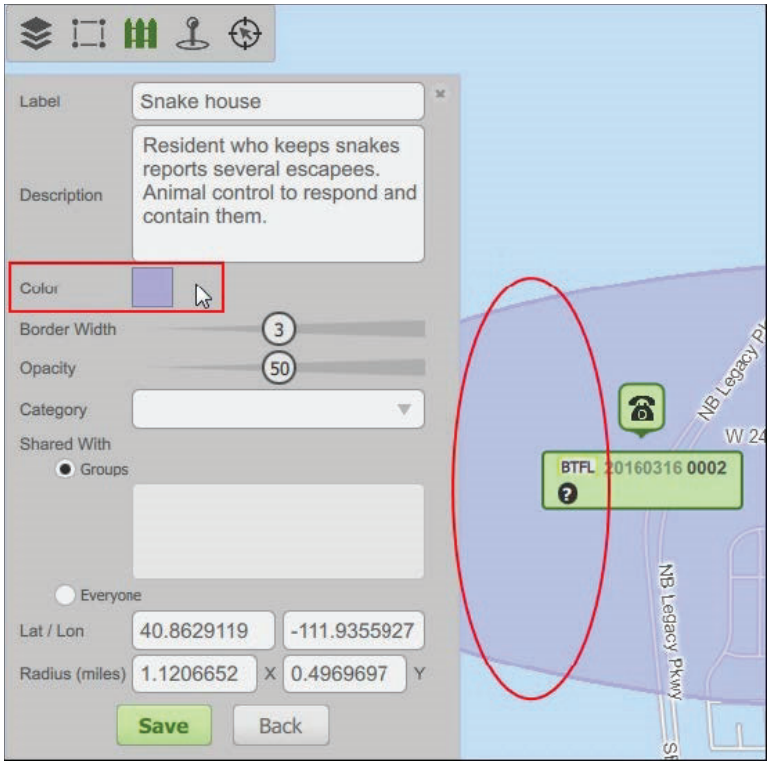
- **Color**: Set a background color for the geofence so that it stands out from the map. You may want to color-code certain categories, such as green for wildlife, yellow for vacation checks, or red for monitoring the home of someone who has been threatened.

  You can retain the default color. If you want to change it, select the square.



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In the **Select a color** window, select a different color swatch on the palette, then select **OK**. The new color appears on the selected geofence and on the geofence editing menu.



- **Border Width**: Drag the slider right or left to set the thickness of the border around the edge. The scale ranges from 0 (no border) to 6 (1/16th of an inch).
- **Opacity**: Drag the slider right or left to make the color that fills the geofence as dark or as light as you want.

Opacity setting	Description
0	You see only the border, with no fill.
Up to 50	Streets on the map layer below the geofence are easily visible.
51-99	Streets on the map later are increasingly faint.
100	Fill is the same density as the border.

- **Category**: Categories are not preconfigured, and they are not required. Categories are most useful if you create multiple geofences and want to group them; for example, if you have several wildlife sightings you may want to create a Wildlife category. You can create

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categories for accidents, crimes, HAZMAT incidents, vacation watches, and any other grouping you need to be able to identify at a glance on the map. You can create a category at the same time you create the geofence, or you can add a category for a geofence later.

- **Shared With**: Only the options that you have rights to select are presented. Select the relevant option:

To share with	Do this
No one	Select the **Groups** option but do not select any groups.
Specific groups	Select the **Groups** option. Click inside the **Groups** field to view the available groups. On the right, select the group with which you want to share the geofence. Drag the group to the left and drop it in the left column, then select **OK**.
Everyone	Select the **Everyone** option.

- For an elliptical geofence, you can modify the Lat / Lon and radius manually, if necessary.

7. After you make your changes, select **Save**.
8. Select the geofence in the list to verify that the map pans to the center of that geofence.

Modifying or deleting a geofence

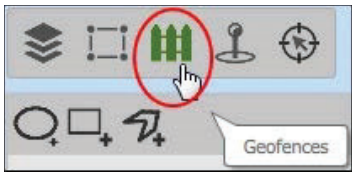
This topic is for Hub application administrators who configure the system for agency use.

Just as you create a geofence in the map view in the Hub Portal user interface to facilitate situational awareness in your jurisdiction, you can modify a geofence to make it more usable. When a situation is resolved and the related geofence is no longer needed, you can delete it.

Modifying a geofence

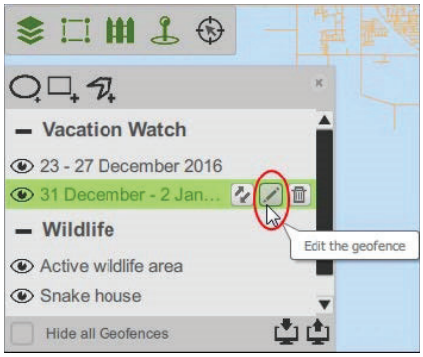
To modify a geofence, complete the following steps:

1. In the Hub Portal user interface, in the **Real Time** view, select **Geofences** (the fence icon) on the map.

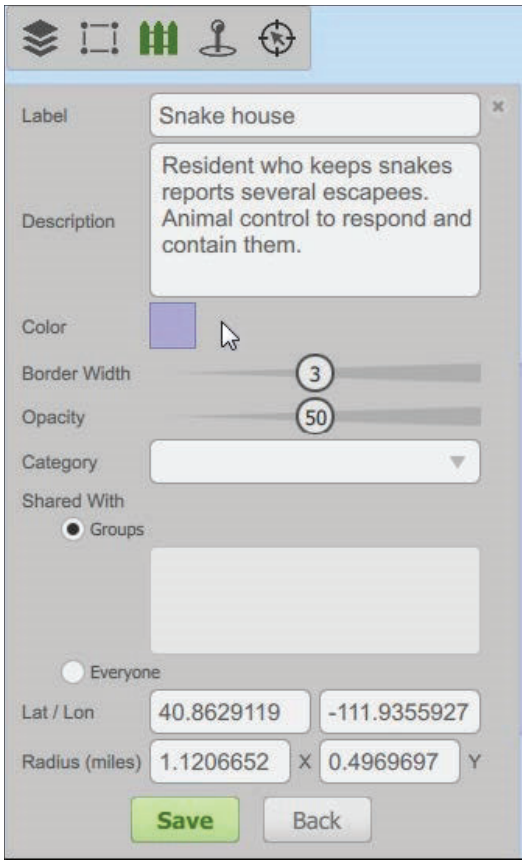


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2. On the **Geofences** window that appears below the icon, hover your cursor over the geofence that you want to modify. On the right, select **Edit** (the pencil icon).



3. On the window that opens, modify the entries as needed.



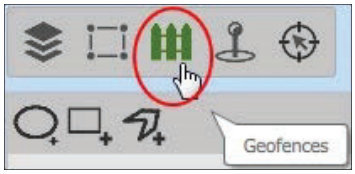
4. Select **Save**.

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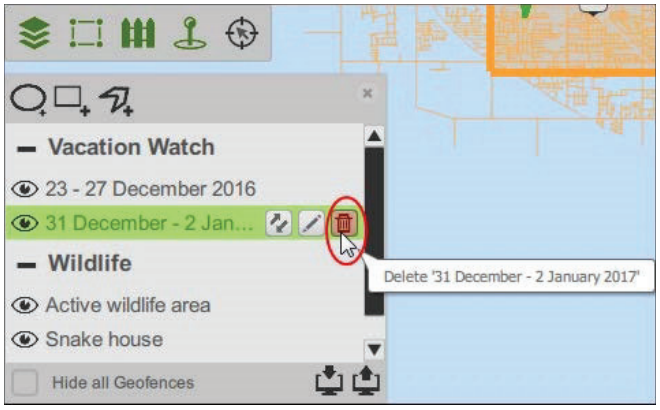
Deleting a geofence

To delete a geofence, complete the following steps:

1. In the Hub Portal user interface, in the **Real Time** view, select **Geofences** (the fence icon) on the map.



2. In the **Geofences** window that appears below the icon, hover your cursor over the geofence that you want to delete, and select **Delete** (the trash icon).



3. On the confirmation window, select **Delete**.

Viewing or hiding geofences

Geofences appear on the map in the Hub Portal user interface for those who have rights to view them.

As the agency administrator, you have rights to create, view, modify, and delete geofences.

Viewing a geofence on the map

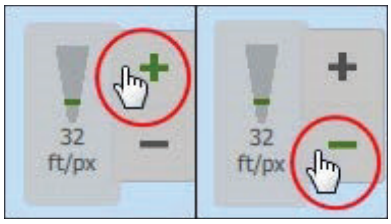
To view a geofence on the map, complete the following steps:

1. In the Hub Portal user interface, in the **Real Time** view, use the hand tool to grab the map and pan (move) to the geofence. If you need to re-size the map to find the geofence, do one of the

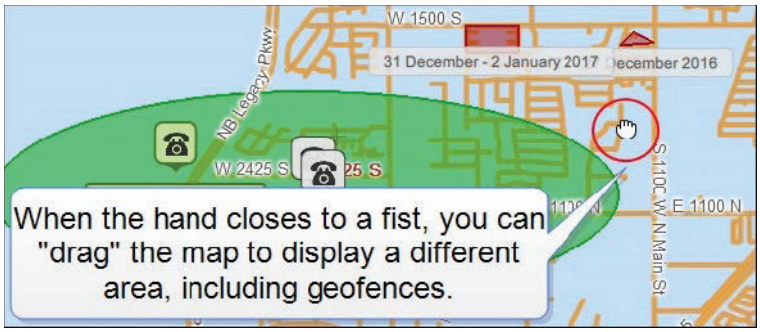
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following:

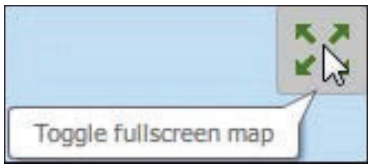
- Select zoom in (**+**) or zoom out (**-**) to see more or less of the entire map. The magnification level is shown next to the zoom buttons.



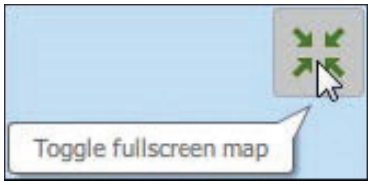
- Click and drag the map to locate the geofence.



- Expand the map to full size. When the arrows point outward, click the button to expand the map to fill the screen. This action hides the other panes in the Portal window.



When the arrows point inward, click the button to collapse the map to its original size.



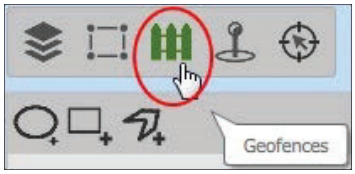
2. (Optional) If you want a closer look at the geofence, you can double-click it to zoom in. Use the zoom out button (**-**) on the map to zoom out again.

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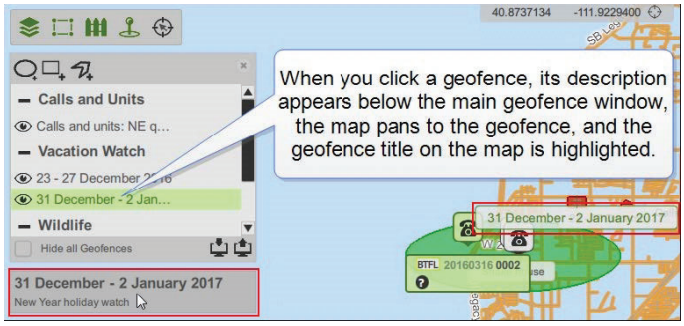
Viewing geofence details

To view geofence details, complete the following steps:

1. In the Hub Portal user interface, in the **Real Time** view, select **Geofences** (the fence icon) on the map.



2. In the list of geofences that opens below the icon, select the geofence that you want to view. If a scroll bar appears on the right, some geofences are hidden. Click and drag the scroll bar up or down to view all geofences and find the one that you want to view.



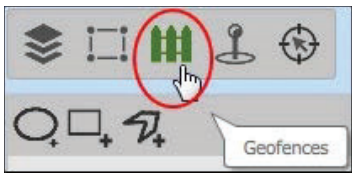
You see the following:

- The description appears below the main geofence window.
- The map pans to center the selected geofence on the map.
- The geofence title on the map is highlighted with a colored border around enlarged text.

Hiding all geofences

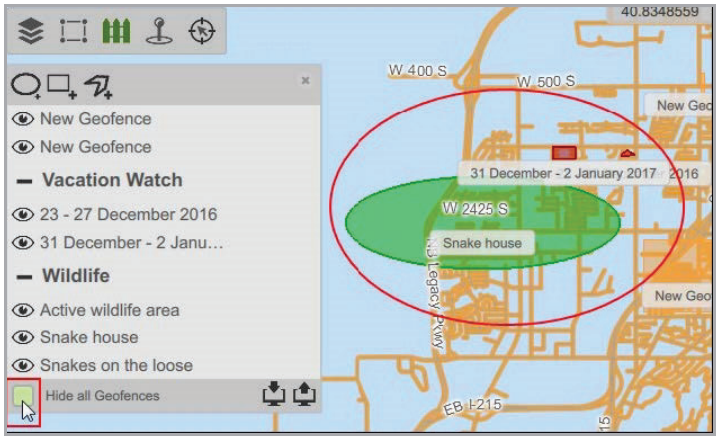
To hide all geofences, complete the following steps:

1. In the Hub Portal user interface, in the **Real Time** view, select **Geofences** (the fence icon) on the map.

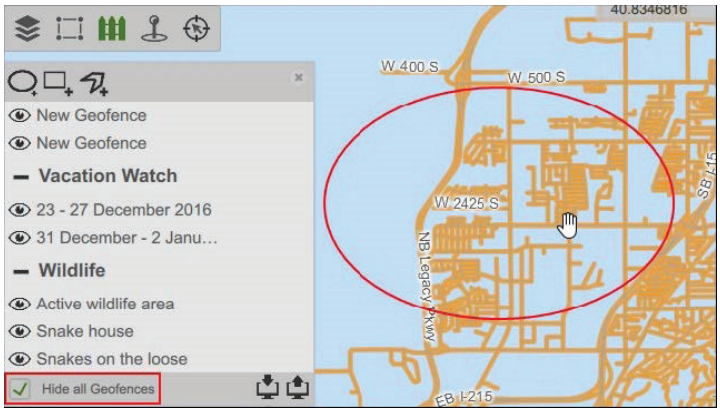


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2. At the bottom of the list of geofences that opens below the icon, check the **Hide all geofences** box.



In the following screenshot, notice that three geofences that were visible on the right (two red, one green) are now hidden.



