

SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.25  
(ID # 11870)

MEETING DATE:

Tuesday, February 11, 2020

FROM: SHERIFF-CORONER-PA:

SUBJECT: SHERIFF-CORONER-PA: Approve the Master Subscription Agreement, the Proposal/Statement of Work, and Order Form with SOMA Global, LLC for the purchase of the Computer Aided Dispatch (CAD), Records Management System (RMS), and Jail Information Management Systems (JIMS) solution without seeking competitive bids for Ten Years. [All Districts]; [Total Cost – \$18,314,158; up to \$1,831,416 in additional compensation]; 6% Federal Grant; 2% Asset Forfeiture; 4% Booking Fee Recovery Sub Fund; 2% AB 709 Court Services Automation Sub Fund; and 86% Sheriff's Budget; 4/5 Vote.

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the Master Subscription Agreement, the Proposal/Statement of Work, and the related Order Form with SOMA Global, LLC for the purchase of the Computer Aided Dispatch (CAD), Records Management System (RMS), and Jail Information Management Systems (JIMS) solution without seeking competitive bids for a total aggregate amount of \$18,314,158 for ten years through January 30, 2030, and authorize the Chairman of the Board of Supervisor to sign the Agreement, the Proposal/Statement of Work, and related Order Form on behalf of the County;

ACTION: Policy, 4/5 Vote Required

*Dennis Vrooman*  
Dennis Vrooman, Assistant Sheriff

2/5/2020

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MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: February 11, 2020  
xc: Sheriff, Auditor

Kecia R. Harper  
Clerk of the Board

By: *[Signature]*  
Deputy

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2. Authorize Purchasing Agent, in accordance with Ordinance 459, based on the availability of fiscal funding and as approved by County Counsel to sign amendments that exercise the options of the Agreement, including modifications of the statement of work that stay within the intent of the Agreement, and sign amendments to the compensation provisions that do not exceed the sum total of ten percent (10%) of the total cost of the contract; and,
3. Approve and direct the Auditor Controller to make the budget adjustments, as shown on Schedule A attached.

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 2,349,614	\$ 708,054	\$ 20,145,574	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 708,054	\$ 17,795,960	\$ 0
<b>SOURCE OF FUNDS:</b> 6% Federal Grant; 2% Asset Forfeiture; 4% Booking Fee Recovery Sub Fund; 2% AB 709 Court Services Automation Sub Fund; and 86% Sheriff's Budget			<b>Budget Adjustment:</b> Yes	
			<b>For Fiscal Year:</b> 19/20-29/30	

**C.E.O. RECOMMENDATION:** [CEO use]

3.18 10/30/2018

BR# 20-055

**BACKGROUND:**

**Summary**

The Sheriff's Department depends on the Computer Aided Dispatch (CAD), Records Management System (RMS), and Jail Information Management System (JIMS) to quickly and accurately document and share mission-critical information in real time to perform law enforcement functions. These systems are the lifelines of any public safety organizations with first responders sending out mass amount of communications each day to ensure rapid response to time-critical situations. While these systems are vital and as our needs evolved, the Sheriff's Department, for the last thirty years, has been using the same antiquated technology to complete some of their most mission-critical tasks.

The Sheriff's current CAD was purchased from Eyring Research Institute in 1986, the RMS from OCS Technologies (OCS) in 1994, and the JIMS from Sonoma County in 1988. The CAD system is a Cobol based, HP NonStop SQL system, with the front-end clients written in Visual C++ and java. The RMS application is composed of products developed in COBOL, C, C++ and C#, and the database is Microsoft SQL 2008 running on a Windows 2008 server. The JIMS was developed in COBOL. While these systems have gone through several upgrades to meet the demands of the department users, they are running on old platforms that limit our ability to extract and push out information or configure our data in usable manner. The redundancy of tasks by the operators across systems and inability to comply with new State and Federal

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mandates have limited our ability to improve our operation or achieve workflow efficiencies. And as reporting requirements continually increase, the need for us to find a simpler way to deliver information to those on the ground in a faster and more accurate way is paramount.

Since these systems have surpassed their usefulness, the Sheriff conducted an extensive market research and site visits to assess the latest technology that can meet our current needs while being mindful of future growth and expansion. The key criteria to our requirement and selection are based on platform, configuration, and accessibility, and we determined SOMA Global has the software solution that can meet all our operational needs. Some of the features that are unique to and sold exclusively by Soma are their Native-Cloud Platform, Browser-Based Interface and Expansive/Extensible Platform. Their SOMA Platform features flexible deployment options that can be hosted on/off premise, which greatly reduces our hardware investment. They provide an all-in-one solution, and their innovative cloud-based hub connects agencies and their data by offering the ability to search across systems, internet and social media instantly to bring that disparate data into one place. Their highly configurable schema builder provides the end-users administrative control and flexibility to design, modify and implement new custom objects, fields, and relationships without the vendor's assistance or additional programming cost. All major CAD, RMS, Jail and Mobile systems are supported through a simple configuration, allowing the users the ability to interface and customize features to adapt to new requirements and mandates of law enforcement work. Since the application is user driven, this is ideal for meeting future requirements and adaptability. Furthermore, their platform is versatile to work on multiple mobile devices and their application is designed to give agencies and first responders instant access to data from anywhere. The flexibility of SOMA application provides the best solution to meet the Sheriff's operational requirements.

**Impact on Residents and Businesses**

The CAD/RMS/JIMS systems are powerful tools that support the day-to-day operations of the Sheriff's Department by enhancing public safety through the efficient use of resources and effective tactical deployment. The new system will provide department personnel and dispatchers the capability to quickly share and streamline the flow of vital information that will keep communities, including and officers, responding to time-critical situations, safer.

**Price Reasonableness**

The Sheriff's Department has been vigorously negotiating this contract and by committing to a ten-year (10) contract term, the vendor agrees to reduce the first-year cost by 50%, commit to a fixed rate of \$1,699,330 for year two to five, and reduce their annual 5% increase on the service renewal to a 2.5% for year six to ten. The first year alone provides a cost saving of \$849,665. The purchase will encompass the SOMA Dispatch, Records, Jail, Mobile, Solve and Hub, as well as all the features outlined on the Sole Source Justification, Attachment A: Features of SOMA Application. These additional enhanced features/functionalities will provide the Sheriff's Department the ability to create efficiency within their workflow and operation, including replacing other outdated applications used by the Department that would yield additional cost

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saving to the County. For instance, the application can track mandated trainings, vehicles and equipment assigned to personnel, as well as inventoried goods. The ability to assign asset, equipment to personnel and designate their work location in the system allows for better tracking and accountability for building rates.

Once SOMA goes live, some hardware and software maintenance services will no longer be necessary and this will yield a cost saving of \$621,329 annually, and \$6,213,290 over ten years. The total ten-year cost for the SOMA application is \$18,314,158. By applying the total cost saving amount to the purchase cost, the Department would be committing \$12,100,868 of additional funding towards the new purchase. The \$12,100,868 cost spread over ten years equate to \$1.2M annually for all applications.

In addition, the Sheriff's Department would like to request for a 10% contingency in the amount of \$1,831,416 (over the 10-year contract term) to allow for additional support and services if needed.

**Additional Fiscal Information:**

On May 8, 2018 (Agenda 3.18), the Board of Supervisor approved and authorized the Chairman to sign grant application related documents to support the County's application for the FY18 NCS-X Implementation Assistance Program: Support for Local Law Enforcement Agencies, Part A, Grant. As a result, on September 25, 2018, the County of Riverside was awarded \$1,524,997 to purchase grant funded computer hardware and infrastructure to assist in bringing the County's CAD/RMS systems into compliance with the National Incident-Based Reporting System (NIBRS) prior to the NIBRS transition deadline of January 1, 2021. Although the Board approved the budget adjustment of \$1,524,997 in the prior fiscal year (Agenda 3.18, 10/30/18), this amount was never spent and returned back as part of the Sheriff's yearend cost saving. During this time, a new Sheriff was elected and with the transition of our new administration, a total evaluation of this project was done for fiscal prudence and future sustainability. With the change to our project, a vendor had not been identified at the time to issue the purchase order in FY 18/19 to earmark this project for payment. Additionally, grant money was not received and therefore no encumbered monies occurred in FY 18/19. Of the total grant amount received, the Sheriff Department plans to apply \$1,024,997 to the purchase of the SOMA application in FY 19/20. The remaining amount of \$500,000 to be spend on other components relating the CAD/RMS will be determined at a later time, at which point the Sheriff will request for another budget adjustment to spend out the remaining grant funds.

For the initial payment of \$2,349,614 (this cost encompasses the service platform of \$849,665 and implementation cost of \$1,499,949), the Sheriff will apply the federal grant, federal equity share sub fund, booking fees recovery sub fund, and court services automation sub fund to cover the first-year cost. The Sheriff will budget and pay for the application and services in the amount of \$15,964,544 using the Sheriff's budget for year two to ten.

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**FIRST YEAR COST - FINANCIAL DATA COST BREAKDOWN**

NIBRS Grant	Support	\$ 1,024,997	44%
Federal Equity Share	Patrol	\$ 341,539	15%
Booking Fees Recovery	Corrections	\$ 641,539	27%
AB 709 Court Svcs Automation	Court Services	\$ 341,539	15%
<b>TOTAL FIRST YEAR COST</b>		<b>\$ 2,349,614</b>	<b>100%</b>

**Attachments**

RCIT H-11

Sole Source Justification #20-092

Master Subscription Services (MSA) – 4 copies

Order Form/Terms and Conditions – 4 copies

Proposal/Scope of Work (SOW) – 4 copies

**SCHEDULE A**

**Budget Adjustment FY 19-20**

**Increase Appropriations:**

10000-2500200000-546280	Capitalized Software	\$1,024,997
10000-2500300000-546280	Capitalized Software	\$ 341,539
10000-2500400000-546280	Capitalized Software	\$ 641,539
10000-2500500000-546280	Capitalized Software	<u>\$ 341,539</u>
	<b>TOTAL</b>	<b>\$2,349,614</b>

**Increase Estimated Revenue:**

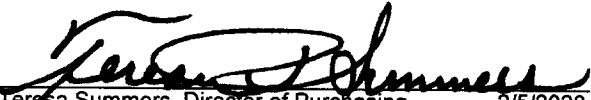
10000-2500200000-767220	Federal-Other Grants	<u>\$1,024,997</u>
	<b>TOTAL</b>	<b>\$1,024,997</b>

**Memo Line Only:**

11026-2500300000-321139	Federal Equity Share	\$ 341,539
11085-2500400000-330132	Booking Fees Recovery	\$ 641,539
11008-2500500000-321134	AB 709 Court Svcs Automation	<u>\$ 341,539</u>
	<b>TOTAL</b>	<b>\$1,324,617</b>

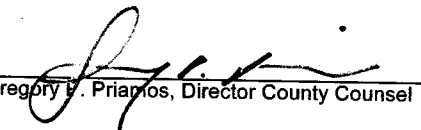
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Misley Wang, Supervising Accountant 2/3/2020

  
Teresa Summers, Director of Purchasing 2/5/2020

  
Cherilyn Williams 2/5/2020

  
Jeff Van Wageningen, Assistant CEO / Public Safety 2/5/2020

  
Gregory L. Priamos, Director County Counsel 1/29/2020

  
Jim Smith, Chief Technology Officer 2/5/2020



6911 Bryan Dairy Rd., Suite 210  
Largo, FL 33777  
[www.somaglobal.com](http://www.somaglobal.com)

Presented on: January 17, 2020

Valid thru: March 17, 2020

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## Client Information

Agency/Company: The County of Riverside

Contact Name: Assistant Sheriff Dennis Vrooman

Contact Email: dvrooman@riversidesheriff.org

Billing Address: 4095 Lemon Street

City, State, Zip: Riverside, CA 92501

Billing Phone: 951-453-1332

## Terms and Conditions

Term (Years): 10

Contract Start Date: 2/1/2020

Contract End Date: 2/1/2030

Billing Frequency: Annual, In Beginning of Fiscal Year (Prorated in 1st Full Year and Last Year)

Payment Terms: Net 60

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## Platform (PSaaS) Fees

Service	Unit Price	Units	Total Price	23
<b>SOMA Platform</b>	<b>\$1,800</b>			
<b>SOMA DISPATCH</b>				
<b>SOMA RECORDS</b>				
<b>SOMA MOBILE</b>				
<b>SOMA JAIL</b>	<b>\$345</b>	<b>4200</b>	<b>\$1,449,000</b>	
<b>SOMA SOLVE</b>				
<b>SOMA HUB</b>				
(per User per Year)			<b>81% Incentive</b>	<b>4</b>
<b>Optional Services</b>				
<b>Add-On SOMA Platform</b>	<b>Calls per Year</b>	<b>900,000</b>		<b>5</b>
per Users(County Public Safety/Government Agencies)	<b>\$500</b>			
(per User per Year)				
<b>SOMA Data Cloud</b>				
Legacy Data Cloud Hosting	<b>\$144,900</b>	<b>1</b>	<b>\$144,900</b>	
<b>SOMA Alerts</b>				
Messages IncludedAdditional per 10,000 Messages)	<b>\$400</b>	<b>900,000</b>	<b>\$35,600</b>	
<b>SOMA Video Streaming</b>				
(First 150 Hours IncludedAdditional per 150 Hours)	<b>\$150</b>	<b>60,000</b>	<b>\$59,850</b>	
<b>SOMA Video Storage</b>				
(First 10 Hours/mo IncludedAdditional per 10 Hours)	<b>\$20</b>	<b>5,000</b>	<b>\$9,980</b>	
<b>SOMA Merchant Transactions</b>				<b>7</b>
Integrated Merchant Portal(Service Charge/tx)	<b>\$1.50</b>			
Premium Support			<b>Included</b>	
<b>TOTAL Platform (PSaaS™)</b>			<b>\$1,699,330</b>	



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# Implementation Fees

Service	Unit Price	Units	Total Price
<b>Setup &amp; Provisioning</b> (Base System Setup)	\$509,799	1	<b>\$509,799</b>
<b>Data Integration</b> Legacy Master Indices, Incidents, Criminal, Evidence)	\$144,900	1	<b>\$144,900</b>
<b>Interfaces</b> (Common Interfaces Included) <Interface List>	\$25,000		
<b>Implementation Services</b> (per Module) SOMA DISPATCH SOMA RECORDS SOMA MOBILE SOMA JAIL SOMA SOLVE SOMA HUB	\$120,750	7	<b>\$845,250</b>
<b>Add-On Implementation Services</b> <sup>8</sup> Additional Agencies(County Police/Fire Departments)	TBD		
<b>On-Site Daily Rates</b> <sup>9</sup> Project Owner Training/Support Platform Engineer (Travel Included)	\$1,450 \$1,050 \$1,850		
<b>TOTAL Implementation</b>			<b>\$1,499,949</b>

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## Platform (PSaaS™)