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REQUEST FOR PROPOSALS (RFP) NO. 02199
FOR
COMPUTER AIDED DISPATCH SOLUTION

PRE-PROPOSAL CONFERENCE TO BE HELD:

April 8, 2022 at 09:30 AM (local time)
via Zoom

ISSUED BY MIAMI-DADE COUNTY:
Internal Services Department, Strategic Procurement Division
for
Fire Rescue Department

MIAMI-DADE COUNTY CONTACT FOR THIS SOLICITATION:

Natalya Vasilyeva, Procurement Contracting Officer
111 NW 1st Street, Suite 1300, Miami, Florida 33128
Telephone: (305) 375-4725
E-mail: Natalya.Vasilyeva@miamidade.gov

PROPOSALS DUE:
April 30, 2022 at 06:00PM

IT IS THE POLICY OF MIAMI-DADE COUNTY (COUNTY) THAT ALL ELECTED AND APPOINTED COUNTY OFFICIALS AND COUNTY EMPLOYEES SHALL ADHERE TO THE PUBLIC SERVICE HONOR CODE (HONOR CODE). THE HONOR CODE CONSISTS OF MINIMUM STANDARDS REGARDING THE RESPONSIBILITIES OF ALL PUBLIC SERVANTS IN THE COUNTY. VIOLATION OF ANY OF THE MANDATORY STANDARDS MAY RESULT IN ENFORCEMENT ACTION. (SEE IMPLEMENTING ORDER 7-7)

Electronic proposal responses to this RFP are to be submitted through a secure mailbox at BidSync until the date and time as indicated in this document. It is the sole responsibility of the Proposer to ensure its proposal reaches BidSync before the Solicitation closing date and time. There is no cost to the Proposer to submit a proposal in response to a Miami-Dade County solicitation via BidSync. Electronic proposal submissions may require the uploading of electronic attachments. The submission of attachments containing embedded documents or proprietary file extensions is prohibited. All documents should be attached as separate files. All proposals received and time stamped through the County's third party partner, BidSync, prior to the proposal submittal deadline shall be accepted as timely submitted. The circumstances surrounding all proposals received and time stamped after the proposal submittal deadline will be evaluated by the procuring department in consultation with the County Attorney's Office to determine whether the proposal will be accepted as timely. Proposals will be opened promptly at the time and date specified. The responsibility for submitting a proposal on or before the stated time and date is solely and strictly the responsibility of the Proposer. The County will in no way be responsible for delays caused by technical difficulty or caused by any other occurrence. All expenses involved with the preparation and submission of proposals to the County, or any work performed in connection therewith, shall be borne by the Proposer(s).

A Proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal up until the proposal due date. The County will only consider the latest version of the proposal. For competitive bidding opportunities available, please visit the County's Internal Services Department website at: http://www.miamidade.gov/procurement/.

Requests for additional information or inquiries must be made in writing and submitted using the question/answer feature provided by BidSync at www.bidsync.com. The County will issue responses to inquiries and any changes to this Solicitation it deems necessary in written addenda issued prior to the proposal due date **(see addendum section of BidSync Site).** Proposers who obtain copies of this Solicitation from sources other than through BidSync risk the possibility of not receiving addenda and are solely responsible for those risks.

1.0 PROJECT OVERVIEW AND GENERAL TERMS AND CONDITIONS

1.1 Introduction

Miami-Dade County (County) and Miami-Dade Fire Rescue (MDFR) Department, is soliciting proposals to obtain a turnkey fire rescue and emergency medical services Computer Aided Dispatch (CAD) / Mobile Solution to automate emergency response and dispatch services for County first responders, including integration with Geographic Information Systems (GIS) mapping, Automatic Vehicle Locator (AVL), and the County's existing Business Intelligence system. The proposed Solution shall also include Software Licenses to provide integrated CAD / Mobile Computing Unit (MCU) functionality, excluding the MCU devices themselves, mounts, and wireless modems.

MDFR is seeking a Solution that addresses the County's operational and technical requirements in a natively integrated, geospatial based, scalable environment that will minimize the need for extensive customizations. The selected proposer will plan, design, install, configure, customize, develop interfaces, test, and implement the proposed Solution on MDFR provided hardware and network components, necessary for the proposed Solution to operate in an optimal fashion. The selected Proposer will be responsible for delivery of the Solution inclusive of all software licensing, documentation, training, and subsequent software maintenance, technical support, and escrow services.

The County anticipates awarding up to two contracts each for an initial five (5) year term, with two (2), five-year options to renew, in the following Groups:

Group A – Computer Aided Dispatch (CAD), Mobile, Interfaces and Services.
Group B – CAD to CAD (C2C), Interfaces and Services.
Note: Proposers may apply for one (1) or both groups and may be selected for one(1) or both groups accordingly.

The anticipated schedule for this Solicitation is as follows:

Solicitation Issued:	See front cover for date and time.
Pre-Proposal Conference:	See front cover for date, time, and place. Attendance is recommended but not mandatory. Should you need an ADA accommodation to participate in Pre-Proposal Conference (i.e., materials in alternate format, sign language interpreter, etc.), please contact the Internal Services Department's ADA Office five days prior to scheduled conference to initiate your request. The ADA Office may be reached by phone at (305) 375-3566 or via email at: Skarlex.Alorda@miamidade.gov or Heidi.Johnson-Wright@miamidade.gov. TTY users may reach the ADA Office by calling the Florida Relay Service at 711.
Deadline for Receipt of Questions:	See front cover for date and time.
Proposal Due Date:	See front cover for date and time.
Evaluation Process:	June-July 2022
Projected Award Date:	November-December 2022

1.2 Definitions and Acronyms

The following words and expressions used in this Solicitation shall be construed as follows, except when it is clear from the context that another meaning is intended:

1. The word "Active CAD Workstations" to mean the number of CAD workstations being utilized at peak staffing.
2. The words "Associated Incidents" to mean two or more incidents that are linked together.
3. The word "Agency" to mean any public safety organization responsible for Fire Rescue or Law Enforcement services within Miami-Dade County's physical boundaries.
4. The word "Agencies" is utilized in the CAD-to-CAD (C2C) requirements to define both an Agency and a Non-Public Safety Agency.
5. The words "Agency Administrator" is utilized in the C2C requirements to mean the administrator for a particular agency which has assigned rights to the C2C administrative access.
6. The words "Agency Type" to mean the classification or type of agency - E.g., in Miami-Dade County, 'Fire' consists of EMS services combined and handled by the same agency. 'Police' refers to all law enforcement agencies to include MDPD and multiple municipal law enforcement agencies. Municipal agencies consist of independent agencies and contracted agencies that use MDPD for services.
7. The words "Agency/PSAP-defined" to mean a data element created by participating agency/PSAP.

8. The words “Application Software” or “Licensed Software” to mean the license programs that will be used to perform the tasks specified in the Scope of Services. The words “Automatic Aid” to mean an outside jurisdiction providing an immediate response to an incident without a specific request to do so.
9. The word “Browser Based” to mean an application that runs within a web browser using Google Chrome.
10. The word "Client Based" to mean an application installed on the local workstation.
11. The words “Cloned Incident” to mean an incident generated from an active or closed incident – where the newly created incident replicates the original, allowing the user to make modifications.
12. The word “Cloud” to mean a remote vendor hosted server infrastructure.
13. The words “Common Place” to mean a landmark or major feature that enables a user or system to establish a location.
14. The words “Competitive Selection Committee” or “Review Team” to mean the group of individuals who are tasked with reviewing, evaluating and scoring the Proposals submitted in response to this RFP.
15. The word “Contractor” to mean the Proposer that receives any award of a contract from the County as a result of this Solicitation, also to be known as “the Prime Contractor”.
16. The word “Core” to designate a system functionality that is considered fundamental to the solution.
17. The word “County” to mean Miami-Dade County, a political subdivision of the State of Florida.
18. The words “County Computer Network” to mean everything associated with providing Wide Area Network services, Local Area Network services and wireless services, including all servers and applications.
19. The word “County-developed” to refer to a functionality or data element created by the County.
20. The word “Days” to mean calendar days.
21. The word “Deliverables” to mean the tangible work product submitted by the Contractor to the County.
22. The words "Developed Works" to mean all rights, title, and interest in and to certain inventions, ideas, designs and methods, specifications and other documentation related thereto developed by the Contractor and its Subcontractors specifically for the County.
23. The word “Enterprise License” to mean a licensing model covering all Miami-Dade County facilities, other governmental partners, and staff that includes unlimited named or concurrent users.
24. The words “External Unauthorized” to mean a person non-employed by Miami-Dade County who has gained logical or physical access without permission to any part of the network, application, data, or other system resource.
25. The words “Final Acceptance” to mean the County’s written approval stating that all components of the Scope of Services have been performed and the Solution functionality is fully operable and in conformance with the Scope of Services.
26. The word “Flag” to mean a visual indicator on an incident that denotes there is additional and/or priority information.
27. The word “Go-Live” or “Go-Live Date” to mean the date on which the Solution or any component thereof is used in a production environment.
28. The word “Incident” to refer to any event that is created in the CAD system for public safety response (E.g., call for service, event, etc.).
29. The words “Internal Unauthorize” to mean a person employed by Miami-Dade County who has gained logical or physical access without permission to any part of the network, application, data, or other system resource
30. The words “Joint Venture” to mean an association of two or more persons, partnerships, corporations, or other business entities under a contractual agreement to conduct a specific business enterprise for a specified period with both sharing profits and losses.
31. The words “Licensed Software” to mean the commercially available programs, programming language, and data in machine readable code licensed by the selected Proposer to the County.
32. The word “Local Cloud” to mean County locally hosted and owned server infrastructure.
33. The words “Mobile Computing Unit (MCU)” to mean a laptop or other portable computer operating on a Windows based environment.
34. The words “Modifying Circumstance (FD)” to mean a code that time stamps the incident and sends notifications to a group or individual.
35. The word “Module” to mean a distinct component of the Licensed Software.
36. The words "Mutual Aid” to mean response to an incident with approval from requested agency at the time of need.
37. The words “Near Real Time” refers to the time it takes for a system transaction to display information from when the information request was initiated. A Near Real Time transaction should be as close to real time as possible. Time is measured independent of network performance.
38. The words “Non-CAD Agency” means any Agency or Non-Public Safety Agency that wishes to utilize C2C interoperability via web portal and not connected directly to a CAD system.
39. The words “Non-Public Safety Agency” means any non-governmental agency or private entity, such as a utility company, that contracts, connects, contributes and or supports the mission of public safety, fire or law enforcement but wish to contract to receive C2C connection and support.

40. The words “Notice to Proceed” to mean the written notification from the County to the Contractor requesting the Services be initiated under the resultant contract.
41. The word “Notification” to mean an external or internal message that is generated as the result of agency defined criteria (E.g., second alarm notification sent to external email distribution group, AVL offline sent to external/internal email distribution group. System administrator alerts sent to internal inbox).
42. The word “Orphan” to mean the ability to separate and move a CAD incident window around the screen while still maintaining an active work window with another incident open,
43. The word “Grid” also referred to as beat to mean a geographic representation of the smallest response areas within an agency that allow MDFR to define how created incidents are routed based on geography jurisdiction.
44. The word “Premise information” to mean pertinent information related to an address or location.
45. The word “Proposal” to mean the properly signed and completed written good faith commitment by the Proposer submission in response to this Solicitation by a Proposer for the Services, and as amended or modified through negotiations.
46. The word “Proposer” to mean the person, firm, entity or organization, as stated on the Submittal Form, submitting a proposal to this Solicitation.
47. The word “PSAP” to mean Public Safety Answering Point - one of the eight 9-1-1 answering points within Miami-Dade County.
48. The word “Real-Time” as it relates to a system, the time in which input data is processed within milliseconds so that it is available virtually immediately as feedback, i.e., less than 1 second. Time is measured independent of network performance.
49. The word “Response Class” to mean a modification to the response plan for additional units or capabilities.
50. The word “Response Message” to refer to messages attached to a created incident that inform the responders of pertinent information regarding the geographic location or the defined incident type/signal
51. The word “Response Plan” to refer to a recommendation for response based on an agency pre-defined specific request (E.g., three suppressions, a rescue and a battalion should be recommendable).
52. The words “Scope of Services” to mean Section 2.0 of this Solicitation, which details the work to be performed by the Contractor.
53. The words “Smart Device” to mean a portable device (smart phone, tablet) using iOS or Android operating systems. Both platforms must be supported using purpose-built applications.
54. The word “Solicitation” to mean this Request for Proposals (RFP) or Request for Qualifications (RFQ) document, and all associated addenda and attachments.
55. The word “Solution” to mean the total complement of Licensed Software, Services, customizations, all other items, tangible and intangible, designed to operate as an integrated group to provide the functionality outlined in the Scope of Services.
56. The word “Subcontractor” to mean any person, firm, entity or organization, other than the employees of the Contractor, who contracts with the Contractor to furnish labor, or labor and materials, in connection with the Services to the County, whether directly or indirectly, on behalf of the Contractor.
57. The words “System Administrator” is utilized in the C2C requirements to define the overall Miami-Dade Fire Rescue system administrator.
58. The word “Third-Party” to mean any company or subcontractor, other than the Contractor, who will provide software, and/or services to fulfill the requirements of the Scope of Services.
59. The word “User” to mean anyone accessing the licensed software to conduct a transaction.
60. The words “Warranty Period” to mean the period beginning with Final Acceptance of the Solution and continuing for one calendar year.
61. The word “WebGUI” to mean a web user interface, or web-based graphical user interface, and refers to the interaction between a user and software running on a web server wherein the user interface is the web browser and the web page it downloaded and rendered.
62. The words “Work”, “Services”, “Program”, or “Project” to mean all matters and things that will be required to be done by the Contractor in accordance with the Scope of Services, and the terms and conditions of this Solicitation.

The following table contains acronyms and their description used throughout the Scope of Services:

Abbreviation	Definition
9-1-1	Emergency Call Intake via 9-1-1 Computer Aided Dispatch (CAD)
AD	Active Directory
ANI/ALI	Automatic Number Information / Automatic Location Information
APCO	Association of Public-Safety Communications Officials
API	Application Programming Interface
ARL	Automatic Resource Location (Capability that communicates the GPS location of the wearer, E.g., portable radio, Smart Device, etc.)

ATM	Advanced Tactical Mapping
ATMS	Advanced Traffic Management System
AVL	Automatic Vehicle Location (Capability that communicates the GPS location of the unit/vehicle
BARB	Deccan's Box-area Automated Run-card Builder
BPR	Business Process Reengineering
C2C	CAD to CAD
CAD	Computer Aided Dispatch
CBT	Computer Based Training
CFS	9-1-1 Call For Service
CJIS	Criminal Justice Information Services
COTS	Commercial Off The Shelf
CP	Communication Plan
DEH	Data Exchange Hub
DL	Driver's License
DOB	Date of Birth
DPCC	Miami-Dade Data Processing Control Center
DR	Disaster Recovery
EAMS	Enterprise Asset Management System
E9-1-1	Enhanced 9-1-1
EMD	Emergency Medical Dispatch
EMS	Emergency Medical Services
ESP	ESP® (Electronic Satellite Pursuit)
ePCR	electronic Patient Care Reporting
ERD	Entity Relationship Diagrams
EST	Eastern Standard Time
ESInet	Emergency Services Internet Protocol Network
FBI	Federal Bureau of Investigation
FDLE	Florida Department of Law Enforcement
FIPS	Federal Information Processing Standards
GB	Giga byte
GIS	Geographic Information System
GPS	Global Positioning System
GUI	Graphical User Interface
HA	High Availability
HIPPA	Health Insurance Portability and Accountability Act
HQ	Head Quarters
HR	Human Resource
HTML	Hypertext Markup Language
IAFC	International Association of Fire Chiefs
ICFB	Integrated Command Facility Building
III	Interstate Identification Index
iOS	iPhone Operating System
ISD	Miami-Dade Internal Services Department
ITD	Miami-Dade Information Technology Department
LiveMUM	Deccan's Live Move-Up Module
LOE	Level of Effort

Mbps	Megabits per second
MCU	Mobile Computing Unit
MDC	Miami-Dade County
MDFR	Miami-Dade Fire Rescue Department
MDPD	Miami-Dade Police Department
MHz	Megahertz
MMS	Multimedia Messaging Service
MUD	Mobile Unit Display
NEMSIS	National EMS Information System
NENA	National Emergency Number Association
NFIRS	National Fire Incident Reporting System
NFPA	National Fire Protection Agency
NIEM	National Information Exchange Model
NG 9-1-1/NG 911	Next Generation 9-1-1
NIST	National Institute of Standards and Technology
OS	Operating System
PCO	Police Complaint Officers / Call Takers
PDF	Portable Document Format
PMDC	Motorola's Premier Mobile Data Computer System
PSAP	Public Safety Answering Point
RAM	Random Access Memory
RMS	Records Management System
SDK	Software Development Kit
SDLC	System Development Life Cycle
SIP	Session Initiation Protocol
SMS	Short Message Service
SOP	Standard Operating Procedures
SSL	Secure Sockets Layer
TCP/IP	Transmission Control Protocol/Internet Protocol
TIS	Miami-Dade's Traffic Information System
TRT	Technical Rescue Team
UHF	Ultra-High Frequency
UNA	Unified Network Architecture
USDD	US Digital Designs
VNC	Virtual Network Computing
VPN	Virtual Private Network
WBS	Work Breakdown Schedule
XML	Extensible Markup Language

1.3 General Proposal Information

The County may, at its sole and absolute discretion, reject any and all or parts of any or all proposals; accept parts of any and all proposals; further negotiate project scope and fees; postpone or cancel at any time this Solicitation process; or waive any irregularities in this Solicitation or in the proposals received as a result of this process. In the event that a Proposer wishes to take an exception to any of the terms of this Solicitation, the Proposer shall clearly indicate the exception in its proposal. No exception shall be taken where the Solicitation specifically states that exceptions may not be taken. Further, no exception shall be allowed that, in the County's sole discretion, constitutes a material deviation from the requirements of the Solicitation. Proposals taking such exceptions may, in the

County's sole discretion, be deemed nonresponsive. The County reserves the right to request and evaluate additional information from any Proposer regarding Proposer's responsibility after the submission deadline as the County deems necessary.

The Proposer's proposal will be considered a good faith commitment by the Proposer to negotiate a contract with the County, in substantially similar terms to the proposal offered and, if successful in the process set forth in this Solicitation and subject to its conditions, to enter into a contract substantially in the terms herein. Proposer proposal shall be irrevocable until contract award unless the proposal is withdrawn. A proposal may be withdrawn in writing only, addressed to the County contact person for this Solicitation, prior to the proposal due date and time, or upon the expiration of one hundred eighty (180) calendar days after the opening of proposals.

As further detailed in the Submittal Form, Proposers are hereby notified that all information submitted as part of, or in support of proposals will be available for public inspection after opening of proposals, in compliance with Chapter 119, Florida Statutes, (the "Public Record Law")

Any Proposer who, at the time of proposal submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the Proposer under federal bankruptcy law or any state insolvency law, may be found non-responsible.

To request a copy of any code section, resolution and/or administrative/implementing order cited in this Solicitation, contact the Clerk of the Board at (305) 375-5126, Monday- Friday, 8:00 a.m. – 4:30 p.m.

1.4. Aspirational Policy Regarding Diversity

Pursuant to Resolution No. R-1106-15, County vendors are encouraged to utilize a diverse workforce that is reflective of the racial, gender and ethnic diversity of Miami-Dade County and employ locally based small firms and employees from the communities where work is being performed in their performance of work for the County. This policy shall not be a condition of contracting with the County, nor will it be a factor in the evaluation of solicitations unless permitted by law.

1.5 Cone of Silence

Pursuant to Section 2-11.1(t) of the Code of Miami-Dade County, as amended (the "Code"), a "Cone of Silence" is imposed upon each RFP or RFQ after advertisement and terminates at the time a written recommendation is issued. The Cone of Silence prohibits any communication regarding RFPs or RFQs between, among others:

- potential Proposers, service providers, lobbyists or consultants **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff, County Commissioners or their respective staffs;
- the County Commissioners or their respective staffs **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff; or
- potential Proposers, service providers, lobbyists or consultants, any member of the County's professional staff, the Mayor, County Commissioners or their respective staffs **and** any member of the respective Competitive Selection Committee.

The provisions do not apply to, among other communications:

- oral communications with the staff of the Vendor Outreach and Support Services Section, the responsible Procurement Contracting Officer (designated as the County's contact on the face of the Solicitation), provided the communication is limited strictly to matters of process or procedure already contained in the Solicitation document;
- oral communications at pre-proposal conferences and oral presentations before Competitive Selection Committees during any duly noticed public meeting, public presentations made to the Board of County Commissioners (the "Board") during any duly noticed public meeting;
- recorded contract negotiations and contract negotiation strategy sessions; or
- communications in writing at any time with any County employee, official or member of the Board of County Commissioners unless specifically prohibited by the applicable RFP or RFQ documents.

When the Cone of Silence is in effect, all potential vendors, service providers, bidders, lobbyists and consultants shall file a copy of any written correspondence concerning the particular RFP or RFQ with the Clerk of the Board, which shall be made available to any person upon request. The County shall respond in writing (if County deems a response is necessary) and file a copy with the Clerk of the Board, which shall be made available to any person upon request. Written communications may be in the form of e-mail, with a copy to the Clerk of the Board at Clerk of the Board (COC) (Clerk.Board@miamidade.gov).

All requirements of the Cone of Silence policies are applicable to this Solicitation and must be adhered to. Any and all written communications regarding the Solicitation are to be submitted only to the Procurement Contracting Officer with a copy to the Clerk of the Board. The Proposer shall file a copy of any written communication with the Clerk of the Board. The Clerk of the Board shall make copies available to any person upon request.

1.6 Communication with Competitive Selection Committee Members

Proposers are hereby notified that direct communication regarding this Solicitation, written or otherwise, to individual Competitive Selection Committee Members or, to the Competitive Selection Committee as a whole, **are expressly prohibited**. Any oral communications with Competitive Selection Committee Members other than as provided in Section 2-11.1 of the Code, are prohibited.

1.7 Public Entity Crimes

Pursuant to Paragraph 2(a) of Section 287.133 of the Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal for a contract to provide any goods or services to a public entity; may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit proposals on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and, may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 of the Florida Statutes for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

1.8 Lobbyist Contingency Fees

a) In accordance with Section 2-11.1(s) of the Code, after May, 16, 2003, no person may, in whole or in part, pay, give or agree to pay or give a contingency fee to another person. No person may, in whole or in part, receive or agree to receive a contingency fee.

b) A contingency fee is a fee, bonus, commission or non-monetary benefit as compensation which is dependent on or in any way contingent upon the passage, defeat, or modification of: 1) any ordinance, resolution, action or decision of the County Commission; 2) any action, decision or recommendation of the County Mayor or any County board or committee; or 3) any action, decision or recommendation of any County personnel during the time period of the entire decision-making process regarding such action, decision or recommendation which foreseeably will be heard or reviewed by the County Commission or a County board or committee.

1.9 Collusion

In accordance with Section 2-8.1.1 of the Code, where two (2) or more related parties, as defined herein, each submit a proposal for any contract, such proposals shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such proposals. Related parties shall mean Proposer, the principals, corporate officers, and managers of the Proposer; or the spouse, domestic partner, parents, stepparents, siblings, children or stepchildren of a Proposer or the principals, corporate officers and managers thereof which have a direct or indirect ownership interest in another Proposer for the same contract or in which a parent company or the principals thereof of one Proposer have a direct or indirect ownership in another Proposer for the same contract. Proposals found to be collusive shall be rejected. Proposers who have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred, and any contract resulting from collusive bidding may be terminated for default.

2.0 Scope of Services

2.1 Background

Miami-Dade County has a population of over 2.7 million residents, making it the most populous county in Florida. MDFR receives calls for service from multiple Public Safety Answering Points including the Miami-Dade Police Department (MDPD) Communications Center, which is the busiest PSAP in the southeastern United States. On average, over two million 9-1-1 calls are handled on an annual basis. When a person in need calls 9-1-1, an extensive communication network is instantly activated to electronically route the incident from the MDPD 9-1-1 Center to MDFR Regional Communications Center for dispatch. MDFR does not employ call takers and therefore, is not a PSAP. The MDFR Regional Communications Center dispatches more than 250,000 calls for service annually. The County's current system is Motorola Solutions Inc.'s Premier CAD 7.0 Computer Aided Dispatch (CAD) System and supporting Premier Mobile Data Computing (PMDC) applications, which were deployed in August of 2005. The System is used jointly by MDPD and MDFR. Additionally, Geographic Information System and network infrastructure are supported by the Information Technology Department. ITD is the central technology provider for the County

and oversees the use of existing and emerging technologies in support of County government operations and services to the public.

The goal of this initiative is to provide MDFR with a state of the art, integrated, commercially available Computer Aided Dispatch/Mobile System (Group A), and a state of the art CAD to CAD data exchange hub (Group B), that will satisfy the needs of MDFR and the citizens of the County well into the 21st century. The proposed CAD Solution (Group A) should provide all necessary public safety functionality including AVL with closest unit dispatching. The proposed Solution is expected to provide a system that will maximize operational efficiencies leading to increased situational awareness, improved first responder safety, enhanced interoperability across supporting systems, and reduced response times. The proposed Solution must advance the overall mission, goals, and objectives of MDFR by making public safety personnel more effective in preventing, combating, and responding to public safety matters through strategic resource deployment.

MDFR is seeking a commercially available, highly configurable CAD Solution (Group A) to achieve the CAD objectives listed and automate emergency response and dispatch services for first responders including a seamlessly integrated CAD, Mobile, and Smart Device system. The solution should be current with the latest available technology including browser based, if applicable. The go-live of CAD must be aligned with the MDFR C2C go live for the following agencies:

- Miami-Dade Police Department
- Aventura Police Department
- Pinecrest Police Department
- AMR Ambulance Service
- Miami Dade Ambulance

MDFR is seeking a commercially available, highly configurable C2C solution (Group B) to achieve C2C interoperability and allow the sharing of data, resources and real time situational awareness. The go-live of C2C must be aligned with the MDFR CAD go-live for the following agencies:

- Miami-Dade Police Department
- Aventura Police Department
- Pinecrest Police Department
- AMR Ambulance Service
- Miami Dade Ambulance

The go-live of C2C for the following agencies can occur after the CAD go-live:

- Hatzalah South Florida Emergency Medical Services
- Miami Gardens Police Department
- South Miami Police Department
- Homestead Police Department
- Miami Shores Police Department
- City of Doral Police Department
- City of Miami Police Department
- City of Miami Fire Rescue
- City of Hialeah
- City of Coral Gables
- City of Miami Beach.

The selected Proposer should provide a Solution(s) to meet the needs outlined in the project scope of work and requirements worksheets, including but not limited to planning, design, installation, configuration, interfaces development, testing, training, documentation, implementation, and subsequent software maintenance, and technical support services throughout the term of the resultant contract.

The proposed Solution(s) (Group A and B) will be Locally Cloud hosted and the supporting server and network infrastructure will reside and be maintained at one or more of the following facilities:

- Miami-Dade County's Public-Safety Answering Point located in the Integrated Command and Communications Center (IC3) also referred to as Lightspeed Building located at 11500 NW 25 Street, Doral, FL.
- Miami-Dade Fire Rescue Regional Communications Center (MDFR-HQ) located at 9300 NW 41 Street, Doral, FL

- Miami-Dade County's Data Processing and Communication Center (DPCC) data center located at 5680 SW 87 Avenue, Miami, FL (Functions as a warm back-up site, which can run concurrently)

2.2 Objectives

The proposed Solution(s) should advance the overall mission, goals, and objectives of MDFR by making public safety personnel more effective in preventing, combating, and responding to public safety matters through strategic resource deployment. The project's strategic goals and objectives are best summed up as follows:

- Reduce overall response times
- Improve incident location accuracy
- Enhance the safety of first responders
- Improve efficiencies in the processing of multiple incidents worked by the MDFR dispatchers
- Improve system responsiveness and performance
- Enhance the reliability, accuracy, and quality of data available
- Improve cost effectiveness operations
- Improve the mobile environment for location and safety information

The proposed Solution(s) should give MDFR the ability to prevent, respond to, actively manage, and analyze situations threatening the safety, welfare, and property of citizens along with other public safety enhanced initiatives such as:

- Informed fire suppression and emergency medical services
- Strategic public safety deployment
- Implementation of industry best practices to achieve operational and informational effectiveness
- Implementation of Enterprise-wide systematic notifications
- Enhanced coordination and collaboration across municipal agencies using C2C interoperability
- Enhanced information for emergencies not related to fire or medical such as Haz Mat, Technical Rescue, Water Rescue, and other complicated events
- Integrated incident reporting for future RMS
- Improved coordination of Emergency Management across all public safety agencies

The County reserves the right to choose the current version of the platform generally available at time of go-live.

2.3 Current Operating Environment

The County 9-1-1 network is a secure, closed environment. The County provides, via ITD, an IP Ethernet network with firewall-controlled access to support the 9-1-1 and dispatch production environment. All applicable emergency 9-1-1 calls in the County are routed to the Miami-Dade Police Department (MDPD) Communications Center by the local telecommunications carriers. The MDPD Communications Center serves as Miami-Dade County's Public-Safety Answering Point (PSAP) call center responsible for answering 9-1-1 and public safety non-emergency calls requesting for police, firefighting, and emergency medical services.