## Fee Schedule

Milestone	Billing Date	Fee
First Year Platform Services - Contract Start Date	50%	<b>\$849,665</b>
(Prorated) 2021 Platform Fees	2/1/2021	\$708,054
2021/22 Platform Fees	7/1/2021	\$1,699,330
2022/23 Platform Fees	7/1/2022	\$1,699,330
2023/24 Platform Fees	7/1/2023	\$1,699,330
2024/25 Platform Fees	7/1/2024	\$1,717,031
2025/26 Platform Fees	7/1/2025	\$1,759,957
2026/27 Platform Fees	7/1/2026	\$1,803,956
2027/28 Platform Fees	7/1/2027	\$1,849,055
2028/29 Platform Fees	7/1/2028	\$1,895,281
(Prorated) 2029/30 Platform Fees	7/1/2029	\$1,133,220

## Implementation

## Fee Schedule

Milestone	Fee
Completion of Base Provisioning of Agency	10% <b>\$149,995</b>
Completion of System Administration Training	10% <b>\$149,995</b>
Completion of Core System Provisioning - "Soft-Launch"	20% <b>\$299,990</b>
Completion of Preliminary Acceptance Testing	20% <b>\$299,990</b>
Completion of Training	10% <b>\$149,995</b>
Completion of System Live Use - "Go-Live"	20% <b>\$299,990</b>
Completion of System Acceptance/30 Day Reliability Period	10% <b>\$149,995</b>

**TOTAL COST OF OWNERSHIP \$18,314,159**

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## Quote Special Terms

- 1 If this Order Form is executed and/or returned to SOMA by Client after the Order Start Date above, SOMA may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date SOMA activates the products and provided that the total term length does not change following activation. Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Client. This is not an invoice.
- 2 The Annual/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Annual/Unit Price displayed above, and are the true and binding totals for this order.
- 3 After the Year 5, Service Fees are subject to increase at a rate not to exceed annually: 2.5%
- 4 SOMA offers Volume Incentives starting at 500 users and Incentives for agencies in a new state.
- 5 All applicable "Optional Services" which are metered are evaluated on an annual basis. Any unused credits will be carried into the new year. Any overages will be carried into the new year as a deficit. Estimated consumption of "Optional Services" can be adjusted on an annual basis to accommodate nonuse or overuse, not to exceed 25% increase from the prior billing period.
- 6 Additional Users added mid-term will be charged on a pro-rata basis for the remainder of the current term year at contract-addendum signing. Aggregated annual platform fees will be charged for the remainder of the term.
- 7 All Merchant fees (from Merchant Transactions) are collected at the point-of-sale by SOMA. Client can add their own merchant fees in addition to those charged by SOMA to be paid to Client on a monthly basis.
- 8 Additional Agencies added mid-term will include a discovery session to determine scope for implementation. Implementation services will be quoted separately.
- 9 Daily Hourly Rates designate an accepted rate for out-of-scope work requested by the Client. Unless otherwise required to disclose by Local, State or Federal law, during the Contract Term and for two years thereafter, Client shall not disclose the pricing or terms hereunder to any third party without SOMA's prior written consent. Client shall safeguard all such information with the same or greater degree of care as it uses to safeguard its own confidential or proprietary information (but no less than reasonable care). Client shall, upon becoming aware of any unauthorized disclosure of such information, promptly notify SOMA of, and provide reasonable assistance to SOMA in remedying, such disclosure. SOMA shall use reasonable efforts to ensure that the pricing offered in any subsequent Order Form reflects the discounts offered to Client here. However, Client is responsible for confirming the accuracy of such pricing prior to signing any subsequent Order Form. In the event a conflict between the pricing indicated here and that included in any new Order Form, the pricing in the new Order Form shall control as to the subscriptions purchased in that new Order Form.

## Service Special Terms

- Service Level Agreement** The Services will be delivered 24 hours a day, 365 days a year during the term of the Agreement. The Services will be considered available to the Client as of the Contract Start Date indicated in the Order Form. The Services have a guaranteed Uptime of 99.95%.
- Support Services** Maintenance and support services provided other than between the hours of 9AM-5PM Eastern Standard Time are not covered under this Agreement and, if such services are requested by the Client and made available by SOMA, they will be provided at an additional cost to the Client, in a supplementation Support Agreement.

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## Acceptance

Upon signature by Client and submission to SOMA, this Order Form shall become legally binding unless this Order Form is rejected by SOMA for any of the following reasons:

- (1) the signatory below does not have the authority to bind Client to this Order Form,
- (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or
- (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form.

Subscriptions are non-cancelable before their Order End Date. This Order Form is governed by the terms of the SOMA Master Subscription Agreement, unless:

- (i) Client has a written master subscription agreement executed by SOMA for such Services as referenced in the Documentation, in which case such written SOMA master subscription agreement will govern or (ii) otherwise set forth herein.
- (ii) otherwise set forth herein.

Client

SOMA Global

Signature:

Name:

V. MANUEL PEREZ

Nick Stolman

Title:

Chairman

Chief Client Officer

Date:

FEB 11 2020

1/16/2020

FORM APPROVED COUNTY COUNSEL

BY:

SUSANNA N. OH

1/17/2020

DATE

ATTEST:

KECIA R. HARPER, Clerk

By

DEPUTY



6911 Bryan Dairy Rd., Suite 210  
Largo, FL 33777  
www.somaglobal.com

Version 20190523-01  
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# Master Subscription Agreement

THIS AGREEMENT GOVERNS YOUR ACQUISITION AND USE OF OUR SERVICES.

IF YOU REGISTER FOR A FREE TRIAL FOR OUR SERVICES, THE APPLICABLE PROVISIONS OF THIS AGREEMENT WILL ALSO GOVERN THAT FREE TRIAL.

BY ACCEPTING THIS AGREEMENT, EITHER BY CLICKING A BOX INDICATING YOUR ACCEPTANCE OR BY EXECUTING AN SERVICE ORDER THAT REFERENCES THIS AGREEMENT, YOU AGREE TO THE TERMS OF THIS AGREEMENT. IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY AND ITS AFFILIATES TO THESE TERMS AND CONDITIONS, IN WHICH CASE THE TERMS "YOU" OR "YOUR" SHALL REFER TO SUCH ENTITY AND ITS AFFILIATES. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, YOU MUST NOT ACCEPT THIS AGREEMENT AND MAY NOT USE THE SERVICES.

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# 1. DEFINITIONS

**"Affiliate"** means any entity that directly or indirectly controls, is controlled by, or is under common control with the subject entity. "Control," for purposes of this definition, means direct or indirect ownership or control of more than 50% of the voting interests of the subject entity.

**"Agreement"** means this Master Subscription Agreement.

**"Beta Services"** means SOMA services or functionality that may be made available to Client to try at its option at no additional charge which is clearly designated as beta, pilot, limited release, developer preview, non-production, evaluation, or by a similar description.

**"Content"** means information obtained by SOMA from publicly available sources or third-party content providers and made available to Client through the Services, Beta Services or pursuant to an Service Order, as more fully described in the Documentation.

**"Documentation"** means the applicable Service's Trust and Compliance documentation, and its usage guides and policies, as updated from time to time.

**"Malicious Code"** means code, files, scripts, agents or programs intended to do harm, including, for example, viruses, worms, time bombs and Trojan horses.

**"Non-SOMA Application"** means a Web-based, mobile, offline or other software application functionality that is provided by You or a third party and interoperates with a Service, including, for example, an application that is developed by or for You, or is identified as SOMA or by a similar designation.

**"Service Order"** means an ordering document or online order specifying the Services to be provided hereunder that is entered into between You and Us or any of Our Affiliates, including any addenda and supplements thereto. By entering into a Service Order hereunder, an Affiliate agrees to be bound by the terms of this Agreement as if it were an original party hereto.

**"Purchased Services"** means Services that You or Your Affiliate purchase under a Service Order, as distinguished from those provided pursuant to a free trial.

**"Services"** means the products and services that are ordered by You under a Service Order or provided to You under a free trial, and made available online by Us, including associated SOMA offline or mobile components, as described in the Documentation. "Services" exclude Content and Non-SOMA Applications.

**"User"** means an individual who is authorized by You to use a Service, for whom You have purchased a subscription (or in the case of any Services provided by Us without charge, for whom a Service has been provisioned), and to whom You (or, when applicable, Us at Your request) have supplied a user identification and password (for Services utilizing authentication). Users may include, for example, Your employees, consultants, contractors and agents, and third parties with which You transact business.

**"Site"** means a series of linked web pages under common control and developed by Us for You under this Agreement.

**“We,” “Us” or “Our”** means the SOMA company described in Section 13 (Who You Are Contracting With, Notices, Governing Law and Jurisdiction).

**“You” or “Your “Client”** means the County of Riverside, on behalf of its Sheriff’s Department.

**“Your Data”** means electronic data and information submitted by or for Client to the Services, excluding Content and Non-SOMA Applications.

### 3. OUR RESPONSIBILITIES

**3.1. Provision of Purchased Services.** We will (a) make the Services and Content available to You pursuant to this Agreement, the Proposal/SOW dated December 2019, which is attached hereto and the incorporated herein by this reference, any applicable Service Orders, (b) provide applicable SOMA standard support for the Services to You at no additional charge, and/or upgraded support if purchased, (c) use commercially reasonable efforts to make the online Services available 24 hours a day, 7 days a week, except for: (i) planned downtime (of which We shall give advance electronic notice as provided in the Documentation), and (ii) any unavailability caused by circumstances beyond Our reasonable control, including, for example, an act of God, act of government, flood, fire, earthquake, civil unrest, act of terror, strike or other labor problem (other than one involving Our employees), Internet service provider failure or delay, Non-SOMA Application, or denial of service attack.

**3.2. Protection of Your Data.** We will maintain administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of Your Data, as described in the Documentation. Those safeguards will include, but will not be limited to, measures for preventing access, use, modification or disclosure of Your Data by Our personnel except (a) to provide the Purchased Services and prevent or address service or technical problems, (b) as compelled by law in accordance with Section 8.3 (Compelled Disclosure) below, or (c) as You expressly permit in writing. Where Your use of the Services includes the processing of personal data (as described in the EU Data Protection Directive 95/46/EC) within the European Economic Area (EEA), except in respect of any usage during a Free Trial and are hereby incorporated by reference.

**3.3. Our Personnel.** We will be responsible for the performance of Our personnel (including Our employees and contractors) and their compliance with Our obligations under this Agreement, except as otherwise specified herein.

The Agency maintains the right to conduct a level-1 background security clearance on any SOMA employee, or their contractor, who, by virtue of their assignment or task, places them in a position to access or view any Agency systems or data. SOMA further agrees to notify Agency within one (1) business day of any change in status (i.e., arrest, termination/release, re-assignment, etc.) of any SOMA employee or contractor previously authorized to view or access any Agency system or data.

**3.4. Beta Services.** From time to time, We may make Beta Services available to You at no charge. You may choose to try such Beta Services or not in Your sole discretion. Beta Services are intended for evaluation purposes and not for production use, are not supported, and may be subject to additional terms. Beta Services are not considered “Services” under this Agreement,



however, all restrictions, Our reservation of rights and Your obligations concerning the Services, and use of any related Non-SOMA Applications and Content, shall apply equally to Your use of Beta Services. Unless otherwise stated, any Beta Services trial period will expire upon the earlier of one year from the trial start date or the date that a version of the Beta Services becomes generally available without the applicable Beta Services designation. We may discontinue Beta Services at any time in Our sole discretion and may never make them generally available. We will have no liability for any harm or damage arising out of or in connection with a Beta Service.

## 4. USE OF SERVICES AND CONTENT

**4.1 Subscriptions.** Unless otherwise provided in the applicable Service Order or Documentation, (a) Services and access to Content are purchased as subscriptions, (b) subscriptions may be added during a subscription term at the same pricing as the underlying subscription pricing, pro-rated for the portion of that subscription term remaining at the time the subscriptions are added, and (c) any added subscriptions will terminate on the same date as the underlying subscriptions.

**4.2 Usage Limits.** Services and Content are subject to usage limits, including, for example, the quantities specified in Service Orders and Documentation. Unless otherwise specified, (a) the quantity in an Service Order refers to Users, and the Service or Content may not be accessed by more than that number of Users, (b) a User's password may not be shared with any other individual, and (c) except as set forth in an Service Order, a User identification may only be re-assigned to a new individual replacing one who will no longer use the Service or Content. If You exceed a contractual usage limit, We may work with You to seek to reduce Your usage so that it conforms to that limit. If, notwithstanding Our efforts, You are unable or unwilling to abide by a contractual usage limit, You will execute an Service Order for additional quantities of the applicable Services or Content promptly upon Our request, and/or pay any invoice for excess usage in accordance with Section 6.2 (Invoicing and Payment).

**4.3 Your Responsibilities.** You will (a) be responsible for Users' compliance with this Agreement, Documentation and Service Orders, (b) be responsible for the accuracy, quality and legality of Your Data and the means by which You acquired Your Data, (c) use commercially reasonable efforts to prevent unauthorized access to or use of Services and Content, and notify Us promptly of any such unauthorized access or use, (d) use Services and Content only in accordance with this Agreement, Documentation, Service Orders and applicable laws and government regulations, and (e) comply with terms of service of any Non-SOMA Applications with which You use Services or Content.

You will not (a) make any Service or Content available to, or use any Service or Content for the benefit of, anyone other than You or Users, unless expressly stated otherwise in an Service Order or the Documentation, (b) sell, resell, license, sublicense, distribute, make available, rent or lease any Service or Content, or include any Service or Content in a service bureau or outsourcing offering, (c) use a Service or Non-SOMA Application to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or to store or transmit material in violation of third-party privacy rights, (d) use a Service or Non-SOMA Application to store or transmit Malicious Code, (e) interfere with or disrupt the integrity or performance of any Service or third-party data contained therein, (f) attempt to gain unauthorized access to any Service or Content or its related systems or networks, (g) permit direct or indirect access to or use of any Service or Content in a way that circumvents a contractual usage limit, or use any of Our Services to access or

use any of Our intellectual property except as permitted under this Agreement, an Service Order, or the Documentation, (h) copy a Service or any part, feature, function or user interface thereof, (i) copy Content except as permitted herein or in an Service Order or the Documentation, (j) frame or mirror any part of any Service or Content, other than framing on Your own intranets or otherwise for Your own internal business purposes or as permitted in the Documentation, (k) access any Service or Content in order to build a competitive product or service or to benchmark with a Non-SOMA product or service, or (l) reverse engineer any Service (to the extent such restriction is permitted by law). Any use of the Services in breach of this Agreement, Documentation or Service Orders, by You or Users that in Our judgment threatens the security, integrity or availability of Our services, may result in Our immediate suspension of the Services, however We will use commercially reasonable efforts under the circumstances to provide You with notice and an opportunity to remedy such violation or threat prior to such suspension.

**4.4 External-Facing Services.** If You subscribe to a Service for sending electronic messages or for the creation and hosting of, or for posting content on, external-facing websites, such use is subject to prohibited material and actions, as may be applicable to a Service, and You are solely responsible for complying with applicable law in Your use of any cookies or other tracking technologies.

**4.4.1 Prohibited Material.** Clients may not use External-Facing Services to display, store, process or transmit, or permit use of External-Facing Services to display, store, process or transmit:

- a. Material that infringes or misappropriates a third party's intellectual property or proprietary rights;
- b. Obscene, excessively profane material or otherwise objectionable material;
- c. Hate-related or violent material including material advocating discrimination or racial, religious or ethnic intolerance or material advocating or advancing computer hacking or cracking;
- d. Material related to phishing or drug paraphernalia;
- e. Malicious Material;
- f. Unlawful software;
- g. Malicious code, such as viruses, worms, time bombs, Trojan horses and other harmful or malicious scripts, agents or programs; or
- h. Material that violates or encourages conduct that would violate any applicable laws, including any criminal laws, or any third-party rights, including publicity or privacy rights.