The MDFR Communications Division oversees all dispatching for fire, medical, and other types of emergencies. There are at minimum eight (8) dispatch positions supported by three (3) supervisory positions, however, dispatch positions are increased to 11 on a routine basis, for a total of 14 positions on the dispatch floor at any given time. Each of the primary dispatch positions are responsible for a geographical portion of the County. This coincides with the radio coverage provided by the conventional simulcast radio system the Fire Department operates on. There are several designated tactical positions used to handle any incident requiring a dedicated dispatcher such as, but not limited to, large scale events and extended incidents.

Miami-Dade County does not currently have a C2C solution (Group B).
The demographic makeup of MDFR resources is as follows:

MDFR Resource Demographics	
Category	**Number**
Number of Dispatch Personnel, including Supervisors	102
Maximum Number of Dispatchers Logged into the System per Shift	24
Number of MCU Users	2200
Number of MCUs	220
Maximum Number of Mobile Users Logged into the System per Shift	170

Number of Smartphones	2000
Number of Tablets	220
Number of users requiring remote, view only access to the CAD System	2200

MDFR expects command line functionality in the vendor's CAD Solution that allows the County to duplicate its existing command line syntax (see Exhibit 11. MDFR Premier CAD Commands). MDFR uses both AVL and CAD recommendations when dispatching resources. Additional information may be added to the original incident information in the CAD system at any point during the incident. Communications between MDPD and MDFR on an incident basis, is customarily conducted electronically via the existing CAD solution using incident comments.

MDFR operates a primary and back-up dispatch centers which are both fully redundant and geographically diverse. The "back-up" site is fully operational at all times, maintained in a "warm" state, and exercised at minimum monthly. At times of operational necessity, both the primary and back-up centers are used concurrently.

2.4 Current Technology Environment

The applications outlined below are currently slated for replacement by the proposed Solution. The systems are presently utilized in one form or another as part of the current CAD/Mobile production environment. In some cases, replacement of the full application, will be determined at a later date based upon the proposed Solution's functional capabilities. MDFR, in conjunction with MDPD, is in the process of upgrading their end of life/support Motorola Printrak CAD system to Motorola PremierOne system. This solicitation is for MDFR.

Current System	Description
Motorola Premier 9-1-1 CAD System with AVL	Mission critical application supporting the 9-1-1 call taking & computer aided dispatch functions
Motorola Premier MDC (PMDC)	Mobile computing unit application utilized to directly communicate with CAD, unit to unit and user messaging, mobile mapping, incident reporting integration, and AVL.
Motorola Advanced Tactical Mapping (ATM)	Embedded mapping application for CAD & PMDC
ATM Configuration application	Application used to configure and administer Advanced Tactical Mapping system
Message Switch related systems/services	Message Switch applications and services to support connectivity between CAD & MCU, unit to unit messaging, as well, connectivity/interfacing with back-end county systems
Printrak InterConnect Server	Inclusive within the Message Switch solution
PMDC Message Switch	Inclusive within the Message Switch solution
Motorola MGU Geofile application	GIS Import utility for loading of geo-based information into CAD
AVL Reporting system	Utility that pulls AVL data for a user defined period of time for a given unit. Data is graphically presented.

2.4.1 Motorola Radio Environment

MDFR operates a 50 site UHF conventional simulcast radio system. This system is designed for firefighting, specifically combat operations in structures. All on-duty firefighters carry portable radios and mobile radios are installed on all front lined units. The system has substantial interoperable capabilities with other public safety entities in South Florida.

2.4.2 CAD Workstation Environment

The chart below breaks down all existing CAD workstations.

CAD Workstations		
Location	**Role/Position**	**Number**
MDFR-HQ	Dispatcher	18
MDFR-HQ	Dispatch Supervisor	4
MDFR-HQ	CAD ADMIN	3
Lifeboat	Dispatcher	7
DPCC	Dispatcher	13
DPCC	Dispatch Supervisor	3
DPCC	Training	9
Municipalities and Vendors (AMR)	Dispatcher	10
Total		67

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2.4.3 Geographic Information Systems Environment

The County hosts an enterprise-wide GIS infrastructure in which every County department is responsible for maintaining current data relative to their respective business processes. The County utilizes products developed by ESRI through a negotiated Enterprise License Agreement. GIS applications and data are made available to all through its robust infrastructure. Citizens access GIS applications through the County's web site, http://www.miamidade.gov/gis, and access GIS data directly through the open data site, http://gisweb.miamidade.gov/opendata. Below is a brief description of the versatile GIS platform.

The ArcGIS Server GIS Internet and Intranet production infrastructures are configured for high availability and high capacity. The ArcGIS Server application servers are load balanced for performance and failover to ensure 24/7 availability. They host over 260 map services, 20 geoprocessing services, 50 custom applications, 5 cached base maps, and 20 address and web services (see Exhibit 9. GIS Web Services Document). Application functions range from viewing property data to querying crime data in selected neighborhoods. The GIS internet infrastructure handles approximately 40 million map requests monthly.

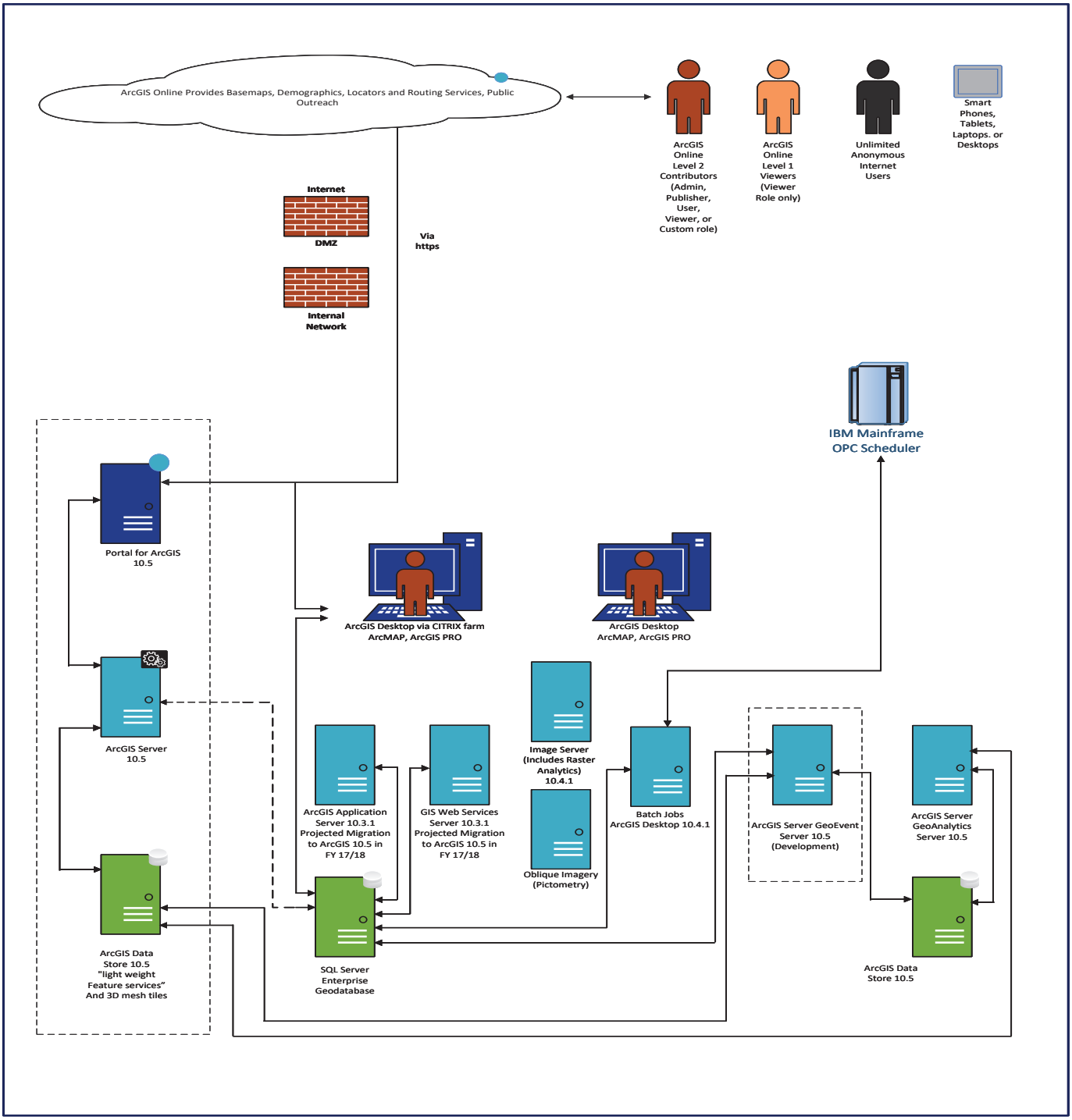
The County supports two GIS cloud platforms, the first hosted externally by ESRI, ArcGIS Online (AGOL), http://mdc.maps.arcgis.com and the second an internally secure portal containing the same functionality as AGOL but with the addition of Insights, GeoEvent and GeoAnalytics servers.

The County has a structured batch processing environment supporting ArcGIS version 10.4.1 and programs coded in python, .net, and C#. Batch jobs are executed on a 24/7 schedule through the IBM mainframe scheduler.

The County maintains enterprise wide, fully redundant, ArcSDE, Microsoft SQL Server relational database infrastructure for various platforms including development, Internet, Intranet, and desktop. Additionally, separate, and secure infrastructures are maintained in support of the County's 9-1-1 and 311 systems. There are over 1,200 shared geographic layers stored and maintained in both 2D and 3D.

Raster and image data is stored centrally and shared using ArcGIS Server Image Extension through web services. New flights are flown annually and a fresh service published. The County has imagery dating back to 1999. Oblique Photography obtained through Pictometry is stored locally and accessed through GIS desktop software as well as consumed via externally hosted services.

ArcGIS desktop software, ArcMap and ArcGIS Pro, are available to all County employees through a CITRIX environment. The GIS/CITRIX environment currently hosts over 1,100 users (approx. 125 concurrently) and over 15 customized data editing and querying applications.



2.4.4 Mobile Computer Unit Transactions (Group A)

Mobile Computer Unit (MDU) activity generally encompasses the following types of functional transactions including:

- CAD Incident
- Initial dispatch information
- Unit Status - Acknowledge, en-route, arrived on scene, with the patient/problem
- Incident status – Working fire, working cardiac, etc.
- Incident updates
- Incident closure/disposition codes
- Unit to Unit / Unit to Dispatch Messaging
- GIS/Mapping

- AVL – Routing directions
- Mapping layers and location information

- Field Based Reports
- Third party applications
- Other tasks

2.4.5 MDFR Technology Environment

MDFR dispatch workstations provide access to CAD functions, allowing users to create and update incidents, route incidents, dispatch MDFR resources, access history records, amongst a multitude of other non-CAD related functions.

Listed below are the principal applications running on Fire Rescue dispatch workstations:

- Windows OS Enterprise Edition (Currently Windows 7)
- Diskeeper 2016
- Intel Rapid Storage Technology (RAID manager)
- Microsoft Silverlight
- Microsoft.Net Framework
- Display multi-monitor management card (currently Catalyst Control Center)
- Adobe Reader
- RealVNC®
- Trend Micro Office Scan
- Web Browser
- Windows Media Player
- Citrix online plug in
- Ladybug application (developed in house)
- eCard application (developed in house)
- Motorola CAD installs
    - Advanced Workstation for Windows (AWW)
    - CAD Client
    - Advanced Tactical Map (ATM)

2.4.6 MDFR Mobile Environment

MDFR has approximately 220 mobile computing units currently deployed across its vehicles supporting its mobile operations with roughly 170 units typically online at any moment.

MDFR MCU's are currently Panasonic CF33 with data connectivity to the Miami-Dade network accomplished through Sierra Wireless AirLink MG90s via AT&T's LTE broadband wireless network using Netmotion software as a secure tunnel for authentication and connectivity.

Listed below are the principal applications currently installed on MDFR MCUs:

- Premier MDU (part of Motorola today)
- Premier ATM (part of Motorola today)
- Netmotion Mobility Client
- Adobe Reader
- Cameo Chemicals 2.7.1
- VNCViewer 6.20.529
- Wiser 6.0.104
- MARPLOT 5.1.1
- ALOHA 5.4.7
- FireEye, Windows Defender

2.4.7 MDFR Electronic Patient Care Reporting Tablets

MDFR presently uses Android-based tablets for patient care reporting processes. It is anticipated that the proposed Solution will be installed on these tablets. It is expected that the devices will be replaced, and as such, the system must be capable of utilizing Android and Windows based platform devices.
Detailed below are the applications presently installed on MDFR tablets:

- ePCR Messages (in house app to check drug log, sync info and receive messages from ePCR)
- Department of Transportation Emergency Response Guide Book
- MDFR-MOBI (in house app MDFR Mobile Medical Operations Manual)
- Google Notes
- PAD Support (in house app to send in Support Tickets)
- SafetyPad ePCR (EMS Report writing software)
- Wireless Information System for Emergency Responders (WISER)
- AirWatch Agent (County mobile device management system)
- AirWatch Browser (County mobile device management system)
- AirWatch Secure Launcher (County mobile device management system)

2.4.8 Miami-Dade Information Technology Department Technology Environment

A complete description of Miami-Dade County's Information Technology architecture and specifications is located in Exhibit 1. ITD Technology Model.

2.5 Solution Functionality (Group A and B)

Proposers should ensure that their response addresses all of the functionality and requirements for both CAD (Group A) and C2C (Group B) systems as appropriate. Core functionalities encompass fundamental specifications incumbent upon a multi-function Solution to effectively administer the life cycle of a public safety incident. For the purposes of this solicitation, the life cycle of a CAD incident is defined as commencing with the moment an event is initially received by MDFR for dispatch through the conclusion of the incident.

The proposed CAD Solution (Group A) should incorporate fully integrated mapping/geospatial functionality, incorporate the use of Smart Devices to provide field personnel with real-time access to CAD functionality, include interfaces with internal County and 3rd party vendor applications as defined below, include C2C functionality and include browser-based functionality to enable operations outside County dispatch centers without the need for physical CAD workstations.

For purposes of this RFP, core operational features are comprised of the following:

- Integration with other CADs
- Event Creation
- Dispatch Support
- Resource / Unit Management
- Incident Management
- Resource Request and Tracking
- Call Scheduling
- Response Plans
- Recommendations
- Incident Disposition
- Mobile CAD
- Messaging
- Mapping & Geo-file support
- Premise Alert
- AVL
- Notifications
- System Administration
- Analytics, Business Intelligence, Reporting and Monitoring
- Interfacing & Integration

The proposed C2C Solution (Group B) should incorporate fully integrated mapping/geospatial functionality and include interfaces with partner jurisdictions as defined in 2.7.1 to include C2C functionality and include browser-based functionality to enable operations outside County dispatch centers.