**4.4.2 Prohibited Actions.** Clients may not, and may not allow any third-party, including its users, to use an External-Facing Service to:

- a. Generate or facilitate unsolicited commercial email (spam). Such prohibited activity includes, but is not limited to:
  - i. sending communications or email in violation of the CAN-SPAM Act or any other applicable anti-spam law or regulation;
  - ii. imitating or impersonating SOMA, another person or his, her or its email address, or creating false accounts for the purpose of sending spam;

- iii. data mining or harvesting any web property (including any External-Facing Service) to find email addresses or other user account information;
  - iv. sending unauthorized mail via open, third-party servers;
  - v. sending email to users who have requested to be removed from a mailing list;
  - vi. selling to, exchanging with, sharing with or distributing to a third party personal information, including the email addresses of any person without such person's knowing and continued consent to such disclosure; or
  - vii. Sending unsolicited emails to significant numbers of email addresses belonging to individuals and/or entities with whom you have no preexisting relationship;
- b. Send, upload, distribute or disseminate, or offer to do the same with respect to, unlawful, defamatory, harassing, abusive, fraudulent, infringing, obscene, excessively profane or otherwise objectionable material;
  - c. Intentionally distribute viruses, worms, defects, Trojan horses, corrupted files, hoaxes, or any other items of a destructive or deceptive nature;
  - d. Conduct or forward multi-level marketing, such as pyramid schemes and the like or engage in any unauthorized commercial purpose;
  - e. Engage in phishing;
  - f. Generate or facilitate SMS, MMS, or other text messages or push notifications in violation of the Telephone Consumer Protection Act, the Do-Not-Call Implementation Act, or any other applicable law including anti-spam, telemarketing or telephone consumer protection laws or regulations;
  - g. Use the External Facing Services in any manner that violates any applicable industry standards, third party policies or requirements that SOMA may communicate to its users, including all of the applicable guidelines published by the CTIA, the Mobile Marketing Association, the Self-Regulatory Principles as directed by the Digital Advertising Alliance and the Network Advertising Initiative or any other accepted industry associations, carrier guidelines or other industry standards;
  - h. Transmit material that may be harmful to minors;
  - i. Illegally transmit another's intellectual property or other proprietary information without such owner's or licensor's permission;
  - j. Impersonate another person, entity or SOMA (via the use of an email address or otherwise) or otherwise misrepresent themselves or the source of any email;
  - k. Violate the rights (such as rights of privacy or publicity) of others;
  - l. Promote or encourage illegal activity;
  - m. Interfere with other users' enjoyment of an External-Facing Service;
  - n. Engage in activity in connection with illegal peer-to-peer file sharing;
  - o. Engage in or promote gambling, or run a gambling operation;
  - p. "Mine" bitcoins and other cryptocurrencies;
  - q. Sell, distribute or export prescription drugs or other controlled substances;
  - r. Sell, distribute or promote drug paraphernalia;

- s. Access (including through any interfaces provided with an External-Facing Service), any SOMA product or service, or other service or website, in a manner that violates the terms for use of or access to such service or website;
- t. Operate an "open proxy" or any other form of Internet proxy service that is capable of forwarding requests to any end user or third party-supplied Internet host;
- u. Perform significant load or security testing without first obtaining SOMA's written consent;
- v. Remove any copyright, trademark or other proprietary rights notices contained in or on the Service or reformat or frame any portion of the web pages that are part of the Service's administration display;
- w. Access a third party web property for the purposes of web scraping, web crawling, web monitoring, or other similar activity through a web client that does not take commercially reasonable efforts to identify itself via a unique User Agent string describing the purpose of the web client and obey the robots exclusion standard (also known as the robots.txt standard), including the crawl-delay directive; or
- x. Use the External Facing Service in any manner that would disparage SOMA.

**4.4.2 U.S. Digital Millennium Copyright Act.** Each client must (i) comply with any notices received under Title II of the Digital Millennium Copyright Act of 1998 (Section 512 of the U.S. Copyright Act) (the "DMCA") or the European Union Council Directive 2000/31, On Certain Legal Aspects of Information Society Services, in Particular Electronic Commerce, in the Internal Market or other counterparts or their local counterparts, (ii) publicly display a description of its notice and takedown process under the DMCA on its instance of the External-Facing Services, and (iii) comply with that description.

If SOMA receives a notice alleging that material on a client's instance of an External-Facing Service infringes another party's intellectual property, SOMA may disable that client instance of the External-Facing Service or remove allegedly infringing material. If SOMA receives more than one such notice for the same client, SOMA reserves the right to immediately terminate such client's subscriptions to the External-Facing Service as deemed necessary by SOMA to ensure continued protection under the safe harbor provisions under the SOMA or to prevent violations of other applicable laws or third parties' rights.

**4.5 Removal of Content and Non-SOMA Applications.** If We are required by a licensor to remove Content, or receive information that Content provided to You may violate applicable law or third-party rights, We may so notify You and in such event You will promptly remove such Content from Your systems. If We receive information that a Non-SOMA Application hosted on a Service by You may violate Our External-Facing Services or applicable law or third-party rights, We may so notify You and in such event You will promptly disable such Non-SOMA Application or modify the Non-SOMA Application to resolve the potential violation. If You do not take required action in accordance with the above, We may disable the applicable Content, Service and/or Non-SOMA Application until the potential violation is resolved.

## 5. NON-SOMA PROVIDERS

**5.1.** We or third parties may make available third-party products or services, including, for example, Non-SOMA Applications and implementation and other consulting services. Any acquisition by You of such products or services, and any exchange of data between You and any Non-SOMA provider, product or service is solely between You and the applicable Non-SOMA provider. We do not warrant or support Non-SOMA Applications or other Non-SOMA products or services, whether or not they are designated by Us as “certified” or otherwise, unless expressly provided otherwise in a Service Order.

**5.2. Non-SOMA Applications and Your Data.** If You choose to use a Non-SOMA Application with a Service, You grant Us permission to allow the Non-SOMA Application and its provider to access Your Data as required for the interoperability of that Non-SOMA Application with the Service. We are not responsible for any disclosure, modification or deletion of Your Data resulting from access by such Non-SOMA Application or its provider.

**5.3. Integration with Non-SOMA Applications.** The Services may contain features designed to interoperate with Non-SOMA Applications. To use such features, You may be required to obtain access to such Non-SOMA Applications from their providers, and may be required to grant Us access to Your account(s) on such Non-SOMA Applications. We cannot guarantee the continued availability of such Service features, and may cease providing them without entitling You to any refund, credit, or other compensation, if for example and without limitation, the provider of a Non-SOMA Application ceases to make the Non-SOMA Application available for interoperability with the corresponding Service features in a manner acceptable to Us.

## 6. FEES AND PAYMENT FOR PURCHASED SERVICES

**6.1. Fees.** You will pay all fees specified in Service Orders. Except as otherwise specified herein or in a Service Order, (i) fees are based on Services and Content subscriptions purchased and not actual usage, (ii) payment obligations are non-cancelable and fees paid are non-refundable.

**6.2. Invoicing and Payments.** You will provide Us with valid and updated billing credit card information, or with a valid purchase order or alternative document reasonably acceptable to Us. If You provide credit card information to Us, You authorize Us to charge such credit card for all Purchased Services listed in the Service Order for the initial subscription term and any renewal subscription term(s) as set forth in Section 12.2 (Term of Purchased Subscriptions). Such charges shall be made in advance, either annually or in accordance with any different billing frequency stated in the applicable Service Order. If the Service Order specifies that payment will be by a method other than a credit card, We will invoice You in advance and otherwise in accordance with the relevant Service Order. Unless otherwise stated in the Service Order, invoiced charges are due net 60 days from the invoice date. You are responsible for providing complete and accurate billing and contact information to Us and notifying Us of any changes to such information.

**6.3. Overdue Charges.** Omitted.

**6.4. Suspension of Service and Acceleration.** If any amount owing by You under this or any other agreement for Our services is 90 or more days overdue, We may, without limiting Our other rights and remedies, accelerate Your unpaid fee obligations under such agreements so that all such obligations become immediately due and payable, and suspend Our services to You until such amounts are paid in full. Other than for clients paying by credit card or direct debit

whose payment has been declined, We will give You at least 30 days' prior notice that Your account is overdue, in accordance with Section 13.2 (Manner of Giving Notice) for billing notices, before suspending services to You.

**6.5. Payment Disputes.** We will not exercise Our rights under Section 6.3 (Overdue Charges) or 6.4 (Suspension of Service and Acceleration) above if You are disputing the applicable charges reasonably and in good faith and are cooperating diligently to resolve the dispute.

**6.6. Taxes.** Our fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including, for example, value-added, sales, use or withholding taxes, assessable by any jurisdiction whatsoever (collectively, "Taxes"). You are responsible for paying all Taxes associated with Your purchases hereunder. If We have the legal obligation to pay or collect Taxes for which You are responsible under this Section 6.6, We will invoice You and You will pay that amount unless You provide Us with a valid tax exemption certificate authorized by the appropriate taxing authority. For clarity, We are solely responsible for taxes assessable against Us based on Our income, property and employees.

**6.7. Future Functionality.** You agree that Your purchases are not contingent on the delivery of any future functionality or features, or dependent on any oral or written public comments made by Us regarding future functionality or features.

## 7. PROPRIETARY RIGHTS AND LICENSES

**7.1. Reservation of Rights.** Subject to the limited rights expressly granted hereunder, We and Our licensors and Content Providers reserve all of Our/their right, title and interest in and to the Services and Content, including all of Our/their related intellectual property rights. No rights are granted to You hereunder other than as expressly set forth herein.

**7.2. Access to and Use of Content.** You have the right to access and use applicable Content subject to the terms of applicable Service Orders, this Agreement and the Documentation.

**7.3. License to Host Your Data and Applications.** You grant Us, Our Affiliates and applicable contractors a limited-term license to host, copy, transmit and display Your Data, and any Non-SOMA Applications and program code created by or for You using a Service or for use by You with the Services, as reasonably necessary for Us to provide the Services in accordance with this Agreement. Subject to the limited licenses granted herein, We acquire no right, title or interest from You or Your licensors under this Agreement in or to any of Your Data, Non-SOMA Application or such program code.

**7.4. License to Use Feedback.** You grant to Us and Our Affiliates a perpetual, irrevocable, royalty-free license to use and incorporate into Our and/or Our Affiliates' services any suggestion, enhancement request, recommendation, correction or other feedback provided by You or Users relating to the operation of Our or Our Affiliates' services.

**7.5. Federal Government End Use Provisions.** We provide the Services, including related software and technology, for ultimate federal government end use solely in accordance with the following: Government technical data and software rights related to the Services include only those rights customarily provided to the public as defined in this Agreement. This customary commercial license is provided in accordance with FAR 12.211 (Technical Data) and FAR 12.212 (Software) and, for Department of Defense transactions, DFAR 252.227-7015 (Technical Data –

Commercial Items) and DFAR 227.7202-3 (Rights in Commercial Computer Software or Computer Software Documentation). If a government agency has a need for rights not granted under these terms, it must negotiate with Us to determine if there are acceptable terms for granting those rights, and a mutually acceptable written addendum specifically granting those rights must be included in any applicable agreement.

## 8. CONFIDENTIALITY

**8.1. Definition of Confidential Information.** "Confidential Information" means all information disclosed by a party ("Disclosing Party") to the other party ("Receiving Party"), whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Your Confidential Information includes Your Data; Our Confidential Information includes the Services and Content; and Confidential Information of each party includes the terms and conditions of this Agreement and all Service Orders (including pricing), as well as business and marketing plans, technology and technical information, product plans and designs, and business processes disclosed by such party. However, Confidential Information does not include any information that (i) is or becomes generally known to the public without breach of any obligation owed to the Disclosing Party, (ii) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party, (iii) is received from a third party without breach of any obligation owed to the Disclosing Party, or (iv) was independently developed by the Receiving Party or (v) is requested or required to be disclosed by Local, State or Federal law and/or regulation, as further discussed in section 8.3 below.

**8.2.** The Receiving Party will use the same degree of care that it uses to protect the confidentiality of its own confidential information of like kind (but not less than reasonable care) to (i) not use any Confidential Information of the Disclosing Party for any purpose outside the scope of this Agreement and (ii) except as otherwise authorized by the Disclosing Party in writing, limit access to Confidential Information of the Disclosing Party to those of its and its Affiliates' employees and contractors who need that access for purposes consistent with this Agreement and who have signed confidentiality agreements with the Receiving Party containing protections not materially less protective of the Confidential Information than those herein. Either party may disclose the terms of this Agreement or any Service Order to any third party other than its Affiliates, legal counsel and accountants without the other party's prior written consent, provided that a party that makes any such disclosure to its Affiliate, legal counsel or accountants will remain responsible for such Affiliate's, legal counsel's or accountant's compliance with this "Confidentiality" section. Notwithstanding the foregoing, We may disclose the terms of this Agreement and any applicable Service Order to a subcontractor or Non-SOMA Application Provider to the extent necessary to perform Our obligations to You under this Agreement, under terms of confidentiality materially as protective as set forth herein.

**8.3. Compelled Disclosure.** The Receiving Party may disclose Confidential Information of the Disclosing Party to the extent compelled by law to do so, provided the Receiving Party gives the Disclosing Party prior notice of the compelled disclosure (to the extent legally permitted) and reasonable assistance, at the Disclosing Party's cost, if the Disclosing Party wishes to contest the disclosure. If the Receiving Party is compelled by law to disclose the Disclosing Party's Confidential Information as part of a civil proceeding to which the Disclosing Party is a party, and the Disclosing Party is not contesting the disclosure, the Disclosing Party will reimburse the Receiving Party for its reasonable cost of compiling and providing secure access to that Confidential Information.

## 9. REPRESENTATIONS, WARRANTIES, EXCLUSIVE REMEDIES AND DISCLAIMERS

**9.1. Representations.** Each party represents that it has validly entered into this Agreement and has the legal power to do so.

**9.2. Our Warranties.** We warrant that during an applicable subscription term (a) this Agreement, the Service Orders and the Documentation will accurately describe the applicable administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of Your Data, (b) We will not materially decrease the overall security of the Services, (c) the Services will perform materially in accordance with the applicable Documentation, and (d) subject to the "Integration with Non-SOMA Applications" section above, We will not materially decrease the overall functionality of the Services. For any breach of a warranty above, Your exclusive remedies are those described in the "Termination" and "Refund or Payment upon Termination" sections below.

**9.3. Disclaimers.** EXCEPT AS EXPRESSLY PROVIDED HEREIN, NEITHER PARTY MAKES ANY WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND EACH PARTY SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. CONTENT AND BETA SERVICES ARE PROVIDED "AS IS," EXCLUSIVE OF ANY WARRANTY WHATSOEVER. EACH PARTY DISCLAIMS ALL LIABILITY AND INDEMNIFICATION OBLIGATIONS FOR ANY HARM OR DAMAGES CAUSED BY ANY THIRD-PARTY HOSTING PROVIDERS.