- Integration with other CADs
- Dispatch Support
- Resource / Unit Management
- Updating of Shared Incidents

- Resource Request and Tracking
- Messaging
- Mapping & Geo-file support
- Premise Alert
- AVL
- Notifications
- System Administration
- Analytics, Reporting and Monitoring
- Interfacing & Integration

2.6 Third Party (3rd) and Internal Interfaces (Group A)

The proposed Solution should provide one-way and bi-directional interfaces to various third party and internal County systems as further defined below. Proposer should conduct a thorough review / assessment of all interfaces to be provided. Noted below are the principal recognized application interfaces required for the proposed Solution.

2.6.1 Third Party System Interfaces (Group A)

Key Interface related Terms

The column heading **"Req'd for Go-Live"** indicates the need for the specific interface to be operational with the initial deployment of a new CAD/Mobile solution.

- **Y:** Signifies the interface is required to be operational in order to deploy the new CAD/Mobile solution.
- **N:** Signifies that an interface is not mandatory in order to initially deploy the CAD/Mobile solution. However, the County expects to have the interface operational prior to final user acceptance.

The column heading "Frequency of Data Flow" describes the anticipated occurrence or regularity of the interface's data transfer.

- **Real time**: Indicates an interface that must operate dynamically on demand between systems.
- **Batch:** Indicates a grouped, multiple record/transaction-based interface between systems. Typically file based in nature, and often on a predetermined interval (e.g., hourly, daily, weekly, monthly, etc.)

The column heading **"Mode"** describes the direction of the interface between the CAD/Mobile system and the external system.

- **Data Exchange**: Signifies a bidirectional functional interface between systems where data is exchanged between systems.
- **Two-way**: Signifies an interface with a request transaction which receives a data response from the queried system.
- **One-way / CAD:** Signifies a unidirectional interface between systems in which data is pushed to the CAD system.
- **One-way / Application:** Signifies a unidirectional interface between systems in which data is pushed from the CAD system to the application.

The column **"Type"** describes the current state of the interface as to whether it presently exists or is simply planned for and expected desired of the new CAD/Mobile solution.

- **Existing**: Identifies an interface that is operational and currently in place.
- **Planned**: Identifies an interface that is not operational but is expected to be deployed with the proposed Solution.

3rd Party Interfaces (Group A)							
#	Application	Req'd for Go-Live	Vendor	Description	Frequency of Data Flow	Mode	Type (Planned/ Existing)
1.	NetClock	Y	Stratum 1	Standardize date/time stamps across public safety applications via time server using Network Time Protocol (NTP).	Real time	One-way / CAD	Existing
2.	Motorola MCC 7500 v7.17.2 or greater UHF Radio system	Y	Motorola	UHF Radio system to communicate with field personnel and APX next platform over LTE.	Real time	Data Exchange	Planned

3.	Verint	Y	Verint	MDFR's audio recording and screen capture system. Recording audio from the Motorola/Harris radio and Avaya/Cisco telephony system. Screen capture on CAD workstations.	Real time	One-way / Application	Existing / Planned for screen capture
4.	FirstWatch	Y	FirstWatch	Application used to support real time monitoring of operations	Real time	One-way / Application	Planned
5.	SafetyPAD	Y	SafetyPAD	Application used to provide electronic Patient Care Reporting (ePCR)	Real time	One-way / Application	Existing
6.	Telestaff/Webstaff	Y	Kronos	Application used for rostering and staff management	Batch	One-way / CAD	Planned
7.	USDD Fire Alerting System	Y	USDD	Primary Fire Station Alerting system	Real time	Data Exchange	Existing
8.	HipLink	Y	HipLink	Real-time universal messaging system that complements public safety efforts for both 9-1-1 and emergency operations systems providing wireless emergency alerts to any device serviced by a commercial carrier.	Real time	Data Exchange	Planned
9.	Deccan BARB	Y	Deccan	System used by MDFR to build static run cards. Solution must be able to import from Deccan BARB	Batch	One-way / Application	Existing
10.	Zetron 25	Y	Zetron	Tone generator connected to CAD & the Motorola UHF 450 MHz radio system via analog interface	Real time	One-way / Application	Existing
11.	Fleet Focus M5	Y	AssetWorks	System maintaining Fleet management information	Batch	One-way / CAD	Planned
12.	MCM CommShop	Y	MCM	Asset management system to track radio assets and their respective assignments	Real time	One-way / CAD	Planned
13.	Pictometry	N	ITD/ Pictometry	Repository of oblique & ortho imagery maintained by ITD GIS	Batch	One-way / Mobile	Planned
14.	Rapid SOS	Y	RapidSOS	Emergency response data platform that provides caller data information to support performing call-backs.	Real Time	One-way / CAD	Existing
15.	ESRI	Y	ESRI	County GIS/geospatial Application/Information. County GIS/geospatial application used by both CAD and mobile users providing ▪ County Geofile ▪ All County layers & boundaries ▪ Street network ▪ Common places ▪ Postal Address Validation	Real Time	One-way / CAD	Existing

2.6.2 Internal County System Interfaces (Group A)

Key Interface related Terms

The column heading **"Req'd for Go-Live"** indicates the need for the specific interface to be operational with the initial deployment of a new CAD/Mobile solution.

- **Y:** Signifies the interface is required to be operational in order to deploy the new CAD/Mobile solution.
- **N:** Signifies that an interface is not mandatory in order to initially deploy the CAD/Mobile solution. However, the County expects to have the interface operational prior to final user acceptance.

The column heading "Frequency of Data Flow" describes the anticipated occurrence or regularity of the interface's data transfer.

- **Real time**: Indicates an interface that must operate dynamically, on demand between systems.
- **Batch:** Indicates a grouped, multiple record/transaction-based interface between systems. Typically file based in nature, and often on a predetermined interval (e.g., daily, weekly, monthly, etc.)

The column heading **"Mode"** describes the direction of the interface between the CAD/Mobile system and the external system.

- **Data Exchange**: Signifies a bidirectional functional interface between systems where data is exchanged between systems.
- **Two-way / Query**: Signifies an interface with a request transaction which receives a data response from the queried system.
- **One-way / CAD:** Signifies a unidirectional interface between systems in which data is pushed to the CAD system.
- **One-way / Application:** Signifies a unidirectional interface between systems in which data is pushed from the CAD system to the application.

The column **"Type"** describes the current state of the interface as to whether it presently exists or is simply planned for and expected desired of the new CAD/Mobile solution.

- **Existing**: Identifies an interface that is operational and currently in place.
- **Planned**: Identifies an interface that is not operational but is expected to be deployed with the new CAD/Mobile solution.

Internal County System Interfaces (Group A)							
#	Application	Req'd for Go-Live	Vendor	Description	Frequency of Data Flow	Mode	Type (Planned/ Existing)
1.	MDFR Fire Hydrant System	Y	ITD/MDFR	Custom built, multi-jurisdictional GIS based Fire Hydrant Maintenance system	Batch	One way / CAD	Existing
2.	Traffic Information System (TIS)	Y	ITD	Custom built local mainframe application that provides traffic related case management.	Real time	Two-way/ Query	Existing
3.	MDFR RMS	Y	MDFR	Custom built MDFR records management system used for statistical analysis and business intelligence reporting.	Real time	One-way / Application	Existing

2.7 CAD 2 CAD (C2C) via Data Exchange Hub (DEH) (Group B)

As part of this solicitation, MDFR will be acquiring a C2C integration solution designed to connect disparate CAD systems for the purpose of expediting emergency responses. Due to the numerous municipalities and PSAPs located in geographic Miami-Dade County, a dedicated C2C environment is needed to provide interoperability between communication centers and a data exchange hub for local jurisdictions to allow for the transfer of CAD information from one jurisdiction to another. As such, the C2C solution must be capable of transferring incident information between centers on different CAD systems in real-time.

Miami-Dade County Fire is seeking a real-time bi-directional C2C interface between the proposed CAD/Mobile system and Miami-Dade Police Department, as well as the Aventura Police Department, Pinecrest Police Department, AMR Ambulance Service, and Miami Dade Ambulance. MDFR expects to extend the C2C interface with multiple police departments and agencies in the surrounding area in the near future.

The solution should accomplish this by exchanging disparate CAD system data to assist real-time sharing of incident information and creating resource recommendations that include personnel from multiple cities and agencies.

As a result, response times are anticipated to be reduced and public safety agencies will be provided with a greater breadth of information regarding events in neighboring localities which will ultimately increase public safety. Refer to the following C2C interface Table for the required interfaces with C2C.

2.7.1 C2C Interfaces (Group B)

Key Interface related Terms

The column heading **"Req'd for Go-Live"** indicates the need for the specific interface to be operational with the initial deployment of a new CAD/Mobile solution.

- **Y:** Signifies the interface is required to be operational in order to deploy the new CAD/Mobile solution.
- **N:** Signifies that an interface is not mandatory in order to initially deploy the CAD/Mobile solution. However, the County expects to have the interface operational prior to final user acceptance.

The column heading "Frequency of Data Flow" describes the anticipated occurrence or regularity of the interface's data transfer.

- **Real time**: Indicates an interface that must operate dynamically, on demand between systems.
- **Batch:** Indicates a grouped, multiple record/transaction-based interface between systems. Typically, file based in nature, and often on a predetermined interval (e.g., daily, weekly, monthly, etc.)

The column heading **"Mode"** describes the direction of the interface between the CAD/Mobile system and the external system.

- **Data Exchange**: Signifies a bidirectional functional interface between systems where data is exchanged between systems.
- **Two-way / Query**: Signifies an interface with a request transaction which receives a data response from the queried system.
- **One-way / CAD:** Signifies a unidirectional interface between systems in which data is pushed to the CAD system.
- **One-way / Application:** Signifies a unidirectional interface between systems in which data is pushed from the CAD system to the application.

The column **"Type"** describes the current state of the interface as to whether it presently exists or is simply planned for and expected desired of the new CAD/Mobile solution.

- **Existing**: Identifies an interface that is operational and currently in place.
- **Planned**: Identifies an interface that is not operational but is expected to be deployed with the new CAD/Mobile solution.

C2C Interfaces (Group B)							
#	**Application**	**Req'd for Go-Live**	**Vendor**	**Description**	**Frequency of Data Flow**	**Mode**	**Type (Planned/ Existing)**
	Miami-Dade PD	Y	Motorola	PremierOne	Real time	Data Exchange	Planned
	Miami-Dade Fire Rescue	Y	TBD	TBD	Real time	Data Exchange	Planned
	Aventura PSAP	Y	Sungard	OSSI	Real time	Data Exchange	Planned
	Pinecrest PSAP	Y	CentralSquare	OSSI	Real time	Data Exchange	Planned
	AMR Ambulance Dispatch	Y	Logis	Logis	Real time	Data Exchange	Planned
	Hatzallah SFEMS	N	Homegrown	TBD	Real time	Data Exchange	Planned
	Miami Dade Ambulance	N	Zoll Data	Rescuenet	Real time	Data Exchange	Planned
	Miami Gardens PD	N	Mark43	Mark43	Real time	Data Exchange	Planned
	South Miami PD	N	Sungard	OSSI	Real time	Data Exchange	Planned
	Homestead PD	N	Sunguard	OSSI (transitioning to PROPHOENIX)	Real time	Data Exchange	Planned
	Miami Shores PD	N	Motorola	Spillman	Real time	Data Exchange	Planned
	City of Doral PD	N	Central Square	ONEsolution	Real time	Data Exchange	Planned

	City of Miami PD	N	Motorola	PremierOne	Real time	Data Exchange	Planned
	City of Miami Fire Rescue	N	Homegrown	Developed In house	Real time	Data Exchange	Planned
	City of Hialeah	N	Infor	EnRoute	Real time	Data Exchange	Planned
	City of Coral Gables	N	Sunguard	ONEsolution	Real time	Data Exchange	Planned
	City of Miami Beach	N	Tyler Technologies	New World Public Safety	Real time	Data Exchange	Planned
	Florida Power and Light	N	TBD	TBD	Real time	Data Exchange	Planned
	HAAS Alert	N	TBD	TBD	Real time	Data Exchange	Planned

2.8 Scalability (Group A and Group B)

Future requirements for regional cooperation and interoperability will only increase. Since this may result in the system being subjected to a greater than normal amount of traffic, the system must be able to scale up to handle the additional load without any performance impact. Increased loads of up to 50 percent may be the result of temporary surges based on a major event(s). Also, the need may arise to permanently increase the standard capabilities of the system. The former will be handled by building in excess over historical trends, the latter by seamlessly adding hardware and software components to adapt to the new workload. Adding or upgrading hardware components must be accomplished without bringing the system down or negatively affecting its performance.

2.9 Flexibility (Group A and Group B)

The system shall be able to retain its performance levels when adding additional users, functions, and data. The solution functionality and associated business rules must be able to be configured with the use of applications or functions that do not require "code" modifications. The screens shall be highly configurable, providing ability to reposition and rename field labels, remove or “turn-off” unused fields, maintain data, and allow the addition of user- defined fields. The system shall provide the ability to create and/or modify business rules based on the type of user and the access the user is granted.

2.10 Standards and Compliance (Group A and Group B)

The County strives to abide by the rules and regulations mandated by Federal, State, and local government organizations. Public Safety divisions also consider performance standards set forth by public safety professional associations such as:

- The Association of Public Safety Communications Officials (APCO)
- National Emergency Number Association (NENA)
- National Fire Prevention Agency (NFPA)

Beyond these the proposed Solution should comply with and incorporate National and Industry public safety standards or governing policies including:

- National Information Exchange Model (NIEM)
- Law Enforcement Information Technology standards (LEITS)
- National Fire Protection Association (NFPA) standards 1221 & 1710
- NENA ALI/GIS Standards
- National Fire Incident Reporting System (NFIRS)
- National Institute of Standards and Technology (NIST) Best Practices
- Federal Information Processing Standards (FIPS)
- Health Insurance Portability and Accountability Act (HIPPA) of 1996
- FBI Criminal Justice Information Services (CJIS) Security Policy

2.11 Next Generation 9-1-1 (NG 9-1-1) (Group A)

The County is currently migrating its 9-1-1 infrastructure, as it relates to call/data delivery to the PSAP, to an Emergency Service IP Network (ESInet). The migration project includes modification of the automatic location identification (ALI) database in anticipation of supporting the NG 9-1-1 delivery of caller location. The County is seeking a Solution that will adhere to applicable

National Emergency Number Association (NENA) Next Generation 9-1-1 (NG 9-1-1) capabilities of accepting, processing, disseminating, and storing location protocol (Presence Information Data Format-Location Objects [PIDF-LO]) and various data (e.g., text, photo, video, audio, X/Y coordinates). As NG 9-1-1 industry standards continue to evolve, the County is seeking a solution that is robust, flexible, and will continue to update existing CAD system functionality as new NG 9-1-1 standards, functionalities and features are established.