## 10. INDEMNIFICATION

**10.1. Indemnification by Us.** We shall indemnify and hold harmless the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives (individually and collectively hereinafter referred to as Indemnitees) from any liability, action, claim or damage whatsoever, based or asserted upon any services of Us, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature. We shall defend the Indemnitees at its sole expense including all costs and fees (including, but not limited, to attorney fees, cost of investigation, defense and settlements or awards) in any claim or action based upon such acts, omissions or services.

With respect to any action or claim subject to indemnification herein by US, We shall, at Our sole cost, have the right to use counsel of their own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of COUNTY; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes Our indemnification to Indemnitees as set forth herein.

Our obligation hereunder shall be satisfied when We have provided to COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim involved.



Our obligations to indemnify and hold harmless the Indemnitees herein from third party claims, area subject to the specified insurance limits required in this Agreement and the limitation on liability set forth in Section 11 below.

**10.2. Indemnification by You.** Unless otherwise prohibited by Local, State or Federal law, You will defend Us against any claim, demand, suit or proceeding made or brought against Us by a third party alleging that any of Your Data infringes or misappropriates such third party's intellectual property rights, or arising from Your use of the Services or Content in violation of the Agreement, the Documentation, Service Order or applicable law (each a "Claim Against Us"), and You will indemnify Us from any damages, attorney fees and costs finally awarded against Us as a result of, or for any amounts paid by Us under a settlement approved by You in writing of, a Claim Against Us, provided We (a) promptly give You written notice of the Claim Against Us, (b) give You sole control of the defense and settlement of the Claim Against Us (except that You may not settle any Claim Against Us unless it unconditionally releases Us of all liability), and (c) give You all reasonable assistance, at Your expense.

**10.3. Exclusive Remedy.** This Section 10 states the indemnifying party's sole liability to, and the indemnified party's exclusive remedy against, the other party for any type of claim described in this Section 10.

## 11. INSURANCE

**11.1. Workers' Compensation.** If We have employees as defined by the State of California, We shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside.

**11.2. Commercial General Liability.** Commercial General Liability insurance coverage, including but not limited to, premises liability, unmodified contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of Our performance of its obligations hereunder. Policy shall name the COUNTY as Additional Insured. Policy's limit of liability shall not be less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit.

**11.3. Vehicle Liability.** If vehicles or mobile equipment are used in the performance of the obligations under this Agreement, then We shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit. Policy shall name the COUNTY as Additional Insureds.

**11.4. Cyber Liability.** We shall procure and maintain for the duration of the contract insurance against claims for injuries to person or damages to property which may arise from or in connection with the performance of the work hereunder by Us, its agents, representatives, or employees. We shall procure and maintain for the duration of the contract insurance claims

arising out of their services and including, but not limited to loss, damage, theft or other misuse of data, infringement of intellectual property, invasion of privacy and breach of data.

Cyber Liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Us in this agreement and shall include, but not limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

If We maintain broader coverage and/or higher limits than the minimums shown above, the County requires and shall be entitled to the broader coverage and/or higher limits maintained by Us. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the County.

**11.5. General Insurance Provisions.** General Insurance Provisions - All lines:

- 1) Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an A M BEST rating of not less than A: VIII (A:8) unless such requirements are waived, in writing, by the County Risk Manager. If the County's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.
- 2) We must declare its insurance self-insured retention for each coverage required herein. If any such self-insured retention exceed \$500,000 per occurrence each such retention shall have the prior written consent of the County Risk Manager before the commencement of operations under this Agreement. Upon notification of self-insured retention unacceptable to the COUNTY, and at the election of the County's Risk Manager, Our carriers shall either; 1) reduce or eliminate such self-insured retention as respects this Agreement with the COUNTY, or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.
- 3) We shall cause Our insurance carrier(s) to furnish the County of Riverside with either 1) a properly executed original Certificate(s) of Insurance and certified original copies of Endorsements effecting coverage as required herein, and 2) if requested to do so orally or in writing by the County Risk Manager, provide original Certified copies of policies including all Endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that a minimum of thirty (30) days written notice shall be given to the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. If Our insurance carrier(s) policies does not meet the minimum notice requirement found herein, We shall cause Our insurance carrier(s) to furnish a 30 day Notice of Cancellation Endorsement.

- 4) In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the County of Riverside receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverage's set forth herein and the insurance required herein is in full force and effect. We shall not commence operations until the COUNTY has been furnished original Certificate (s) of Insurance and certified original copies of endorsements and if requested, certified original policies of insurance including all endorsements and any and all other attachments as required in this Section. An individual authorized by the insurance carrier to do so on its behalf shall sign the original endorsements for each policy and the Certificate of Insurance.
- 5) It is understood and agreed to by the parties hereto that Our insurance shall be construed as primary insurance, and the COUNTY'S insurance and/or deductibles and/or self-insured retention's or self-insured programs shall not be construed as contributory.
- 6) If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services; or, there is a material change in the equipment to be used in the performance of the scope of work; or, the term of this Agreement, including any extensions thereof, exceeds ten (10) years; the COUNTY reserves the right to adjust the types of insurance and the monetary limits of liability required under this Agreement, if in the County Risk Management's reasonable judgment, the amount or type of insurance carried by Us has become inadequate.
- 7) We shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.
- 8) The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to the COUNTY.
- 9) We agree to notify COUNTY of any claim by a third party or any incident or event that may give rise to a claim arising from the performance of this Agreement.

## 12. LIMITATION OF LIABILITY

**12.1** In no event shall the aggregate liability of SOMA, together with all of its affiliates, for any claims arising out of or related to this agreement exceed \$2,000,000, excluding any claims, relating to bodily injury, property damage, confidentiality, data privacy, security, and intellectual property infringement.

## 13. TERM AND TERMINATION

**13.1 Term of Agreement.** This Agreement commences on the date You first accept it and continues until all subscriptions hereunder have expired or have been terminated.

**13.2. Term of Purchased Subscriptions. Term of Subscriptions.** The term of each subscription shall be as specified in the applicable Service Order. Except as otherwise specified in an Service Order, subscriptions will renew, by written amendment, for additional periods equal to the expiring subscription term or one year (whichever is shorter), unless either party gives the other notice of non-renewal at least 90 days before the end of the relevant subscription term.

Except as expressly provided in the applicable Service Order, renewal of promotional or one-time priced subscriptions will be at Our applicable list price in effect at the time of the applicable renewal. Notwithstanding anything to the contrary, any renewal in which subscription volume for any Services has decreased from the prior term will result in re-pricing at renewal without regard to the prior term's per-unit pricing.

**13.3. Termination.** A party may terminate this Agreement for cause (i) upon 180 days written notice to the other party of a material breach if such breach remains uncured at the expiration of such period, or (ii) if the other party becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors.

**13.4. Refund or Payment upon Termination.** If this Agreement is terminated by You in accordance with Section 13.3 (Termination), We will refund You any prepaid fees covering the remainder of the term of all Service Orders after the effective date of termination. If this Agreement is terminated by Us in accordance with Section 13.3, You will pay any unpaid fees covering the remainder of the term of all Service Orders up until the effective date of termination. In no event will termination relieve You of Your obligation to pay any fees payable to Us for the period prior to the effective date of termination.

**13.5. Your Data Portability and Deletion.** Upon request by You made within 90 days after the effective date of termination or expiration of this Agreement, We will make Your Data available to You for export or download as provided in the Documentation for a one-year period. After said one-year period, We will have no obligation to maintain or provide any Your Data, and as provided in the Documentation will thereafter delete or destroy all copies of Your Data in Our systems or otherwise in Our possession or control, unless legally prohibited.

**13.6. Surviving Provisions.** The sections titled "Fees and Payment," "Proprietary Rights and Licenses," "Confidentiality," "Disclaimers," "Mutual Indemnification," "Limitation of Liability," "Refund or Payment upon Termination," "Client Data Portability and Deletion," "Removal of Content and Non-SOMA Applications," "Surviving Provisions" and "General Provisions" will survive any termination or expiration of this Agreement.

## 14. WHO YOU ARE CONTRACTING WITH, NOTICES, GOVERNING LAW AND JURISDICTION

**14.1. General.** Who You are contracting with under this Agreement, who You should direct notices to under this Agreement, what law will apply in any dispute or lawsuit arising out of or in connection with this Agreement, and which courts have jurisdiction over any such dispute or lawsuit, depend on where You are domiciled.

**14.2. Manner of Giving Notice.** Except as otherwise specified in this Agreement, all notices related to this Agreement will be in writing and will be effective upon (a) personal delivery, (b) the second business day after mailing, or (c), except for notices of termination or an indemnifiable claim ("Legal Notices"), which shall clearly be identifiable as Legal Notices, the day of sending by email. Billing-related notices to You will be addressed to the relevant billing contact designated by You. All other notices to You will be addressed to the relevant Services system administrator designated by You.

**14.3. Agreement to Governing Law and Jurisdiction.** This Agreement and any Service Order shall be governed by the laws of the **State of California**, without regard for its conflict of laws rules.

**14.4. No Agency.** For the avoidance of doubt, We are entering into this Agreement as principal and not as agent for any other SOMA company. Subject to any permitted Assignment under Section 15.4, the obligations owed by Us under this Agreement shall be owed to You solely by Us and the obligations owed by You under this Agreement shall be owed solely to Us.

## 15. GENERAL PROVISIONS

**15.1. Export Compliance.** The Services, Content, other technology We make available, and derivatives thereof may be subject to export laws and regulations of the United States and other jurisdictions. Each party represents that it is not named on any U.S. government denied-party list. You shall not permit Users to access or use any Service or Content in a U.S. embargoed country (currently Cuba, Iran, North Korea, Sudan, Syria or Crimea) or in violation of any U.S. export law or regulation.

**15.2. Anti-Corruption.** You agree that You have not received or been offered any illegal or improper bribe, kickback, payment, gift, or thing of value from any of Our employees or agents in connection with this Agreement. Reasonable gifts and entertainment provided in the ordinary course of business do not violate the above restriction. If You learn of any violation of the above restriction, You will use reasonable efforts to promptly notify Our Legal Department at [legal@SOMAGlobal.com](mailto:legal@SOMAGlobal.com).

**15.3. Entire Agreement and Order of Precedence.** This Agreement is the entire agreement between You and Us regarding Your use of Services and Content and supersedes all prior and contemporaneous agreements, proposals or representations, written or oral, concerning its subject matter. Except as otherwise provided herein, no modification, amendment, or waiver of any provision of this Agreement will be effective unless in writing and signed by the party against whom the modification, amendment or waiver is to be asserted. The parties agree that any term or condition stated in Your purchase order or in any other of Your order documentation (excluding Service Orders) is void. In the event of any conflict or inconsistency among the following documents, the order of precedence shall be: (1) the applicable Service Order, (2) this Agreement, and (3) the Documentation.

**15.4. Assignment.** Neither party may assign any of its rights or obligations hereunder, whether by operation of law or otherwise, without the other party's prior written consent (not to be unreasonably withheld); provided, however, either party may assign this Agreement in its entirety (together with all Service Orders), without the other party's consent to its Affiliate or in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of its assets. Notwithstanding the foregoing, if a party is acquired by, sells substantially all of its assets to, or undergoes a change of control in favor of, a direct competitor of the other party, then such other party may terminate this Agreement upon written notice. In the event of such a termination, We will refund to You any prepaid fees allocable to the remainder of the term of all subscriptions for the period after the effective date of such termination. Subject to the foregoing, this Agreement will bind and inure to the benefit of the parties, their respective successors and permitted assigns.

**15.5. Relationship of the Parties.** The parties are independent contractors. This Agreement does not create a partnership, franchise, joint venture, agency, fiduciary or employment relationship between the parties.

**15.6. Third-Party Beneficiaries.** There are no third-party beneficiaries under this Agreement.

**15.7. Waiver.** No failure or delay by either party in exercising any right under this Agreement will constitute a waiver of that right.

**15.8. Severability.** If any provision of this Agreement is held by a court of competent jurisdiction to be contrary to law, the provision will be deemed null and void, and the remaining provisions of this Agreement will remain in effect.

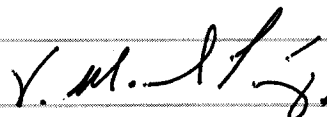
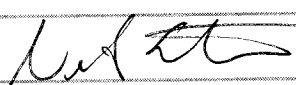
## 16. JOINT AND COOPERATIVE PROCUREMENT

Unless otherwise prohibited by Local, State or Federal law, any public body may participate in, sponsor, conduct, or administer a joint procurement agreement on behalf of or in conjunction with one or more other public bodies, or public agencies or institutions or localities of the several states, of the United States or its territories, the District of Columbia, the U.S. General Services Administration, or the Metropolitan Washington Council of Governments, for the purpose of combining requirements to increase efficiency or reduce administrative expenses in any acquisition of goods, services, or construction.


A public body may purchase from any authority, department, agency or institution of the Agency's contract even if it did not participate in the request for proposal or invitation to bid, if the request for proposal or invitation to bid specified that the procurement was a cooperative procurement being conducted on behalf of other public bodies.

### The County of Riverside

### SOMA Global LLC

Signature: 	Signature: 
Name: V. Manuel Perez	Name: Nick Stohlman
Title: Chairman, Board of Supervisors	Title: Chief Client Officer
Date: FEB 11 2020	Date: 1/16/2020

FORM APPROVED COUNTY COUNSEL

BY:  1/17/2020  
SUSANNA N. OH DATE

ATTEST:

KECIA R. HARPER, Clerk

By:   
DEPUTY



Riverside County Sheriff  
Proposal/SOW  
December 2019

—  
Prepared by:

Peter Quintas  
Nick Stohlman

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# Introduction

**SOMA Global is proposing a technology partnership that will bring RSO onto a modern public safety platform that aligns with the operational goals of the agency and state. The initial implementation will address their legacy CAD, Records, Mobile and Jail system with an upgrade onto a modern solution.**

## Objectives

The following are the objectives of the partnership:

- Establish an agreed upon technology roadmap for delivery in 2020.
- Implement and deliver a new CAD, Records, Mobile and Jail solution in 2020 capable of providing the functionality required for day to day operations of the RSO and able to interface with and run on the existing system network infrastructure.
- Identify new opportunities, propose and deliver new solutions to RSO.

SOMA is committed to this partnership with RSO and is investing 100% in new technology innovation and delivering a world-class service.

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# Why SOMA

SOMA Global is a team of public safety and technology veterans that understands and respects the value of a partnership with an agency. We believe that together we can redefine and deliver modern, best-of-breed public safety solutions with a primary focus on saving lives and protecting first responders.

We not only have extensive public safety experience, but we also have a team that has built other modern, scalable and highly available applications for multiple industries. SOMA has more experience when it comes to the design, development, and implementation of modern technology built to operate in the Cloud or in a Hybrid configuration than any other vendor in the Public Safety market. Since the technology utilized by SOMA is the newest technology available, other vendors are not in the position to build products within the same development stack due to being staffed and tasked with supporting their existing legacy systems.

Law enforcement and other public safety agencies in the U.S. are turning towards new technology to help stop crime and be one step ahead of criminals. With a new generation of millennials entering the workforce and law enforcement agencies, there is an opportunity to leverage their advanced computer knowledge.

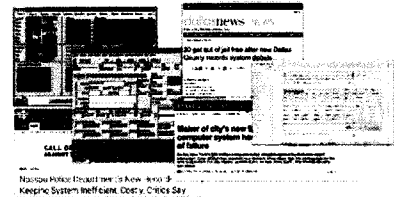
Typically, police departments have older and outdated policing technology embedded in their operations. "Police are on a last technology delivery model. Consumers and business are on the first."

## **SOMA Global was founded to change this.**

The SOMA team feels an obligation to provide all public safety agencies the latest tools in technology in order to increase officer safety and improve the wellbeing of the citizens they serve.

# The SOMA Platform

The public safety industry is riddled with outdated, inefficient and costly software. This legacy software is typically a client server installation with an inept user experience that cost users' time and is prone to errors.



The SOMA Platform changes this, built from the ground up on a modern technology stack, deployed on-premise, in the cloud, or a hybrid with a fresh user experience on any screen or device. Our intelligent applications and solutions redefine how dispatchers, first responders and other public safety personnel work, increasing productivity and reducing error - ultimately saving more lives.

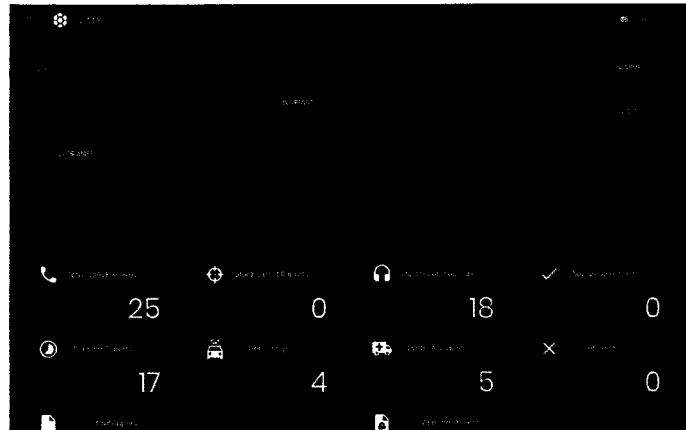


The SOMA Platform is full Public Safety Suite. We offer solutions starting at the 911 call and ending at the arrest and jail - **Computer-aided Dispatch, Mobile, Mapping, Records Management, Fire, EMS, and Jail Management**. Our entire Platform and Suite includes our core "Hub" architecture that seamlessly and effortlessly integrates and shares core data across applications and even across agencies.

The SOMA Platform infrastructure can quickly and automatically scale up in during an incident response to ensure capacity for timely notification and information access. It sustains compliance in FedRAMP, FISMA, NIST, CJIS, FIPS 140-2, and DoD SRG Levels 2 & 4.

## SOMA Hub

SOMA **Hub** features an innovative cloud-based hub to connect agencies and their data for instant interoperability. The architecture distributes and federates searches across agency systems, the internet and social media instantly to bring that disparate data into one interface.



## Real-time Alerts

Agencies interested in a particular record, for example a person-of-interest, can subscribe to that data and be alerted when there is new information available. Alerts work through web, SMS and mobile push notifications.

## Web, Mobile-First

The application is designed to give agencies and first responders instant access to data from anywhere. SOMA Hub offers web, mobile web and native mobile apps for maximum accessibility in an easy-to-use and intuitive interface.

## CAD, RMS, Fire & more

All major CAD, RMS, Fire, EMS, Jail and Mobile systems are supported through a simple configuration. SOMA Hub can also integrate search capabilities to your existing clients for quick access from the application you use most.

## Bi-Directional Integration

When shared data is discovered from another agency, SOMA Hub allows for a one-click import to pull that data directly into your system. SOMA Hub can also be configured to automatically import new data based on custom search criteria.



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## Secure & Scalable

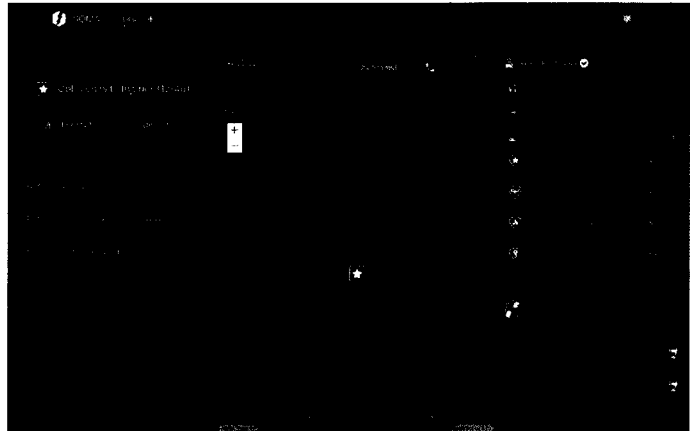
The SOMA Cloud addresses a broad range of compliance and security. Our cloud does not store any agency data and encrypts all data when transmitted. The architecture is built to automatically scale-up in an incident response.

## SOMA Dispatch

SOMA **Dispatch** is an on-premise or cloud-based CAD solution that delivers secure, mission-critical, real-time data to first responders.

## Advanced Technology

SOMA Dispatch is the most advanced Computer Aided Dispatch (CAD) system with an unrivaled feature set, flexible user interface and robust administrative control. Its built on an industry-leading, disaster- tolerant architecture right out of the box. Our SOMA Platform features flexible deployment options that can be hosted on/off premise, which greatly reduces hardware investment and combines world-class technology with low total cost.



## Fully Customizable

SOMA Dispatch is flexible, operates in multi-jurisdictional or multi-agency environments and is ready to help navigate the impending challenges of Next Generation 9-1-1. Our solution adapts to an individual's work settings with a fully customizable user interface. SOMA Dispatch gives you full administrative control for a command line, drag-and-drop and map-centric user interface that accommodates the way you work.

## Mobile Ready

SOMA Dispatch extends access to its powerful feature set to all emergency responders in a seamless intuitive interface on your MDT, Android, iOS smartphone and tablet device. You can take advantage of silent dispatch, messaging and create self-initiated calls for service. Utilizing our powerful mapping dispatch tools, you will benefit from our spoken "turn-by-turn" directions to ensure quickest response time and accurate arrival.

## Smart Maps

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We are visual, seeing is understanding. Dispatch Maps takes you to the call and shows you the resources available to respond. We also report estimated drive time for assigned units and units within proximity. Our solution makes smart suggestions considering all data available - proximity, drive time, and custom jurisdictional and agency dispatch plans.

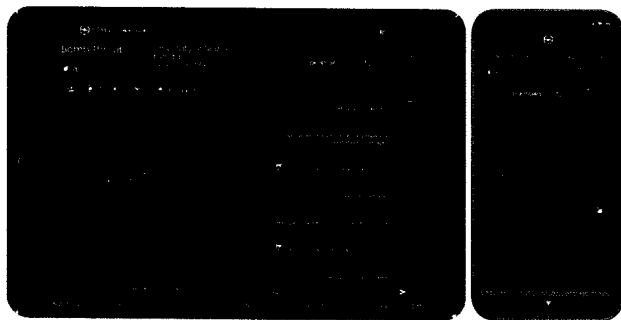
## Multiple Map Views

Multiple Map Views (MMV) provide the call taker/dispatcher multiple, separate views of the incident location, units on scene, units in route, and units available. End users can drill down to center of incident, set perimeter of incident or see a birds-eye view of incident. Maps can be arranged in a tab view or a grid view, to maximize single map viewing or simultaneous viewing across multiple maps.

## Automatic Vehicle Locator

Automatic Vehicle Locator (AVL) is not only for all your public safety vehicles within your jurisdiction, but handles multi- jurisdiction tracking. Dispatch Maps AVL also gives drive distance and time for all units dispatched to scene plus any units located within proximity of the incident. During pursuit mode, it tracks the unit real time with continuous lat, long coordinates.

## SOMA Mobile

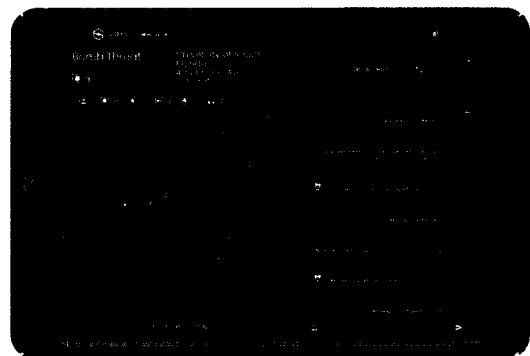


Whether responding to an emergency situation or managing an incident from a mobile command center, SOMA Mobile helps agencies do their jobs quickly, safely and with confidence. We support a variety of mobile devices including MDTs, smartphones and tablets for flexible deployment options.

## Distraction-less Driving

SOMA Mobile is customizable with an intuitive interface, including voice command functionality and text to speech. It accelerates data entry, inquiry and retrieval. When a responder unit is en-route to an incident, DDM (Distraction-less Driving Mode) is activated for responder and other motorist safety.

## Fully Integrated



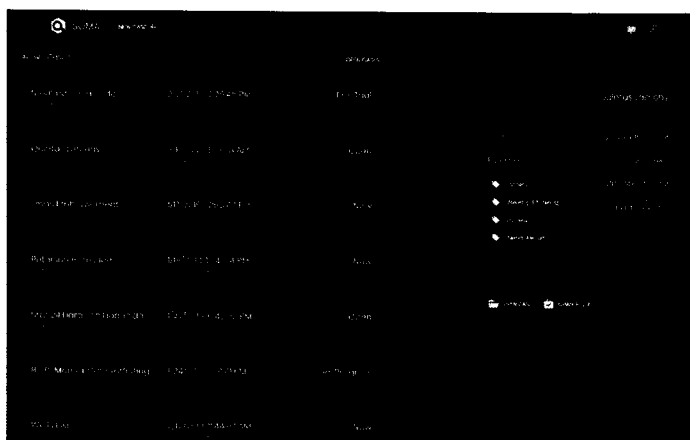
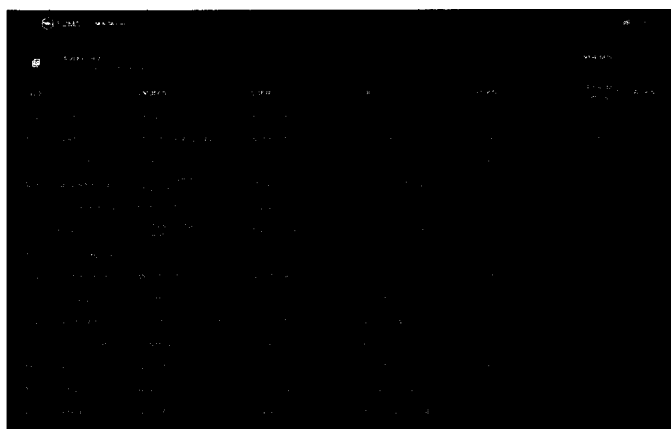
SOMA Mobile utilizes AVL integration with mapping for real-time unit and call updates. Superior incident command functionality enables effective resource management in the field. Incident timers are activated by dispatcher or responder for full accountability and to help monitor responder needs and safety.

## SOMA Records

SOMA **Records** is an elegant, on-premise or cloud-based RMS that simplifies, streamlines and optimizes law enforcement data management.

### Robust Records Management

SOMA Records provides the most robust Records Management System in the industry. We make sense of the data you capture in real-time by applying use of a built-in analytics engine. We couple integrated GIS maps for visual understanding of criminal activity within your jurisdiction. Your command staff is able to manage and deploy the needed assets and resources to effectively implement "Smart Policing". Your agency will reduce crime and operate in a proactive-versus-reactive approach in order to effectively combat the trends and patterns of criminals.



### Case Management

SOMA Records provides the platform for your Investigators and Special Investigative units to manage your agency's SOP for handling criminal investigations. Creating assignments, tasks and notes in a case are handled in an intuitive workflow. Notifications for completion of cases are automatically pushed to supervisors and other team members. Tracking

hours and cost for your agency on each case is easy and frictionless. Internal Affairs, Juvenile and Narcotics data is kept secure and separate in the system but still accessible by those with permission.

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## Insights & Analytics

SOMA Records sorts and processes your agency's data in real-time as it is entered into the system. We make analytics simple with key insights that are easily consumed daily. Our robust analytics engine provides end users and your management, up-to-the-minute information for accurate reporting. Based on real-time and historical data, your personnel will see trends and patterns that will highlight recurrence of a type of crime, locations of crimes, and peak crime hours. Putting you in front of the crime is how we give you the ability to migrate to a proactive policing force.

## Integrated Maps

Embedded throughout the SOMA Platform, GIS maps are also utilized within RMS to aid the visualization of crime trends and patterns. As people and places are entered into SOMA Records, the last known addresses and historical incident locations are available in our GIS maps for QMV (Quick Map View). Incidents, citations and accidents are also displayed in SOMA Records GIS map layers.

## UCR/NIBRS Reporting

SOMA Records starts the validation of your records from point of entry. The system is designed to lock down user defined and DOJ required fields to ensure mandatory information is entered, resulting in error free reporting to State and DOJ. Accurate crime data and statistics will fully reflect the efforts of your agency's proactive policing practices and positive results within your community.

## Resource Management

SOMA Records manages your resources by providing a built-in roll call and scheduling system. We quickly identify your agency's assets and personnel for shift scheduling. Manage your agency's overtime and extra-duty assignments. Easily set and keep up with officer court dates and subpoena requests. Schedule and track training and recertification times for your staff. Assign and track assets issued to personnel.

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# Scope and Services

The following is a definition of the scope and services provided to RSO as part of the technology partnership. The target goal is to fully implement SOMA's CAD, Records, Mobile and Jail solution in 2020.

## Discovery

### **4 Weeks (TBD)**

The SOMA Team will coordinate with the RSO over the course of an estimate of, but not limited to 4 weeks to fully document the desired configuration of the SOMA Platform. This includes, but is not limited to:

- Implementation of migration of RSO geo-database and mapping.
- Implementation of migration of historical data.
- Configuration of the Agency, Groups, Users and Dispatch Centers.
- Configuration of Call Types, Unit Types and Units, Dispatch Plans and Routes/Rotation.
- Required 3rd party and data integrations.
- Security authorization and permissioned features.
- Desired deployment and hardware/network provisioning.
- Rollout and training plan.

The output of this discovery phase will be a detailed Implementation Plan that will reflect a 2020 Go-Live.

## Implementation/Acceptance Plan

### **End of the Discovery (TBD)**

The SOMA Team presents the final draft of the Project and Implementation Plan for Acceptance and Project Kickoff. Also at the end of the Discovery period, a base, boilerplate production system will be setup and provisioned for use.

---

## Implementation

### **36 Weeks (TBD)**

As SOMA executes the defined Project Plan from the Discovery Phase, we will hold weekly demo meetings to demonstrate progress of implementation, migration and configuration so that we operate on a tight feedback loop.

RSO is organized into three major operational areas: Field operations, Corrections, and Support—which includes Courts, Administration, Coroner, and the Public Administrator. Within these divisions, the Sheriff operates 10 stations, 5 jails, and several other internal facilities necessary for the orderly operation of the agency. The implementation Plan designates a phased rollout to include the agency's the Records Management Division, Dispatch, Patrol, Coroner, Public Administrator, and Corrections. Regular meetings with approximate 2-week development sprints will take place between the SOMA implementation team and each functional unit throughout product implementation.