2.12 Archival and Data Purge (Group A and Group B)

MDFR desires a proposed Solution with the ability to automatically archive, retrieve and purge data. MDFR expects that purging shall be administrator configurable by multiple parameters, (e.g., date, file, field value, user identification (ID) and location), and that all purges shall be subject to strict audit tracking and reporting. MDFR also expects that purging shall occur while the Solution is fully operational without degradation of performance.

2.13 Solution Performance Specifications

It is the County's preference that the proposed Solution (Group A) meet at a minimum the following performance specifications as measured by response time. Response time is measured as the time between a user-initiated command via any mode and the return of the requested data or action from the proposed Solution. A workstation shall be deemed locally attached when it is on the same network as the application server.

Transaction	Solution Response Time
Locally attached CAD workstations, no external data access	Sub-zero to 1 second
Locally attached CAD workstations, geo-file validation required	1 second
Locally attached CAD workstations, non-CAD data accessrequired	3 seconds
Standalone MCU, single record access	2 seconds

It is the County's preference that the proposed Solution (Group B) meet at a minimum the following performance specifications as measured by response time. Response time is measured as the time between a user-initiated command via any mode and the return of the requested data or action from the proposed Solution. A workstation shall be deemed locally attached when it is on the same network as the application server.

Transaction	Solution Response Time
Transaction time between event entry in CAD system A and data availability in CAD System B	1 second
Transaction time between event entry in CAD system A and data availability in one or more other CAD Systems	1 second

2.14 System Architecture and Technical Environment (Group A and Group B)

MDFR will operate separate environments to support the proposed Solution: Testing/Staging, Training, and Production environments. The Production and Testing/Staging environments should be architected to meet or exceed the performance standards as described by the vendor delineated in Section 2.13 above. The Testing/Staging and Training environments will not be required to be fault tolerant or high availability. Functionality to push updates and data across environments is required to facilitate migrations is required. MDFR is open to proposed Solutions that operate in a virtualized environment.

Proposers are expected to meet the Miami-Dade County Technology Model and Locally Hosted Requirements as defined in **Exhibit 1. ITD Technology Model**.

. Proposers should note any exceptions to the Technology Model in the Proposer Information Section.

2.14.1 Network Specifications (Group A and Group B)

The County, in conjunction with the selected Proposer, will conduct a network analysis based on proposer recommendations, to determine if the current network infrastructure meets or exceeds the proposer's requirements, or if upgrades may be required to meet the proposer's stated network connectivity requirements. The proposed Solution should minimize the number of ports required for accessing the system external to the County's firewall.

2.14.2 Hardware Specifications (Group A and Group B)

It is the County's preference for all hardware and workstations to be purchased directly by the County. As such, no hardware or peripheral purchases are included within the Scope of this RFP. All equipment shall be installed according to manufacturers' requirements.

2.14.3 CAD Standalone Mode (Group A)

MDFR desires that the proposed Solution provides the ability to operate in a standalone or offline mode or similar functionality to facilitate continuing operations in the event of the CAD servers becoming unavailable or network connectivity is lost. The proposed Solution should have the ability to append incident data from the workstations in a store-and-up load capacity or similar when the servers are back online.

2.14.4 CAD Reporting (Group A)

MDFR currently generates CAD statistical reporting from an internally developed Fire RMS database. MDFR anticipates continuing the use of its existing reporting system with the new Solution. MDFR anticipates eventually replacing this database with a RMS with business intelligence capabilities. MDFR also expects to utilize the base reporting features provided with the proposed Solution as a supplement to its current reporting system.

MDFR expects that the proposed Solution will provide the ability for end-user reporting to be performed without negatively impacting performance. MDFR anticipates using the built-in proposed Solution's query capabilities to support basic reporting functions such as:

- User workload and performance analysis reporting
- Ad hoc incident based querying and reporting
- Basic report formatting features
- Standard report features including filtering, grouping, sorting, and summarizing
- Export, save, and standard report dissemination features (e.g. PDF, email, etc.)

2.14.5 C2C Reporting (Group B)

The proposed C2C Solution should provide an audit report of system modifications and changes, transactions, transaction errors, along with timestamp, author, and key parameters of the message, such as priority, external system time, and system origin. The solution should provide out of the box reporting, for example a report of all mutual aid requests per agency and county-wide, as well as ad-hoc reporting functionality.

2.14.6 Browser-based Functionality (Group A and Group B)

The proposed Solution should provide robust browser-based or browser-enabled functionality for use as either the primary or as a secondary to a locally installed client application for dispatch workstations and mobile data computers.

2.14.7 Data Integrity (Group A and Group B)

The proposed Solution should ensure the integrity of the data. Interruptions in processing due to incidents such as aborted transactions, hardware failures, or network unavailability should not result in inaccurate or inconsistent data residing in the proposed Solution. If data transfers occur, the proposed Solution should provide a method of audit validation to ensure all data sent was received in the target application.

2.14.8 Scalability (Group A and Group B))

The proposed CAD Solution (Group A) should be able to scale up to handle increased load without any performance impact on operations to facilitate demand. Increased loads of up to 2x – 3x may be the result of temporary surges based on a major event or natural catastrophe such as a hurricane. Under a worst case, the Solution must be capable of handling all MDFR smart devices and mobile clients, and all licensed CAD workstations operating online concurrently while maintaining performance measures as defined in Section 2.13. This shall include AVL/ARL functionality.

The proposed C2C Solution (Group B) should be able to scale up to handle increased load without any performance impact on operations to facilitate demand. Increased loads of up to 2x – 3x may be the result of temporary surges based on a major event or natural catastrophe such as a hurricane.

2.14.9 Automated Update of Workstations and Mobile Computers (Group A)

Licensed Software installation and updates to both desktop workstations and MCUs should be accomplished through an

automated network facility and not require a technician to perform a manual procedure on each workstation/MCU. This update capability should be configurable by multiple parameters (e.g., workstation type, able to support the scheduling of update activities in batch and non-batch modes). A summary report is required documenting the results of the update activity.

2.14.10 Security (Group A and Group B)

The proposed Solution must be supported by enhanced security controls, given its mission-critical role affecting the safety of the public as well as the County's first responders.

A detailed activity auditing and reporting module with the capability to log, query and report all user actions, including keystrokes, at specified positions, throughout the Solution. Logging should be configurable by the security administrator. Log entries should be customizable by the security administrator to handle the different requirements of the County but should minimally contain a user and workstation ID, date, and time.

2.14.11 Business Continuity (Group A and Group B)

MDFR seeks a High Availability/Fault Tolerant solution using the County's primary and backup data centers. The proposal must include hardware, software, networking, and operational requirements to implement a solution in the case of a single component failureor a widespread disaster at the production data center. The back-up data center is located within 15 miles and has broadband connectivity.

2.14.12 Redundancy (Group A and Group B)

MDFR requires that the CAD (Group A) solution have three separate production computing environments located at the sites referenced in Section 2.1 "Background" for the proposed CAD Solution, with the ability to run concurrently. Fully automated failover to the redundant environment is required. The County expects both environments to be technically equivalent. The County will fully replicate the infrastructure environment for multiple sites. The production environments shall be located in multiple, geographically diverse, redundant sites and shall be always fully operational, maintained in a mirrored state.

Interfaces and operational procedures should be identical regardless of the locations performing the functions. System backups must be accomplished without taking the application out of service and without degradation of performance or disruption to operations.

MDFR requires that the C2C Solution (Group B) a minimum of two separate computing environments, one at DPCC and the other at IC3 as referenced in Section 2.1 "Background". The system must be capable of utilizing the County's redundant network infrastructure. The County expects both environments to be technically equivalent. The County will fully replicate the infrastructure environment for both sites. The production environments shall be located in two sites, geographically diverse, redundant and shall be always fully operational, maintained in a mirrored state.

2.14.13 System Availability and Access (Group A and Group B)

The public safety mission requires consistent operations. The proposed Solution is expected to maintain a Solution availability of 99.999% uptime annually. Routine maintenance or administrative procedures should not require Solution down time or a re-start to take effect.

2.14.14 Disaster Recovery Operations (Group A and Group B)

MDFR requires the proposed Solution to have appropriate fully automated backup capabilities for the purpose of disaster recovery. This should include all database and application data. Backup media shall be in a format suitable for convenient off-site storage. The proposed Solution shall provide differential backup schedules for various Solution components configurable by the system administrator. Incremental and full back-up capabilities shall be provided. All backup and recovery processes shall be subject to auditing and reporting. Solution backups shall be accomplished without taking the application out of service and without degradation of performance or disruption to operations.

2.15 Implementation Services (Group A and Group B)

The selected Proposer shall be responsible for providing Implementation Services to include planning, design, configuration, customizations, testing, and on-site installation for the proposed Solution. MDFR expects the selected proposer to install and

perform configuration of proposed Solution with County staff on site to allow County personnel to observe, assist with, and document the installation and configuration process. County staff will install Server operating system software and implement network configurations to support the Proposer's solution. The County prefers an Implementation schedule that provides Final Acceptance within 12 months of the Notice to Proceed.

Notwithstanding if the County selects one or two vendors as a result of this solicitation, the awarded vendor(s) MUST coordinate their schedules and implementation activities so that the Go-Live of CAD (Group A) and C2C (Group B) both occurs at the same time.

In conjunction with County staff, the selected Proposer shall be responsible for testing the proposed Solution and ensuring proper functionality, prior to Go-Live. The selected Proposer must perform all implementation/installation services in accordance with applicable laws, ordinances, rules, and regulations. The Proposer is expected to perform any implementation services during the course of normal business hours (i.e., Monday through Friday: 8:00 a.m. to 5:00 p.m.), with the understanding that production deployment or Go-Live may be conducted at an off-peak date and time to minimize operational impact to public safety services. Any exception to the performing of implementation tasks outside normal business hours, must be approved beforehand by the County.

The selected Proposer will be responsible for project organization and management, to include the various project stages and milestones, change of Scope management, and implementation. The selected Proposer will develop a comprehensive project plan, and actively manage the responsibilities of their internal management team, and work with County staff as required to complete the project.

2.16 System Testing and Acceptance (Group A and Group B)

The selected Proposer shall be responsible for conducting all testing activities in conjunction with the County including but not limited to:

- Developing a draft test plan for approval by County staff
- Product performance testing
- Interfaces testing
- Security testing
- Hardware and network capacity testing
- Load testing
- Fail-over testing

2.17 Data Conversion (Group A and Group B)

MDFR does not anticipate conducting any data conversion of existing CAD (Group A) or C2C (Group B) information into the proposed Solution(s). MDFR's preference is to deploy the Solution with a pristine load of administrative data. Similarly, alert, CAD premise history, and other related transactional information will be freshly collected from the Go-Live date moving forward.

2.18 CAD Data Warehouse with Business Intelligence (BI) reporting (Group A)

MDFR expects the vendor to implement a CAD reporting data warehouse with BI reporting features.

The data warehouse with BI reporting should provide the ability to access CAD data, turn it into valuable, real-time actionable information, and rapidly deliver it to the County, thereby increasing accountability, promoting collaboration, improving management of labor and resources, and enhancing overall public safety across the County. The data warehouse and its reporting system should provide functionality to support data analytics, business intelligence, and agency specific statistical reporting. The proposed data warehouse should also allow for ad hoc query capabilities.

The data warehouse with BI reporting may provide functionality to build real-time visually oriented "dashboards" of agency activity and performance that graphically depicts workload activity. The purpose of this functionality is to allow management to view agency- selected metrics of key performance indicators (KPI) at a glance to provide an easy to grasp snapshot of agency performance and to identify trends and problem areas.

2.19 Minimum Software Licenses (Group A)

Proposer's proposal submission and associated pricing shall include software license(s) to accommodate the estimated number of Users as listed below. The County prefers not to purchase separate licenses for third party applications which are embedded into the solution. All licenses that may be required by the solution for third party software are to be included with the proposed Solution and maintained throughout the term of the resultant contract. Licensing must include all licenses required to operate and maintain the testing/staging and training environments. All costs are to be included within the proposal response.

If the proposed Solution requires third party software licenses not embedded into the solution in order to meet the technical and functional specifications of this solicitation, the County reserves the right to leverage software license agreements that may be in place between any proposed third-party software copyright holder. This entitles all parties included as "Users" for this solicitation, with the advantage of reducing software acquisition or maintenance costs. ("Users" includes other entities in addition to the County).

Proposed Solution is not required to use a "Per User" license model, however, the proposed Solution must accommodate, at a minimum, the number of Users listed below. Vendor may propose as an option an Enterprise License model (that does not require user counts), if applicable.

- Estimated 90 MDFR dispatchers, no greater than 30 concurrent
- Estimated 350 Mobile Named Users, no greater than 200 concurrent
- Estimated 200 Concurrent non-Dispatch/non-Mobile Browser Based Users with an unlimited number of Named User accounts

2.20 Minimum Software Licenses (Group B)

Proposer's proposal submission and associated pricing shall include software license(s) to accommodate the following users:

Agency	Total CAD Workstations[1]	Active CAD Workstations[2]	Current CAD Version	Mutual Aid Call Volume[3]
Miami-Dade County Police	143	143	PremierOne CAD	250,000
Miami-Dade Fire Rescue	59	20[4]	TBD	N/A
Aventura	4	4	OneSolution 21.2.0.2001	5,000
Pinecrest	5	5	OSSI OneSolution 21.1.0.2002	5,000
AMR Ambulance	10	5	Logis 3.25.5.514	5,000
Hatzalah SFEMS	12	1	Homegrown	5,000
Miami Dade Ambulance	13	13	Zoll Rescue Net Dispatch 5.0	5,000
Miami Gardens PD	11	4	Mark43 1.0	5,000
South Miami PD	2	2	OSSI 21.4.0.2001	5,000
Homestead PD	15	7	OSSI 19.2	5,000
Miami Shores PD	2	1	Spillman Flex 2021.2	5,000
Doral PD	5 dispatch 1 realtime = 6 total	5 peak	Sungard OneSolution 21.3, 21.4 soon	5,000
City of Miami PD	Primary 38 Back up 19 57 total	21	Motorola PremierOne 4.5	5,000
City of Miami Fire Rescue	19 primary 10 training 16 at fire stations 45 total	8 primary and 16 stations	Homegrown	5,000
City of Hialeah				5,000
City of Coral Gables	11+8+5 in training 24 total	7	Sungard One solution 21.1	5,000
City of Miami Beach	28	12	New World Systems version unknown	5,000

Notes
1. Total CAD Workstations - *Includes supervisors, training and back up centers.*
2. Active CAD Workstations - *The number of CAD workstations being utilized at peak staffing.*
3. Mutual Aid Call Volume - *Estimated annual number of mutual aid calls.*
4. MDFR Active Workstation Counts - *Up to 28 workstations may be active during a significant event, for example a hurricane.*

2.21 Maintenance Services (Group A and Group B)

The selected Proposer shall provide maintenance services (on-site and/or remotely) to the County throughout the term of the resultant contract, including any optional renewal periods. At a minimum, maintenance services should include updates and upgrades to the proposed Solution. Such updates and upgrades shall include correction of substantial defects, fixes of any minor bugs, any fixes due to any conflicts with mandatory operating system security patches, enhancement to Solution functionality, as well as upgrades to new version releases and must maintain compatibility with all customizations and interfaces. The software maintenance plan may include the option of installation of new releases by the selected Proposer. Additionally, updates to the Solution must be provided as determined by legally mandated requirements, such as amendments to local, state, or federal laws. Upgrades and updates to the Solutions may be provided via remote Server Access to any County server providing the application services either by Citrix SSL VPN, Encrypted Connection, or dedicated IP address; access will require prior approval from the County. Maintenance of other non-production environments, such as testing/staging and training shall be included as part of the maintenance services provided.