At the end of the Implementation Phase, SOMA will have a fully functioning production system live in all of Riverside County.

### **"Soft-Launch"**

#### ***Staggered (TBD)***

As the Implementation progresses, the several apps and modules of the platform may be ready for "Soft-Launch". The "Soft-Launch" training will be conducted over several staggered weeks, with a select number of "power users". The purpose of the "Soft-Launch" is to solicit feedback running real scenarios - this flushes out any final "Go-Live" requirements.

### **Acceptance/"Go-Live"**

#### **(TBD)**

The SOMA Team practices continuous integration, so platform development, updates and configuration is being tested often and early.

Before acceptance, the SOMA Team conducts a thorough test of the system. When complete, the system is deemed ready for acceptance. Acceptance testing is typically done in the production environment after an extended period of time in which this same environment has been running in "Soft-Launch" - running real scenarios.

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A target "Go-Live" date would have been identified in the Implementation Plan. Before "Go-Live" scheduling is finalized, SOMA and RSO conducts a line-by-line test run of the system, per the Acceptance criteria defined in the Implementation Plan.

After the acceptance, platform will be ready for "Go-Live". During "Go-Live", SOMA conducts the planned training of all users and the platform is made available in a cutover. The old system can be decommissioned by agency.

## Project Schedule

The project schedule reflective of the deliverables proposed in giving early and frequent access to those deliverables.

Date	Milestone
<b>TBD</b>	Discovery, Project Plan Final
<b>TBD</b>	Production System Setup/Provisioned
<b>TBD</b>	"Soft-Launch"
<b>TBD</b>	Acceptance/"Go-Live"

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# Our Team

## Peter Quintas, CEO

Peter's experience and expertise has been focused on building high-growth businesses in enterprise software and launching innovative technology solutions. For the past 20 years, Peter has held Executive and CTO positions in several technology companies such as Nomi, InterAct Public Safety Systems and True Systems. He has been responsible for the technical architecture, development and delivery, as well as, mergers and acquisitions for a \$250M technology portfolio.



Prior to SOMA, Peter co-founded Nomi, an omni-channel retail solutions company. At Nomi, Peter personally architected and built a retail analytics and engagement platform for enhancing the "In-Store Experience". Designed and manufactured one of the 1st iBeacons and a cloud-based sensor for tracking in-store shopping behaviors. The platform accounted yearly for 250 trillion behaviors tracked and analyzed in real time.

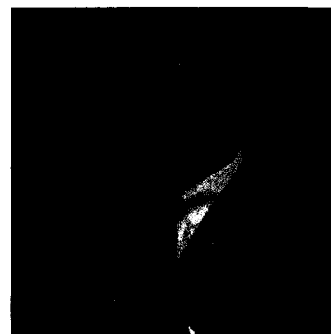
Peter is the CEO of SOMA, responsible for driving product and platform development; defining business goals and executing through growth; and general operational and financial responsibilities.

## Nick Stohlman, CCO

Nick has had the pleasure of serving in public safety in the private, local, state and federal levels for over 21 years. In his career he has held positions as Special Agent in Drug Enforcement, Chief Investigator, Chief Deputy Sheriff, State and Federal Task Forces.

In the Private sector Nick has held executive management positions and duties as the Vice President of Sales & Marketing for Alert Public Safety Solutions, InterAct Public Safety Systems, and Smart Public Safety Systems. He has managed the sales process for agencies from the two-user system at a local township to County, Major Metropolitan, State, Federal and overseas projects.

Nick is the CCO of SOMA, responsible for client relationships and user experience, sales, marketing, revenue fulfilment and post sales support.

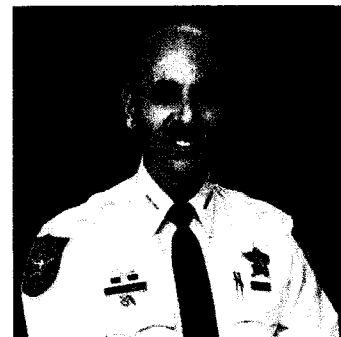




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## Sheriff Al Lamberti (Ret), Public Safety Advisor

Sheriff Al Lamberti is a 35-year veteran of the Broward County Sheriff's Office. Sheriff Lamberti worked his way through the ranks, eventually serving as the Deputy Director/Captain of the Organized Crime Division. He then assumed his position as District Chief in the City of Deerfield Beach in January 1990. After his promotion to Major, Sheriff Lamberti served as Interim Police Chief for the City of Hollywood and the City of North Lauderdale. Soon after, he served as Director of the Training and Organizational Development Division where he oversaw the Center for Advanced Criminal Justice Studies Executive Leadership Program, as well as all day-to-day training functions in the Sheriff's Office.



A graduate 167th Session of the of the F.B.I. National Academy, Sheriff Lamberti served as President of the Florida Chapter of the F.B.I National Academy Associates in 2004. He served as President of the Broward Sheriff's FOP Lodge #32 from 1984 – 1985. Additionally, he was the Chairman of the Regional Coordinating Team of the Florida Violent Crime and Drug Control Council for the Southeast Region from 1999 to 2007. In early 2009, Sheriff Lamberti was named chairman of the Region 7 Gang Reduction Task Force by the Attorney General. Also in 2009, he was elected to the Board of Directors of the National Sheriff's Association.

In September 2007, Sheriff Lamberti was appointed Sheriff of Broward County by Florida Governor Charlie Crist. In November 2008, he was elected by the citizens of Broward County to serve as Sheriff for an additional four years. Thus, he became the first sheriff in the history of Broward County to ever come up through the ranks.

## Major Patty Wells (Ret), Public Safety Advisor

Major (Ret) Patricia Wells worked 44 years in the law enforcement field, 35 of those years with Orange County Sheriff's Office. She holds a Bachelor's degree in Public Administration from Barry University and is a Graduate of the 94th Southern Police Institute Administrators Officers Course and the National Crime Prevention Institute, University of Louisville, Louisville, Kentucky as well as a Graduate of the 221st Session of the FBI National Academy, Quantico, Virginia.



She began her career in south Florida in the early 70's and worked for Dania, Hallandale and Hollywood Police Departments before joining the OCSO in January of 1981 where she served as

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a road patrol deputy for five years and later as a sergeant, lieutenant, commander, captain and major of the Uniform Patrol Division. She also has an extensive background in the training field where she served as a state certified trainer, first female firearms instructor for the agency as well as a sergeant, lieutenant and captain in the Training Section.

Throughout the past 35 years with the Orange County Sheriff's Office she served in almost all areas of the agency. Major Wells worked for 4 sheriffs during her tenure with the OCSO and was promoted by each of them during their command. Sheriff Jerry L. Demings made history in 2013 when he appointed her as the first woman to command the Uniform Patrol Division. Other past assignments include Staff Assistant – Office of the Undersheriff, Special Projects Commander, Watch Command, Staff Assistant to Uniform Patrol Division Commanders, Youth Services Section Commander, CJI Police Academy Class Coordinator, Firearms/Range sergeant and lieutenant, Training Section Commander and our first female firearms instructor and rangemaster, Sector V Patrol Commander, Accreditation/Inspections Section Commander, Special Operations and Investigations Division Commander. She served five years on Sheriff Jerry L. Demings' Executive Staff as a major before her retirement.

For many years she commanded the Crisis Intervention Team, Casualty Benefits Team and Critical Incident Management Team. Until her retirement, she led the Casualty Benefits Team and is considered an expert on Police Funerals. She has worked with over 70 families in her career that have lost a law enforcement loved one. Her passion is to help each family rebuild their shattered lives. Throughout her career she has assisted on multiple promotional boards, new hire boards, transfer review boards, Retirement Committee, Early Identification System Committee and the Awards Committee. Major Wells served for over 25 years on the SWAT Round-Up committee.

## Subject-Matter Experts

SOMA takes advantage of the latest technology available to date. We are defining what "cutting edge" technology is, we create the standard and we make the path. In all facets of our business practice we "think out of the box" and use this model to create your success therefore creating our success.

We believe that the use of a Subject-Matter Expert (SME) approach from your very first contact with us, sets the bar of confidence and trust that you deserve and need. Our SMEs are not salespeople, they are consultants, individuals that come from your line of work. We have taken that call, arrived at that scene, and felt the stress that takes its toll. We understand as experienced public safety officials the right use of technology can remove some of that stress.

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You, as an agency, will be in a better position to provide the service your citizens have come to expect.

From the time your SME engages with you, the understanding of your agency's needs are the main focus. By the end of the assessment conducted by our SME, we will have determined the best path needed to advance you into the future of your new proactive policing model. We will be the first to advise you if our technology is the best path for your agency. If we are not, we are transparent and open about it, and will do our best to work with you to find the right model for your agency.

We are not looking to meet the bottom line or meet quarterly numbers. We are focused on moving the public safety industry forward. We will consult with you and recommend the right use of technology that best provides the tools available to save lives, protect property and provide a safer environment for those you serve.

## Project Management

At SOMA, we practice Agile Software Development and Project Management. Our Agile approach promotes teamwork, collaboration, and process adaptability throughout the product development lifecycle. We break product development work and client implementation into small increments that minimize the amount of up-front planning and design.

Our clients are assigned an experienced Project Owner (PO) that manages implementations from inception to delivery. The PO facilitates regular face-to-face communication, a very short feedback loop and adaptation cycle.

The PO is responsible for the successful implementation of the project. The PO defines the project organization/directives and, in conjunction with the project team, develops project budgets, schedules and defines task and task allocation. The PO is responsible for all aspects of the project including:

- Project liaison - main point of contact to all project issues
- Overall project direction to fulfill the objectives within the SOMA scope of work
- Overall project planning to ensure requirements are fulfilled efficiently and timely
- Overall control of technical, schedule, and cost performance
- Risk management and issue tracking
- Preparation of statement of work and project authorizations
- Anticipation and control of potential problem areas and potential solutions
- Preparation of periodic status reports

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- Budget management and cost control

## Training

The SOMA Platform Services are intuitive and easy-to-use, modern web and mobile applications. To speed user onboarding, productivity and acceptance, we couple our implementation services with full user training programs. The SOMA Training Team is comprised of previous users and public safety professional that can deliver the training materials based on their deep experience in the field.

The Training Manager (TM) is responsible for the development of the training project, the training curriculum, and the training materials facilitating all training courses. The TM also provides continuous support to employees taking part in "train-the-trainer" programs.

We supplement the initial training program with regular follow-one training and webinars. Our webinars are loaded with best practices and tips-and-tricks to maximize user productivity.

## Client/Partner Care

The SOMA Client/Partner Care Team has a mission to ensure client success and keep users happy. We are staffed with technical and domain experts in order to solve client issues quickly and efficiently. Our Technical Support will conduct regular assessments of client accounts and issue trends to proactively make recommendations to continually improve end user experience.

Maintenance and support services are available 24 hours a day, 365 days a year. The SOMA Platform is available 24 hours a day, 365 days a year. The Platform Services have a guaranteed Uptime of 99.95%.

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# Your Investment

*Pricing is included in the attached "Service Order Form".*

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# 1 Project Implementation Plan

## 1.1 Purpose

The purpose of this Project Implementation Plan is to document the onboarding of the Riverside County Sheriff (RSO) onto the SOMA Platform.

## 1.2 System Overview

The SOMA Platform implementation includes:

- **SOMA Dispatch** - Computer-aided dispatch for law enforcement, fire and medical personnel.
- **SOMA Records** - Records management applications for incident-based reporting, criminal and master data.
- **SOMA Mobile** - Mobile dispatch for first responders.
- **SOMA Jail** - An easy, configurable booking interface integrates across previous bookings, arrest and master name records.

The SOMA Platform includes SOMA Hub, a data interoperability platform. The Hub is used for system integration. The SOMA Platform will replace the "Home Grown System" that is currently running.

### 1.2.1 System Description

This subsection of the Project Implementation Plan provides an overview of the processes the system is intended to support.

The SOMA Platform is a software-as-a-service solution that can be utilized in the cloud, deployed on-premise or in a hybrid model. The relevant applications to this implementation are: Dispatch, Records, Mobile and Jail. The main processes that the SOMA Platform is being implemented to support are:

- The creation of calls for service, capturing the nature of the call, priority, location and caller info.
- The dispatch of first responders to calls including law enforcement, fire and medical personnel.
- Collaboration and coordination during a response using text alerts, multi-party chat, messaging and live video.

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- The capture of the disposition of calls and the creation incident-based reports, supplemental reports and field interviews.
  - Creating and maintaining records related to agency processes and activities including criminal and master data.
  - Easily querying and reporting on any record and data that the system maintains.
  - One-click intake from prior booking record or an arrest record. All prior, relevant inmate and arrest info is copied into the record for quick verification and entry.

### 1.2.2 Assumptions and Constraints

This subsection of the Project Implementation Plan describes the assumptions made regarding the development and execution of this document as well as the applicable constraints.

The SOMA Platform Implementation Plan is targeting a "Soft-Launch" production system for testing and training as app and modules are implemented. The initial implementation will be minimal to meet the operational requirements captured during Discovery. The "Soft-Launch" is intended to mitigate the risk of any unplanned issues encountered during implementation and deployment. The SOMA Team practices an Agile Methodology and will conduct a system review on a weekly basis.

The implementation schedule is intended as a guideline and can change as the project progresses. The requirements and schedule may change based upon feedback during implementation. There are also other factors that would affect the implementation schedule:

- **Resource Availability** - The SOMA Team may, from time-to-time, require agency resources to participate in implementation, clarify requirements and give feedback on system implementation progress.
- **Software and Hardware** - There may be related software, hardware and other technology to be reused or purchased. The untimely availability of this technology can affect the schedule.
- **Platform Interfaces** - If the requirements dictate that the platform must integrate to external systems, there may be constraints associated with platform interfaces.

### 1.2.3 System Organization

This subsection of the Project Implementation Plan provides a description of the system structure and the major system components essential to its implementation.

The SOMA Platform is a service based architecture that utilizes container technology in order to support a flexible system organization and deployment. It is recommended that the system be

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deployed in a high availability configuration with redundancy for each service. The system is organized in the following major system components:

- **Container Services** - This is the core of the SOMA Platform. The SOMA Platform utilizes Docker. Docker is a software platform that allows you to build, test, and deploy applications quickly. Docker packages software into standardized units called containers that have everything the software needs to run including libraries, system tools, code, and runtime. Using Docker, you can quickly deploy and scale applications into any environment and know your code will run.
- **Monitoring Services** - Visibility to system logs and metric as crucial in resolving system issues and anticipating issues. The SOMA Platform utilizes a few monitoring services to fill this function:
  - Splunk captures, indexes, and correlates real-time data in a searchable repository from which it can generate graphs, reports, alerts, dashboards, and visualizations.
- **Database Services** - The SOMA Platform deploys several database container images to support various platform functions. The 3 databases that the SOMA Platform packages as part of its container deployment are:
  - MySQL, a relational database that stores configuration, security configuration and real-time data utilized in the application. NOTE: the SOMA Team may opt to deploy alternate SQL-compliant databases.
  - MongoDB, a document database that houses the configuration of record, reports and all data housed in the records management system.
  - Redis, an in-memory data structure store, used as a database, cache and message broker.
- **Application Services** - All of the functional applications run as web services in related application services containers. All application services are secure, RESTful Web APIs and Websockets for interaction with application functionality, for manipulation of data and for system events.
- **Web Applications** - All of the functional interfaces run in a standard web browser. All web applications are secure, responsive, single-page web applications.
- **External Services** - The platform integrates to external systems to provide core and extended functionality. Some of these services include:
  - Twilio, a cloud communications platform for building SMS, Voice & Messaging applications on an API built for global scale.
  - Amazon S3 (Simple Storage Service), a web service offered by Amazon Web Services. Amazon S3 provides file storage through web services interfaces.