All maintenance services as outlined above shall be provided for the proposed Solution in its entirety, including any modifications or customization to the delivered Solution.

2.22 Technical Support Services (Group A and Group B)

The selected Proposer shall be responsible for providing technical support services (on-site and/or remotely) to ensure optimal performance of the proposed Solution, including all components, throughout the term of the resultant contract, including any optional renewal periods. The selected Proposer must have technical support services available in the form of unlimited email and/or telephone support as well as live help desk support 24 hours per day, seven days per week, including holidays. The selected Proposer shall also provide on-site technical support when required. This on-site support may be requested when it is determined the problem cannot be corrected by telephone, remote support, or by personnel who are already on-site. Proposers shall include description in the proposal response outlining the support services offered and any limitations thereof.

The County's preferred escalation process is outlined below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A critical component of the System, whether hardware or software, is in a non-responsive state and affects Users' productivity or operations. A high impact problem which affects the Users.	15 minutes	One (1) Hour	15 minutes
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time (exceeds maximum defined response times); functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	One (1) Hour	Two (2) Hours	30 minutes
3=Important	Lesser issues, questions, or items that minimally impact the workflow or require a work around.	4 hours	Twenty-Four (24) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that don't impact the work-flow. Issues that can easily be scheduled such as an upgrade or patch.	8 hours	72 hours for an acceptable workaround until final resolution	Weekly Status Call

2.23 Technical Support Communication (Group A and Group B)

MDFR prefers an electronic ticketing system with the ability to add attachments, in addition to the help line outlined above that is live person answered (an IVR system may not have greater than 1 selection to reach the live person). Additionally, MDFR prefers, at a minimum, a weekly report of all outstanding, open service tickets. Such reports may include:

Ticket number
Location or site
Date/time opened
Date/time of initial vendor response
Date/time closed (if applicable)
Opened by Agency/User Name
Severity level
Brief description of issue
Agency point of contact/lead
Vendor assigned point of contactDate/time of resolution Description of resolution

2.24 Post Implementation Reliability Period Support (Group A and Group B)

To ensure a smooth transition and minimize complications, the County seeks post-implementation support after Go-Live during the Reliability testing phase for a period a minimum of ninety (90) calendar days. Proposers should take into consideration that during this Reliability period, MDFR will require 3 days immediately after Go-Live of 24 hours of on-site support, with an additional 4 days of on-site support with no more than 30 minutes response time, for a total of seven days after Go-Live. Note that MDFR will also activate and use its backup site during this period for simultaneous dispatch activities (Hot/Hot dispatch between primary and backup centers), and so vendors should propose sufficient onsite support resources to provide an onsite presence at both locations during this backup center test period.

2.25 Training (Group A)

A primary factor to the success of this project is ensuring personnel are trained to an appropriate level of proficiency as the various applications are implemented. As such the County seeks a proposed comprehensive training plan that strives to ensure that County operational and technical staff are adequately trained to utilize and support the proposed Solution. The approach and methodology to delivering the required training shall be included in the proposal response. Training shall be provided including but not limited to the following roles: end-users, configurators, and application/system administrators. Classes are to be conducted within Miami-Dade County at various sites. The specific training sites are yet to be determined and will be scheduled based on the selected Proposer's timeline and approach. The County shall provide sufficient space for conducting the training and housing and securing the training equipment.

The County seeks dedicated, contractor-supplied training personnel, during the bulk of the training regimen to ensure that the training program is properly implemented. MDFR expects training to occur during regular daytime hours, but may entail training seven days a week.

Any proposed training course must be reviewed and approved by the County project team prior to commencement of that course. The County foresees the use of a multi-tiered on-site approach to training as delineated below:

- **Tier 1:** System specific functional area end-user training (dispatchers and supervisors,etc.). Note that MDFR expects the vendor's trainer to be present and support the MDFR Train-the-Trainer during Tier 1.
- **Tier 2:** Proposer-provided Train-The-Trainer training.
- **Tier 3:** Proposer-provided System Administrator training for staff identified as problem solvers, configuration specialists,and administrators of the sub-systems.

2.25.1 Operational Training (Group A)

It is anticipated that training will be provided for the staff as follows:

Users	Tier 1Count	Tier 2Count	Tier 3Count
Dispatchers/Supervisors	61	20	N/A
Dispatch System Administrators	0	0	6
MCU Field Users Training	0	30	N/A
MCU System Administrators	0	0	14

2.25.2 Technical System Support Training (Group A)

The County desires either a classroom based or remote/virtual (Zoom) training program for technical support staff as follows:

- Application System support specific training (Applications Support Staff)
- Technical System Support & Administrators training (Staff identified as technical, infrastructure support staff includinghardware, application, database support, etc.)
- GIS/Geospatial support staff

Users	Count
Application System Administrators	6
Technical System Support Administrators	4
GIS/Geospatial Support Staff	4

Note: Operational System Administrators may audit any of the above trainings.

2.25.3 Training Documentation and Materials (Group A and Group B)

To meet the needs of the County, end-user training documentation will require customization. The County expects to receive final versions of training materials in hardcopy and electronic formats, using the Microsoft Office suite of applications. The County shall have full authority to edit/customize all proposer provided end user and system administrator training documentation. The Proposer shall be responsible for providing sufficient training materials and documents such as:

- Instructor Manual(s)
- Student Training Manual(s)
- All manuals in MS Office format

2.25.4 Training Schedule (Group A and Group B)

Given the shift assignments of public safety personnel, training courses will often need to be scheduled outside of normal working hours, including nights and weekends.

MDFR's goal is that end-user training be completed no later than 30 days prior to go live. In the event of unforeseen circumstances (e.g., public emergency) necessitate a disruption or delay of training, the Proposer will work with the County to reschedule training in a mutually agreeable manner without additional cost to the County.

2.26 C2C Training (Group B)

A primary factor to the success of this project is ensuring personnel are trained to an appropriate level of proficiency for the C2C solution. As such the County seeks a proposed comprehensive training plan that strives to ensure that County operational and technical staff are adequately trained to utilize and support the proposed Solution.

The County seeks dedicated, contractor-supplied training personnel, during the bulk of the training regimen to ensure that the training program is properly implemented. MDFR expects training to occur during regular daytime hours but may entail training seven days a week.

Any proposed training course must be reviewed and approved by the County project team prior to commencement of that course. The County foresees the use of a multi-tiered on-site approach to training as delineated below:

- **Tier 1:** System specific functional area end-user training (dispatchers and supervisors,etc.). Note that MDFR expects the vendor's trainer to be present and support the MDFR Train-the-Trainer during Tier 1.
- **Tier 2:** Proposer-provided Train-The-Trainer training.
- **Tier 3:** Proposer-provided System Administrator training for staff identified as problem solvers, configuration specialists,and administrators of the sub-systems.

2.26.1 Operational Training (Group B)

It is anticipated that C2C training will be provided for the operational staff as follows:

Users	Tier 1 Count	Tier 2 Count	Tier 3 Count
Dispatchers/Supervisors	61	20	N/A
Dispatch System Administrators	0	0	6

2.26.2 Administrative & Technical Training (Group B)

The County desires either a classroom based or remote/virtual (Zoom) training program for technical support staff as follows:

- Application System support specific training (Applications Support Staff)
- Technical System Support & Administrators training (Staff identified as technical, infrastructure support staff includinghardware, application, database support, etc.)
- GIS/Geospatial support staff

Users	Count
Application System Administrators	6
Technical System Support Administrators/GIS/Geospatial	4
GIS/Geospatial Support Staff	4

2.26.3 Training Documentation and Materials (Group B)

To meet the needs of the County, end-user training documentation will require customization. The County expects to receive final versions of training materials in hardcopy and electronic formats, using the Microsoft Office suite of applications. The County shall have full authority to edit/customize all proposer provided end user and system administrator training documentation. The Proposer shall be responsible for providing sufficient training materials and documents such as:

- Instructor Manual(s)
- Student Training Manual(s)
- All manuals in MS Office format

2.26.4 Training Schedule (Group B)

Given the shift assignments of public safety personnel, training courses will often need to be scheduled outside of normal working hours, including nights and weekends.

MDFR's goal is that end-user training be completed no later than 30 days prior to go live. In the event of unforeseen circumstances (e.g., public emergency) necessitate a disruption or delay of training, the Proposer will work with the County to reschedule training in a mutually agreeable manner without additional cost to the County.

2.27 Documentation (Group A and Group B)

The County seeks thorough documentation for the installation and configuration of the proposed Solution. System documentation should be provided in a MS Office format for the County to distribute as needed.

The Proposer should, at no additional charge to the County, provide updated Technical Documentation when system changes or updates occur such as versions or releases. All new versions and releases should be accompanied by a document clearly explaining the new functionality, features, corrections, etc., addressed by the release or version. This documentation should be consistent in content and appearance with the original documentation. Further, the Proposer's online help files should also be updated to reflect system changes and updates.

2.27.1 Technical Documentation (Group A and Group B)

Technical Documentation shall include all components of the proposed Solution's installed environment, such as:

- Network schematics
- Server/Infrastructure layout
- Solution diagram
- Process flow diagram
- Database: Data dictionary, table layouts and Entity Relationship Diagrams (ERD)
- Interface specifications
- APIs
- Extensible Markup Language (XML) schema
- Stored queries and procedures
- Reports
- Configuration Management

2.28 Software Escrow (Group A and Group B)

The County is seeking that the selected Proposer enter into a software escrow agreement with a licensed third-party agent to house the source code associated with the proposed Solution, inclusive of any custom development and interfaces included within the proposed Solution. Such source codes should be released to the County based on various triggering events, including: Proposer bankruptcy, Contract default, discontinuation of Solution support and/or development, etc. Fees for software escrow shall be paid directly to the selected Proposer. No third-party invoicing shall be permitted.

2.29 Optional Functionality / Services (Group A)

The optional functionality as detailed in the following sections and their associated pricing, if applicable, are considered optional services and are not included in the Scope of Services. As such, information provided for such optional items will **NOT BE SCORED** as part of the evaluation process, but may be considered at the sole discretion of the County in the future resultant contract.

2.29.1 Fire Rescue/EMS Records Management System (RMS) (Group A)

MDFR may wish to consider the acquisition of a Fire Rescue/EMS RMS as a replacement to its internally developed RMS.A commercially available Fire Recue/EMS RMS that is seamlessly integrated with CAD and SafetyPAD, would be anticipated to provide a comprehensive application covering all aspects of Fire Rescue/EMS incident management and reporting thereby, facilitating the administration of day-to-day operations and services. An RMS would enhance operations by providing the following features:

- CAD integration to simplify data entry by prepopulating incident and response data
- SafetyPAD interface for enhanced electronic Patient Care Reporting
- Automated fire incident and inspection entry
- Automation of paper based and manual processes to facilitate the management of all customary Fire Rescue/EMS activities from Inspections to Hydrant Management to HAZMAT
- Improved resource allocation and trend analysis from data collected from CAD incidents and fire inspections
- Compliance with NIFRS thereby facilitating incident validation, entry, and simplified NIFRS submission
- Compliance with NEMSIS thereby facilitating incident validation, entry, and simplified NEMSIS submission
- Support for single and multiple Agency installations
- Improved agency productivity through efficient scheduling of agency operational activities such as inspections
- Enhanced fire data analytics, business intelligence, KPI metric assessment, and agency statistical reporting
- Robust ad hoc query capabilities
- Improved reporting for accreditation
- System Modules to include
    - Workflow
    - Activity Log
    - Training
    - Investigations
    - Inspections and Permitting
    - Preplanning
    - Reporting
    - Apparatus
    - Calendaring and Scheduling
      Exposure and Injury Reporting

2.29.2 CAD – RMS Integration (Group A)

MDFR is in the preliminary stages of planning for a future acquisition for RMS solutions to support individual operational, administrative, and mandated reporting needs. As an RMS solution has not been selected at this time, the County is unable to provide definitive, specific functional interface requirements. The County may wish to consider the acquisition of a future interface to any RMS that may be acquired. At a minimum, the CAD solution should provide a bidirectional interface providing a periodic load, as close to real time, of CAD incident data which includes but may not be limited to alarm information, incident location, case number, unit assignment/dispatch information, incident disposition, etc.

2.29.3 Proposer Hosted Disaster Recovery (Group A)

The County may wish to consider the acquisition of a complete hosted disaster recovery solution for the proposed Solution. This may include the hardware, software, and network requirements necessary to configure, set-up, implement, and maintain the disaster recovery solution for the proposed Solution, and should incorporate geographically diverse infrastructure, providing high availability. The County will require an SAS-70 report to verify sufficient security controls for any hosted services.

2.29.4 Fire Rescue Unit Move-Up System (Group A)

MDFR may wish to consider the acquisition of a system which will interface with the proposed Solution to calculate and display response coverage maps based on real-time incidents, unit activities, unit locations (via AVL) and historical call volumes. The move-up system will prompt the dispatcher / supervisor with move-up recommendations that can incorporate complex business rules and support operational policies, including honoring mutual aid agreements and ensuring specific response priorities are maintained. The system can be browser based, smart device accessible and/or a client-server-based platform.

3.0 RESPONSE REQUIREMENTS

3.1 Submittal Requirements

In response to this Solicitation, Proposer should **complete and return the entire Proposal Submission Package**. Proposers should carefully follow the format and instructions outlined therein. All documents and information must be fully completed and signed as required and submitted in the manner described.