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- ESRI/ARCGIS, a supplier of geographic information system (GIS) software, web GIS and geodatabase management applications.

## 1.3 Glossary

For all terms and abbreviations used in this plan refer to the Key Terms in Appendix C.

# 2 Management Overview

This section of the Project Implementation Plan provides a description of how the implementation will be managed and identifies the major tasks involved.

## 2.1 Description of Implementation

This subsection of the Project Implementation Plan provides a description of the planned deployment, installation, and implementation approach.

The SOMA Team practices an Agile Methodology and will execute the project in 1-week sprints with a review at the end of each sprint. The first set sprints will target a "Soft-Launch" release for testing and training. The second set sprints will conclude with a "Go-Live" release. The sprints are outlined in detail below, in the Major Tasks subsection and in the Implementation Schedule subsection.

## 2.2 Points-of-Contact

This subsection of the Project Implementation Plan identifies the project contacts, the name of the responsible organization(s), titles, and telephone numbers of the staff who serve as points of contact for the system implementation.

All contacts are requested to be registered and available on Slack throughout the project at <https://getsoma.slack.com>.

Role	Name	Phone	Email
SOMA Project Owner	TBD		
SOMA Executive Sponsor	Nick Stohlman, SOMA	954-592-0989	nick@somaglobal.com
Client Project Owner	TBD		

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Client Executive Sponsor	TBD
Dispatch Expert	TBD
Records Expert	TBD
Mobile Expert	TBD
IT Administrator	TBD
Quality Assurance	TBD

## 2.3 Major Tasks

This subsection of the Project Implementation Plan provides descriptions of the major system implementation tasks. The tasks described in this subsection are not site-specific, but generic or overall project tasks that are required to install hardware, software, and databases, prepare data, and validate the system.

The following major tasks are required for the implementation:

- **Initial Onboarding** - This task is the initial onboarding configuration of the agency and agency information. This configuration will begin on the SOMA Cloud, which will later be migrated to an on-premise infrastructure. Upon completion, the rest of the platform configuration can begin.
- **Security Configuration** - After the agency is initially onboarded, the task of security configuration begins. This task involves creating all the users, groups and permissions in the system. Upon completion, users can login and their core security permissions applied.
- **Settings Configuration** - Also after the agency is initially onboarded, the task of platform configuration begins. This task involves the configuration of all the platform settings: General Settings, Dispatch Settings, Records Settings and Mobile Settings. Upon completion, a basic demo of the system, using the agency's data and initial configuration can be conducted.
- **Records Configuration** - Records configuration is a bit more complex than the rest of the settings. It involves building and connecting complex forms, presented to the user for feedback and adjusting in many iterations. This task may span across several weeks with adjustments. When complete, the records system will be ready for use.

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- **Hardware Configuration** - The SOMA Platform utilizes Docker and during this task, the hardware would be configured to run Docker container services. All Docker container services will be configured in a high-availability deployment with automatic backups. Access to the on-premise hardware would be required to complete this task. Upon completion, end-to-end system testing and software updates can be performed for acceptance.
  - **Software Configuration** - With a basic settings and security configuration complete, the more advanced software configuration can begin. This software configuration involves the more complex code configuration.
  - **"Soft-Launch"** - After the software and hardware configuration is complete, the platform may be ready for "Soft-Launch". During this task, the platform is made available for testing and training.
  - **Software Integration** - The SOMA Platform integrates to external systems and during this task (or set of tasks), the software would be integrated to these systems. The SOMA Hub configuration would be completed in this task. Access to the external, 3rd party systems would be required to complete this task. Upon completion, end-to-end system testing can be performed for acceptance.
  - **Monitoring Configuration** - After the software and hardware configuration and integration is complete, the system can be setup for monitoring. Upon completion, all aggregated logs, key stats and metrics should be available on any mobile device with real-time alerts on anomalies.
  - **Platform Documentation** - During this task, all documentation will be reviewed and edited for internal publishing. This includes User Documentation, System Admin Documentation, and Training Documentation.
  - **Platform Training** - During this task, all training will be conducted. Training is usually conducted by each application in the system: Dispatch, Records, and Mobile. In each application training session, general training on User Account and Security Management is covered. For each application training session, a separate System Admin training session will also be scheduled.
  - **Platform Testing** - The SOMA Team practices continuous integration, so platform development, updates and configuration is being tested often and early. Before acceptance, the SOMA Team conducts a thorough test of the system. When complete, the system is deemed ready for acceptance.
  - **Platform Acceptance** - In one of the final tasks, the platform is jointly reviewed by Project Owners per the stated Acceptance Criteria and signoff. After acceptance, the implementation is ready for "Go-Live".

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- **"Go-Live"** - After the acceptance, platform will be ready for "Go-Live". During this task, the platform is made available for all users in a cutover. The old system can be decommissioned by agency.

For the purposes of this Implementation Plan, many of these tasks will be performed in iteration, with each phase of the regional rollout.

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## 2.4 Implementation Schedule

This subsection of the Project Implementation Plan provides a schedule of activities to be accomplished.

The specified dates represent the end of the sprint and when the cumulative functionality will be demonstrated. In this schedule, sprints are scheduled to start/end on Mondays. A standing weekly sprint planning meeting will be scheduled.

Milestone	Date	Owner/Notes
<b>Discovery</b>	<b>TBD</b>	
<b>Sprints</b>	<b>TBD</b>	
<b>Initial Onboarding</b> <ul style="list-style-type: none"><li>• Create Agency Account</li><li>• Enter Agency Info &amp; Address</li><li>• Configure Initial Agency Permissions</li></ul>		<b>SOMA</b>
<b>Security Configuration</b> <ul style="list-style-type: none"><li>• Create Users</li><li>• Create Groups (System Admins, Dispatch, Records, Mobile)</li><li>• Assign Permissions to Groups</li><li>• Assign Users to Groups</li></ul>		<b>SOMA</b>
<b>Settings Configuration</b> <ul style="list-style-type: none"><li>• Create Area Types &amp; Areas</li><li>• Create Priorities &amp; Dispositions</li><li>• Create Call Types</li><li>• Create Unit Types, Units &amp; Assignments</li><li>• Create Terminals &amp; Operators</li><li>• Create Schemas &amp; Reports (Placeholders - not fully built)</li></ul>		<b>SOMA</b>
<b>Sprints</b>	<b>TBD</b>	
<b>Software Configuration</b>		<b>SOMA</b>
<b>Procure Hardware</b> <ul style="list-style-type: none"><li>• Procure Hardware</li></ul>		<b>RSO</b>
<b>Sprints</b>	<b>TBD</b>	

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### **Records Configuration**

- Master Data - Names, Vehicles, Property
- Incident Forms - Calls, Incident Reports, Supplement Reports, Field Interviews, Evidence
- Criminal Forms - Warrants, Summons, Traffic
- Search Forms, Reports
- Relationships
- Exports/Printing

**SOMA**

### **Receive/Setup Hardware**

- Receive/Setup Hardware
- Choose/Route Domain, Purchase SSL Certificate
- Install Remote Access
- Connections (RS232, etc.)

**RSO**

### **Sprints**

**TBD**

### **Hardware Configuration**

- Install Docker
- Configure Docker
- Install SOMA Platform
- Migrate Configuration from Cloud

**SOMA**

### **"Soft-Launch"**

- Initial Training Documentation
- Conduct Initial Training

**SOMA, RSO**

### **Sprints**

**TBD**

### **Software Integration**

- S3/File Service
- ESRI/ARCGIS
- ANI/ALI Integration
- NCIC Integration
- Other Integrations

**SOMA**

### **Monitoring Configuration**

**SOMA**

### **Sprints**

**TBD**

### **Platform Testing**

**SOMA**

### **Platform Training**

- Dispatch Training
- Records Training
- Mobile Training
- Jail Training
- System Admin Training

**SOMA, RSO**

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**Platform Testing**

**SOMA**

**Platform Acceptance**

**RSO**

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**"Go-Live"**

**TBD**

For the purposes of this Implementation Plan, portions of this schedule will be performed in iteration, with each phase of the rollout.

The implementation schedule is intended as a guideline and can change as the project progresses. Requirements and schedule may change based on upon feedback during implementation. The other factors that would affect the implementation schedule are resource availability, software/hardware availability and interface constraints.

## 2.5 Security and Privacy

This subsection of the Project Implementation Plan includes an overview of the system security and requirements that must be followed during implementation.

### 2.5.1 System Security Features

This subsection of the Project Implementation Plan provides an overview and discussion of the security features that must be addressed when it is implemented. It should include the determination of system sensitivity and the actions necessary to ensure that the system meets all the criteria appropriate to its Certification level.

The SOMA Platform complies with the FBI's Criminal Justice Information Services (CJIS) standard. Whether implemented in the cloud, on-premise or in a hybrid model, the SOMA Platform and Services consider the following recommendations per the CJIS Security Policy, Appendix G-3, Table 1:

- **Governance**

- Extend organizational practices pertaining to the policies, procedures, and standards used for application development and service provisioning in the cloud, as well as the design, implementation, testing, use, and monitoring of deployed or engaged services.
- Put in place audit mechanisms and tools to ensure organizational practices are followed throughout the system life cycle.

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- **Compliance**

- Understand the various types of laws and regulations that impose security and privacy obligations on the organization and potentially impact cloud computing initiatives, particularly those involving data location, privacy and security controls, records management, and electronic discovery requirements.
- Review and assess the cloud provider's offerings with respect to the organizational requirements to be met and ensure that the contract terms adequately meet the requirements.
- Ensure that the cloud provider's electronic discovery capabilities and processes do not compromise the privacy or security of data and applications.

- **Trust**

- Ensure that service arrangements have sufficient means to allow visibility into the security and privacy controls and processes employed by the cloud provider, and their performance over time.
- Establish clear, exclusive ownership rights over data.
- Institute a risk management program that is flexible enough to adapt to the constantly evolving and shifting risk landscape for the lifecycle of the system.
- Continuously monitor the security state of the information system to support ongoing risk management decisions.

- **Architecture**

- Understand the underlying technologies that the cloud provider uses to provision services, including the implications that the technical controls involved have on the security and privacy of the system, over the full system lifecycle and across all system components.

- **Identity and Access Management**

- Ensure that adequate safeguards are in place to secure authentication, authorization, and other identity and access management functions, and are suitable for the organization.

- **Software Isolation**



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- Understand virtualization and other logical isolation techniques that the cloud provider employs in its multi-tenant software architecture, and assess the risks involved for the organization.
  - **Data Protection**
    - Evaluate the suitability of the cloud provider's data management solutions for the organizational data concerned and the ability to control access to data, to secure data while at rest, in transit, and in use, and to sanitize data.
    - Take into consideration the risk of collating organizational data with that of other organizations whose threat profiles are high or whose data collectively represent significant concentrated value.
    - Fully understand and weigh the risks involved in cryptographic key management with the facilities available in the cloud environment and the processes established by the cloud provider.
  - **Availability**
    - Understand the contract provisions and procedures for availability, data backup and recovery, and disaster recovery, and ensure that they meet the organization's continuity and contingency planning requirements.
    - Ensure that during an intermediate or prolonged disruption or a serious disaster, critical operations can be immediately resumed, and that all operations can be eventually reinstituted in a timely and organized manner.
  - **Incident Response**
    - Understand the contract provisions and procedures for incident response and ensure that they meet the requirements of the organization.
    - Ensure that the cloud provider has a transparent response process in place and sufficient mechanisms to share information during and after an incident.
    - Ensure that the organization can respond to incidents in a coordinated fashion with the cloud provider in accordance with their respective roles and responsibilities for the computing environment.

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## 2.5.2 Security Set Up During Implementation

This subsection of the Project Implementation Plan addresses security issues specifically related to the implementation effort, if any:

- **Users** - Each user in the agency will always have their own username and password. Their username will be their agency-issued email address. Their password will never be made available to any other user, including System Admins. Their passwords are encrypted at rest will conform to the following standards and CJIS requirements:
  - Be a minimum length of eight (8) characters on all systems.
  - Include letters, numbers, and characters (!,@,#,\$,%,etc)
  - Not be a dictionary word or proper name.
  - Not be the same as the User ID.
  - Expire within a maximum of 90 calendar days.
  - Must lock or disable after 3 failed attempts
  - Not be identical to the previous ten (10) passwords.
  - Not be transmitted in the clear or plain text outside the secure location.
  - Not be displayed when entered.
  - Ensure passwords are only reset for authorized user.
- **Groups & Permissions** - Groups will be created and assigned granular permissions to application access. Only System Admins have access to group settings and permissions.
- **Records Configuration** - All records that store personally identifiable information (PII), or any data that could potentially identify a specific individual, will be protected and encrypted at rest, where appropriate.
- **Hardware Configuration** - Hardware will be configured in isolation, behind proper firewalls and in a DMZ architecture. A DMZ or demilitarized zone is a physical or logical subnetwork that contains and exposes an agency's external-facing services to an untrusted network. All hardware and software services will be configured in a high-availability deployment with automatic backups.
- **Software Configuration** - All software, specifically web application services, will transmit all data over HTTPS and WSS, encrypting all data while in transit. The software will encrypt data at rest, where appropriate.
- **Monitoring Configuration** - The system is configured to aggregate logs, key stats and metrics - specifically monitoring for security anomalies and intrusion detection.
- **Incident Response** - As part of the platform's software-as-a-service support services and monitoring services, SOMA employs the best-of-breed service desk and real-time incident response solutions in and during a critical event.

[REDACTED]

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## 3 Implementation Support

This section of the Project Implementation Plan describes the support hardware, software, facilities, and materials required for the implementation, as well as the documentation, necessary personnel and training requirements, outstanding issues and implementation impacts to the current environment. The information provided in this section is not site-specific.

### 3.1 Hardware, Software, Facilities, and Materials

This subsection of the Project Implementation Plan lists all support hardware, software, facilities, and materials required for the implementation.

#### 3.1.1 Hardware

This subsection of the Project Implementation Plan provides a list of support equipment and includes all hardware used for installing and testing. Refer to the Hardware Inventory table in Appendix D.

The hardware for the initial configuration will be performed on the SOMA Cloud on AWS. For "Soft-Launch", the SOMA Team will install and migrate the configuration to a new production server. The production server will be the primary server with the following example configuration:

- **Dell Poweredge 430**
  - Dual Processor
  - Rack Mount
  - 6TB Drive
  - 64GB RAM
  - Windows Server 2013 (or greater), Standalone

For a high-availability configuration, the current production server will be configured as part of the application swarm. This configuration will happen at cutover.

For the purposes of this Implementation Plan, it is recommended that there is at least one server local to each region to increase availability and decrease latency.

Other hardware will be required for other services (backup, etc).