Proposers may submit proposals, for one or both groups:

A) Proposers submitting proposals for **Group A. Computer Aided Dispatch(CAD),Mobile, Interfaces and Services** shall submit the entire Proposal Submission Package[1] that includes but not limited to:

- Proposer Information. Group A.
- Form 1. Price Proposal Schedule (Group A)
- Completed Attachment A. Functional Specifications Matrix (Group A).
- Completed Attachment C. Interface Specifications Matrix (Group A)
- Completed Attachment E. Client Reference Template
- Completed Attachment F. County Resources Staffing Worksheet
- Attachment G. Exceptions table.
- Supplier/Subcontractor Listing Form (Group A)
- Lobbyist Registration From (Group A)
- Contractor Due Diligence Affidavit

B) Proposers submitting proposals for **Group B. CAD to CAD (C2C), Interfaces and Services** shall submit the entire Proposal Submission Package[1] that includes but not limited to:

- Proposer Information. Group B.
- Form 1. Price Proposal Schedule (Group B)
- Completed Attachment B. Functional Specifications Matrix (Group B).
- Completed Attachment D. Interface Specifications Matrix (Group B)
- Completed Attachment E. Client Reference Template
- Completed Attachment F. County Resources Staffing Worksheet
- Attachment G. Exceptions table.
- Supplier/Subcontractor Listing Form (Group B)
- Lobbyist Registration From (Group B)
- Contractor Due Diligence Affidavit

Note: A separate individual proposal including all the required information, forms and etc. is required for each group.

Each submitted Proposal shall be written in sufficient detail to permit the County to conduct a meaningful evaluation of the proposed Services. However, overly elaborate Proposals are not requested or desired.

4.0 EVALUATION PROCESS

4.1 Review of Proposals for Responsiveness

Each proposal will be reviewed to determine if the proposal is responsive to the submission requirements outlined in this Solicitation. A responsive proposal is one which follows the requirements of this Solicitation, includes all documentation, is submitted in the format outlined in this Solicitation, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may result in the proposal being deemed non-responsive.

4.2 Evaluation Criteria

Proposals will be evaluated by a Competitive Selection Committee which will evaluate and rank proposals on criteria listed below. The Competitive Selection Committee will be comprised of executives, professionals and subject matter experts within the County or from private or non-profit sectors, other governmental/quasi-governmental organizations, and retired executives with the appropriate experience and/or knowledge, striving to ensure that the Competitive Selection Committee is balanced with regard to both ethnicity and gender. The criteria are itemized with their respective weights for a maximum total of one thousand (1000) points per Competitive Selection Committee Member.

EVALUATION CRITERIA (GROUP A. CAD)

Description	Points
Proposer's relevant experience and qualifications including key personnel of the Proposer and any key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors.	100
Proposer's approach and methodology to providing the services requested in this Solicitation including project management, timeline, configuration, customization, implementation, escrow, training, maintenance, and technical support services.	220
Solution Functionality: Proposer's capability to meet the functional and technical specifications, including ease of use, described in this Solicitation as **Attachment A. Functional Specifications Matrix (Group A)**	450
Solution Interfaces: Proposer's capability to complete development of interfaces described in this Solicitation as **Attachment C**. **Interface Specifications Matrix (Group A).**	150
Proposer's sustainable practices (environmental, social/fair labor standards, and economic)	30
Price Criteria	Points
Proposer's Proposed Price (**Form 1. Price Proposal Schedule (Group A**)	50

Note: Proposals received for Group A will be evaluated in accordance with Evaluation Criteria for Group A.

EVALUATION CRITERIA (GROUP B. C2C)

Description	Points
Proposer's relevant experience and qualifications including key personnel of the Proposer and any key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	100
Proposer's approach and methodology to providing the services requested in this Solicitation including project management, timeline, configuration, customization, implementation, escrow, training, maintenance, and technical support services.	220
Solution Functionality: Proposer's capability to meet the functional and technical specifications, including ease of use, described in this Solicitation as **Attachment B**. **Functional Specifications Matrix (Group B)**	400
Solution Interfaces: Proposer's capability to complete development of interfaces described in this Solicitation as **Attachment D**. **Interface Specifications Matrix (Group B)**	200
Proposer's sustainable practices (environmental, social/fair labor standards, and economic)	30
Price Criteria	Points
Proposer's Proposed Price (**Form 1. Price Proposal Schedule (Group B**)	50

Note: Proposals received for Group B will be evaluated in accordance with Evaluation Criteria for Group B.

Any Proposer, whether a joint venture or otherwise, may proffer the experience or qualifications of its corporate parent, sister, or subsidiary (collectively "an Affiliated Company"). However, given the unique nature of individual corporate relationships, Proposers

seeking to rely on the experience or qualifications of an affiliated company are advised that the Competitive Selection Committee shall have the discretion to determine what weight, if any, it wishes to give such proffered experience or qualification on a case-by-case basis. Competitive Selection Committee may base such decision on the particulars of the relationship between the Proposer and the affiliated company, as evidenced by the information and documentation provided in the Proposer Information Section, during Oral Presentations, or otherwise presented at the request of the Competitive Selection Committee.

4.3 Oral Presentations

Upon evaluation of the technical criteria indicated above, rating and ranking, the Competitive Selection Committee may choose to conduct an oral presentation with the Proposer(s) which the Competitive Selection Committee deems to warrant further consideration based on, among other considerations, scores in clusters and/or maintaining competition. (See "Lobbyist Registration Affidavit" regarding registering speakers in the proposal for an oral presentation and/or recorded negotiation meeting or sessions). Upon completion of the oral presentation(s), the Competitive Selection Committee will re-evaluate, re-rate and re-rank the proposals remaining in consideration based upon the written documents combined with the oral presentation.

4.4 Selection Factor

This Solicitation includes a selection factor for Miami-Dade County Certified Small Business Enterprises (SBE's) as follows. A SBE is entitled to receive an additional ten percent (10%) of the total technical evaluation points on the technical portion of such Proposer's proposal. Pursuant to Sections 2-8.1.1.1.1 and 2-8.1.1.1.2 of the Code, Proposer shall have all the necessary licenses, permits, registrations and certifications, to include SBE certification, to perform a commercially useful function in the provision of the type of goods and/or services required by this Solicitation. For certification information, contact Small Business Development Division at (305) 375-3111, visit http://www.miamidade.gov/smallbusiness/ or, e-mail your inquiries directly to: Sbdcert@miamidade.gov.

The SBE must be certified by proposal submission deadline, at contract award, and for the duration of the contract to remain eligible for the preference. Firms that graduate from the SBE Program during the contract term may remain on the contract.

Any Proposer may enter into a Joint Venture with a Small Business Enterprise firm for the purposes of receiving an SBE Selection Factor. Joint Ventures will be considered as one entity by the County during the evaluation of the proposal in response to this Solicitation. Joint Ventures must be pre-approved by Small Business Development and meet the criteria for the purposes of receiving an SBE Selection Factor pursuant to this Section.

4.5 Local Certified Veteran Business Enterprise Preference

This Solicitation includes a preference for Miami-Dade County Local Certified Veteran Business Enterprises in accordance with Section 2-8.5.1 of the Code. "Local Certified Veteran Business Enterprise" or "VBE" is a firm that is (a) a local business pursuant to Section 2-8.5 of the Code and (b) prior to proposal or bid submittal is certified by the State of Florida Department of Management Services as a veteran business enterprise pursuant to Section 295.187 of the Florida Statutes. A VBE that submits a proposal in response to this solicitation is entitled to receive an additional five percent of the evaluation points scored on the technical portion of such vendor's proposal. If a Miami-Dade County Certified Small Business Enterprise (SBE) measure is being applied to this Solicitation, a VBE which also qualifies for the SBE measure shall not receive the veteran's preference provided in this section and shall be limited to the applicable SBE preference. At the time of proposal submission, the firm must affirm in writing its compliance with the certification requirements of Section 295.187 of the Florida Statutes and submit this affirmation and a copy of the actual certification along with the Submittal Form.

4.6 Price Evaluation

Group A. CAD - after the evaluation by the Competitive Selection Committee of the technical components of proposal(s) in accordance with the Technical Criteria outlined above (including Oral presentations), Form1. Price Proposal Schedule (Group A) (and any attachments thereto) will be distributed to the Competitive Selection Committee. The price proposal will be evaluated subjectively following evaluations of the technical proposal (and any Oral presentations), including an evaluation of how well it matches Proposer's understanding of the County's needs described in this Solicitation, the Proposer's assumptions, and the value of the proposed services. The pricing evaluation is used as part of the evaluation process to determine the highest ranked Proposer. The County reserves the right to negotiate the final terms, conditions and pricing of the contract as may be in the best interest of the County.

Group B. C2C - after the evaluation by the Competitive Selection Committee of the technical components of proposal(s) in accordance with the Technical Criteria outlined above (including Oral presentations), **Form1. - Price Proposal Schedule (Group B)** (and any attachments thereto) will be distributed to the Competitive Selection Committee. The price proposal will be evaluated subjectively following evaluations of the technical proposal (and any Oral presentations), including an evaluation of how well it matches Proposer's

understanding of the County's needs described in this Solicitation, the Proposer's assumptions, and the value of the proposed services. The pricing evaluation is used as part of the evaluation process to determine the highest ranked Proposer. The County reserves the right to negotiate the final terms, conditions and pricing of the contract as may be in the best interest of the County.

4.7 Local Preference

The evaluation of competitive solicitations is subject to Section 2-8.5 of the Code, which, except where contrary to federal or state law, or any other funding source requirements, provides that preference be given to local businesses. If, following the completion of final rankings by the Competitive Selection Committee a non-local Proposer is the highest ranked responsive and responsible Proposer, and the ranking of a responsive and responsible local Proposer is within 5% of the ranking obtained by said non-local Proposer, then the highest ranked local Proposer shall have the opportunity to proceed to negotiations and the Competitive Selection Committee will recommend that a contract be negotiated with said local Proposer.

4.8 Negotiations

The Competitive Selection Committee will evaluate, score and rank proposals, and submit the results of the evaluation to the County Mayor or designee with its recommendation. The County Mayor or designee will determine with which Proposer(s) the County shall negotiate, if any, taking into consideration the Local Preference Section above. The County Mayor or designee, at their sole discretion, may direct negotiations with the highest ranked Proposer (for each Group), and/or may request better offers. In any event the County engages in negotiations with a single Proposer and/or requests better offers, the discussions may include price and conditions attendant to price.

Notwithstanding the foregoing, if the County and said Proposer(s) cannot reach agreement on a contract, the County reserves the right to terminate negotiations and may, at the County Mayor's or designee's discretion, begin negotiations with the next highest ranked Proposer(s). This process may continue until a contract acceptable to the County has been executed or all proposals are rejected. No Proposer shall have any rights against the County arising from such negotiations or termination thereof.

Any Proposer recommended for negotiations shall complete a Non-Collusion Affidavit, in accordance with Section 2-8.1.1 of the Code. (If a Proposer fails to submit the required Non-Collusion Affidavit, said Proposer shall be ineligible for award). Attendees actively participating in negotiation with Miami-Dade County shall be listed on the Lobbyist Registration Affidavit or registered as a lobbyist with the Clerk of the Board.

Any Proposer recommended for negotiations may be required to provide to the County:

a) Its most recent certified business financial statements as of a date not earlier than the end of the Proposer's preceding official tax accounting period, together with a statement in writing, signed by a duly authorized representative, stating that the present financial condition is materially the same as that shown on the balance sheet and income statement submitted, or with an explanation for a material change in the financial condition. A copy of the most recent business income tax return will be accepted if certified financial statements are unavailable.

b) Information concerning any prior or pending litigation, either civil or criminal, involving a governmental agency or which may affect the performance of the services to be rendered herein, in which the Proposer, any of its employees or subcontractors is or has been involved within the last three years.

c) Disclosure of any lawsuits which include allegations of discrimination in the last ten years prior to date of solicitation, the disposition of such lawsuits, or statement that there are NO such lawsuits, in accord with Resolution No. R-828-19.

4.9 Contract Award

Any proposed contract, resulting from this Solicitation, will be submitted to the County Mayor or designee. All Proposers will be notified in writing of the decision of the County Mayor or designee with respect to contract award. The Contract award, if any, shall be made to the Proposer whose proposal shall be deemed by the County to be in the best interest of the County. Notwithstanding the rights of protest listed below, the County's decision of whether to make the award and to which Proposer shall be final.

4.10 Rights of Protest

A recommendation for contract award may be protested by a Proposer in accordance with the procedures contained in Sections 2-8.3 and 2-8.4 of the Code, as amended, and as established in Implementing Order No. 3-21.

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5.0 TERMS AND CONDITIONS

The County's **draft form of agreement** is attached. Proposers should review the document in its **ENTIRETY.** The terms and conditions summarized below are of special note and can be found in their entirety in the agreement:

a) Supplier Registration

Prior to being recommended for award, the Proposer shall complete a Miami-Dade County **Supplier** Registration Package. For online vendor registration, visit the **Supplier Portal**: https://supplier.miamidade.gov.

b) Insurance Requirements

The Contractor shall furnish to the County, Internal Services Department, Strategic Procurement Division, prior to the commencement of any work under any agreement, Certificates of Insurance which indicate insurance coverage has been obtained that meets the stated requirements.

6.0 ATTACHMENTS

Draft Form of Agreement

Proposal Submission Package, including:

- Web Forms – Submittal Form and Contractor Due Diligence Affidavit
- Proposer Information Section (Group A)*
- Proposer Information Section (Group B)*
- Form 1. Price Proposal Schedule (Group A)*
- Form 1. Price Proposal Schedule (Group B)*
- Subcontracting Form (Group A)
- Subcontracting Form (Group B)
- Lobbyist Registration Affidavit (Group A) *(for an Oral Presentation and/or Recorded Negotiation Meeting or Sessions)*
- Lobbyist Registration Affidavit (Group B) *(for an Oral Presentation and/or Recorded Negotiation Meeting or Sessions)*

Attachments

- Attachment A. Functional Specifications Matrix (Group A)*
- Attachment B. Functional Specifications Matrix (Group B)*
- Attachment C. Interface Specifications Matrix (Group A)*
- Attachment D. Interface Specifications Matrix (Group B)*
- Attachment E. Client Reference Template*
- Attachment F. County Resources Staffing Worksheet*
- Attachment G. Exceptions Table*

List of Exhibits:

Exhibit 1. ITD Technology Model
Exhibit 2. Application Migration Table
Exhibit 3. USDD Fire Station Alerting System Interface
Exhibit 4. MCM CommShop
Exhibit 5. Miami-Dade Hydrant Interface
Exhibit 6. FBI CJIS Security Policy
Exhibit 7. Miami-Dade Fire Rescue Differential Dispatch
Exhibit 8. Miami-Dade Fire Rescue RMS Interface Document
Exhibit 9. GIS Web Services Document
Exhibit 10. HipLink REST Interface Integration Guide
Exhibit 11. MDFR Premier CAD Commands

**Note – These documents have been posted to BidSync in the form of fillable Microsoft Word or Excel documents*