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### 3.1.2 Software

This subsection of the Project Implementation Plan provides a list of non-hardware components (software, databases, and compilers, operating systems, utilities, etc.) required to support the implementation. Refer to the Software Inventory table in Appendix E.

The SOMA Platform deploys several database and application container images to support various platform functions. The following software packages are deployed using Docker:

- **MySQL** - A relational database that stores configuration, security configuration and real-time data utilized in the application. NOTE: the SOMA Team may opt to deploy an alternative SQL-compliant database.
- **MongoDB** - A document database that houses the configuration of record, reports and all data housed in the records management system.
- **Redis** - An in-memory data structure store, used as a database, cache and message broker.
- **Go** - An open source programming language that makes it easy to build simple, reliable, and efficient server software services.
- **NGINX** - Is a free, open-source, high-performance HTTP server, reverse proxy, and IMAP/POP3 proxy server.

The SOMA Platform employs several cloud services to support various platform functions. The following cloud services are utilized:

- **Twilio** - A cloud communications platform for building SMS, Voice & Messaging applications on an API built for global scale.
- **Amazon S3** - (Simple Storage Service), a web service offered by Amazon Web Services. Amazon S3 provides file storage through web services interfaces.
- **ESRI/ARCGIS** - A supplier of geographic information system (GIS) software, web GIS and geodatabase management applications.

With each of the cloud services above, an agency account must be provided with proper configuration for use. If a cloud service is not appropriate, there are a equivalent premise-base versions that can be utilized. An SNPP-compliant server can replace Twilio. An S3-compliant server can replace the Amazon S3 Cloud. A compliant premise-based version of ESRI/ARCGIS can also work. Amazon S3 (or equivalent) will also be used for backup services.

### 3.1.3 Facilities

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This subsection of the Project Implementation Plan identifies the physical facilities, accommodations and their location(s) required during implementation.

All on-premise hardware and software will be housed in currently allocated facilities.

### 3.1.4 Materials

This subsection of the Project Implementation Plan identifies any other consumables (i.e. technology, supplies, and materials) required to support the system.

There are no other materials requirements for this implementation.

## 3.2 Documentation

This subsection of the Project Implementation Plan lists any additional documentation needed to support the deliverable system.

The following will be documentation produced and provided through this implementation:

- **User Documentation** - A user guide for each implemented application:
  - SOMA Platform User Guide (this includes HUB documentation)
  - SOMA Dispatch User Guide
  - SOMA Records User Guide
  - SOMA Mobile User Guide
  - SOMA Jail User Guide
- **System Admin Documentation** - An administrator's guide for the platform:
  - SOMA Platform Administration
- **Training Documentation** - All documentation, presentations and training materials will be provided.

All documentation will be delivered in an online, web-based format.

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## 3.3 Personnel

This subsection of the Project Implementation Plan describes committed and proposed staffing requirements.

### 3.3.1 Staffing Requirements

This subsection of the Project Implementation Plan describes the number of personnel, length of time needed, types of skills, skill levels, expertise, and any necessary security clearances for the staff required during the implementation period.

It is required that the agency assigns a **Project Owner** to the implementation for the duration of the project as the main point-of-contact. The Project Owner manages implementation from inception to delivery.

The following subject matter experts will be required for the duration of the project on an as-needed basis for clarification and questions:

- **Dispatch Expert** - This subject matter expert is typically a dispatcher or dispatch manager with intimate knowledge of dispatch operations and the current CAD system.
- **Records Expert** - This subject matter expert is typically a records manager or someone that works in records as a primary function.
- **Mobile Expert** - This resource is typically a power user or first responder that spends the majority of their time in the field.
- **Jail Expert** - This resource is typically a power user that spends the majority of their time in jail operations.
- **IT Administrator** - This resource has a thorough understanding of the current system, current system architecture, facility network architecture and wide-area network architecture.

Lastly, during platform testing, one or more **Quality Assurance** resources may be utilized. This is not a requirement, but an optional resource.

### 3.3.2 Training of Implementation Staff

This subsection of the Project Implementation Plan addresses the training, if any, necessary to prepare staff for implementing the system; it does not address user training, which is the subject of the Software Training Plan.

The SOMA Platform is managed as-a-service. No infrastructure training is required.

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### 3.4 Outstanding Issues

This subsection of the Project Implementation Plan states any known issues or problems relevant to implementation planning. This section answers the question, "Are there any specific issues, restrictions, or limitations that must be considered as a part of the deployment?"

There are no known implementation issues at this time.

### 3.5 Implementation Impact

This subsection of the Project Implementation Plan describes how the system's implementation is expected to impact the network infrastructure, support staff, user community, etc.

There is known implementation impact besides a user's time for feedback and training.

### 3.6 Performance Monitoring

This subsection of the Project Implementation Plan describes the performance monitoring tool, techniques and how it will be used to help determine if the implementation is successful.

The SOMA Platform utilizes a few monitoring services to fill this function:

- Splunk - <https://www.splunk.com>

### 3.7 Configuration Management Interface

This subsection of the Project Implementation Plan describes Configuration Management, such as when versions will be distributed.

The SOMA Platform utilizes Docker and all hardware is configured to run Docker container services for easy Configuration Management. SOMA publishes monthly releases as new Docker images to Docker Hub - <https://hub.docker.com>. These Docker images are pulled and updating in a rolling platform update for no down time.



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## 4 Implementation Requirements

This section of the Project Implementation Plan describes site-specific implementation requirements and procedures.

### 4.1 Dispatch Center

This subsection of the Project Implementation Plan identifies the Dispatch Center and its site requirements. The Dispatch Center includes all hosting facilities and infrastructure required to host and serve the SOMA Platform.

#### 4.1.1 Dispatch Center Requirements

This subsection of the Project Implementation Plan defines the requirements that must be met for the orderly implementation of the system and describes the hardware, software, and facilities requirements for the Dispatch Center.

All general site requirements were described in Section 3, Implementation Support, in addition:

- **Data Requirements** - Access to the legacy database must be granted to the SOMA Team on a read-only basis for integration.
- **Mapping Requirements** - Access to a complaint ESRI/Arcgis installation is required for mapping and GIS capabilities.
- **Facilities Requirements** - The Dispatch Center hosting facility must have high-speed Internet access. Redundant Internet access is recommended.

#### 4.1.2 Dispatch Center Implementation Details

This subsection of the Project Implementation Plan addresses the specifics of the implementation for the Dispatch Center:

- **Team** - The IT Administrator is a required resource for Dispatch Center Implementation.
- **Schedule** - The specific Dispatch Center implementation schedule occurs over several sprints of the project. During this time, the hardware for the Dispatch Center will be procured, installed and setup.

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### 4.1.3 Risks and Contingencies

This subsection of the Project Implementation Plan identifies the risks and specific actions to be taken in the event the implementation fails or needs to be altered at any point and includes the factors to be used for making the decision.

This single risk to the Dispatch Center Implementation is the procurement of the production hardware in a timely manner.

### 4.1.4 Implementation Verification and Validation

This subsection of the Project Implementation Plan describes the process for ensuring that the implementation was not poorly executed. The Dispatch Center implementation verification and validation will be governed by the Acceptance Criteria.

## 4.2 Dispatch Terminals

This subsection of the Project Implementation Plan identifies the Dispatch Terminal and its requirements. The Dispatch Terminal is the client machine that the Dispatchers operate.

### 4.2.1 Dispatch Terminal Requirements

This subsection of the Project Implementation Plan defines the requirements that must be met for the orderly implementation of the system and describes the hardware, software, and facilities requirements for the Dispatch Terminals.

All general site requirements were described in Section 3, Implementation Support, in addition:

- **Software Requirements** - All SOMA Platform applications, including SOMA Dispatch are accessible via a standard web browser. The recommended browser is Google Chrome (latest version).
- **Mapping Requirements** - Access to a complaint ESRI/Arcgis installation is required for mapping and GIS capabilities.
- **Facilities Requirements** - The Dispatch Terminal must be connected to high-speed Internet access.
- **Training Requirements** - Training will be performed on-site with all Dispatchers (across several classes is necessary due to group size). A training venue with enough web browser terminals is required. Details on the training schedule and venue will be determined at a later date.

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#### 4.2.2 Dispatch Terminal Implementation Details

This subsection of the Project Implementation Plan addresses the specifics of the implementation for the Dispatch Terminals:

- **Team** - The IT Administrator is a required resource for Dispatch Terminal Implementation to ensure that the proper software requirements are met.
- **Schedule** - The "Soft-Launch" involving a subset of Dispatchers is scheduled over several sprints. The Dispatchers designated to participate in these respective sprints must be made available for scheduling.

#### 4.2.3 Risks and Contingencies

This subsection of the Project Implementation Plan identifies the risks and specific actions to be taken in the event the implementation fails or needs to be altered at any point and includes the factors to be used for making the decision.

There are no known risks to implementing the Dispatch Terminals.

#### 4.2.4 Implementation Verification and Validation

This subsection of the Project Implementation Plan describes the process for ensuring that the implementation was not poorly executed. The Dispatch Terminal implementation verification and validation will be governed by the Acceptance Criteria.

### 4.3 Records Terminals

This subsection of the Project Implementation Plan identifies the Records Terminal (including Jail) and its requirements. The Records Terminal is the client machine that Records Users operate.

#### 4.3.1 Records Terminal Requirements

This subsection of the Project Implementation Plan defines the requirements that must be met for the orderly implementation of the system and describes the hardware, software, and facilities requirements for the Records Terminals.

All general site requirements were described in Section 3, Implementation Support, in addition:

- **Software Requirements** - All SOMA Platform applications, including SOMA Records are accessible via a standard web browser. The recommended browser is Google Chrome (latest version).

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- **Mapping Requirements** - Access to a complaint ESRI/Arcgis installation is required for mapping and GIS capabilities.
  - **Facilities Requirements** - The Records Terminal must be connected to high-speed Internet access.
  - **Training Requirements** - Training will be performed on-site with all Records Users (across several classes is necessary due to group size). A training venue with enough web browser terminals is required. Details on the training schedule and venue will be determined at a later date.

#### 4.3.2 Records Terminal Implementation Details

This subsection of the Project Implementation Plan addresses the specifics of the implementation for the Records Terminals:

- **Team** - The IT Administrator is a required resource for Records Terminal Implementation to ensure that the proper software requirements are met.
- **Schedule** - The "Soft-Launch" involving a subset of Records Users is scheduled over several sprints. Platform training and "Go-Live" is scheduled for Sprint 8. The Records Users designated to participate in these respective sprints must be made available for scheduling.

#### 4.3.3 Risks and Contingencies

This subsection of the Project Implementation Plan identifies the risks and specific actions to be taken in the event the implementation fails or needs to be altered at any point and includes the factors to be used for making the decision.

There are no known risks to implementing the Records Terminals.

#### 4.3.4 Implementation Verification and Validation

This subsection of the Project Implementation Plan describes the process for ensuring that the implementation was not poorly executed. The Records Terminal implementation verification and validation will be governed by the Acceptance Criteria.

### 4.4 Mobile Units

This subsection of the Project Implementation Plan identifies the Mobile Unit and its requirements. The Mobile Unit is the client machine that the Field Responders operate.

#### 4.4.1 Mobile Unit Requirements

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This subsection of the Project Implementation Plan defines the requirements that must be met for the orderly implementation of the system and describes the hardware, software, and facilities requirements for the Mobile Units.

All general site requirements were described in Section 3, Implementation Support, in addition:

- **Software Requirements** - All SOMA Platform applications, including SOMA Mobile are accessible via a standard web browser. The recommended browser is Google Chrome (latest version).
- **Mapping Requirements** - Access to a complaint ESRI/Arcgis installation is required for mapping and GIS capabilities.
- **Mobile Requirements** - The Mobile Unit must be connected to 3G/4G Internet access. For AVL capabilities, the Mobile Unit must have a NMEA compliant device or reliant on browser capabilities for sending AVL data.
- **Training Requirements** - Training will be performed on-site with all Mobile Users (across several classes is necessary due to group size). A training venue with enough web browser terminals is required. Details on the training schedule and venue will be determined at a later date.

#### 4.4.2 Mobile Unit Implementation Details

This subsection of the Project Implementation Plan addresses the specifics of the implementation for the Mobile Units:

- **Team** - The IT Administrator is a required resource for Mobile Units Implementation to ensure that the proper software requirements are met.
- **Schedule** - The "Soft-Launch" involving a subset of Mobile Units is scheduled over several sprints. The Mobile Users designated to participate in these respective sprints must be made available for scheduling.

#### 4.4.3 Risks and Contingencies

This subsection of the Project Implementation Plan identifies the risks and specific actions to be taken in the event the implementation fails or needs to be altered at any point and includes the factors to be used for making the decision.

There are no known risks to implementing the Mobile Units.

#### 4.4.4 Implementation Verification and Validation

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This subsection of the Project Implementation Plan describes the process for ensuring that the implementation was not poorly executed. The Mobile Unit implementation verification and validation will be governed by the Acceptance Criteria.

## 5 Acceptance Criteria

This section of the Project Implementation Plan establishes the exit or acceptance criteria for transitioning the system into production. The acceptance criteria is split by application and functional area and expressed in "Gherkin Syntax" (given/when/then). Final versions of these Acceptance Tests will be designed and approved by RSO during the Discovery period.

### 5.1 General Acceptance Criteria

The following is the criteria that will be used to determine the acceptability of the general requirements of the system.

**User Login/Logout** - A User can login and logout of the system. User password reset is also available on the login screen. This function is available at the base URL of the application (TBD).

Given I am NOT logged in as user  
When I navigate to the login page  
And enter my username and password  
Then I am authenticated to the system

Given I am NOT logged in as user  
When I navigate to the login page  
And enter an invalid username and password  
Then I am prompted that the password is invalid

Given I am NOT logged in as user  
When I navigate to the login page  
And enter an invalid username and password  
And enter an invalid password more that the limit  
Then I am prompted that my account has been locked

Given I am logged in as user  
When I navigate to the login page  
And click 'Forgot Password?'

---

And I enter my username  
Then I am prompted that the password has been reset  
And I can confirm receipt of the password reset email  
And I can successfully reset my password

**User Account Settings** - A User can view and edit their User Account information and password. This function is available in the ADMIN App and is also accessible via the User Account menu in the application header.

Given I am logged in as user  
When I navigate to the ADMIN App  
And navigate to the 'My Profile'  
Then I can view my User Account information

Given I am logged in as user  
When I navigate to the ADMIN App  
And navigate to the 'My Profile'  
And I edit and save the information  
Then I am prompted that the information has been updated  
And my information is confirmed

Given I am logged in as user  
When I navigate to the ADMIN App  
And navigate to the 'My Profile' menu and 'Change Password'  
And I enter my current password and new password  
Then I am prompted that the password has been updated  
And I can confirm that my password has changed

Given I am logged in as user  
When I navigate to the ADMIN App  
And navigate to the 'My Profile' menu and 'Change Password'  
And I enter my current password and new password  
And the password does not conform to the password requirements  
Then I am prompted that the password is invalid

**Agency Settings** - A System Admin can view and edit Agency information, address and settings. This function is available in the ADMIN App.

Given I am logged in as a user with the role of System Admin  
When I navigate to the ADMIN App

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And navigate to the 'Agency' menu  
Then I can view my Agency's information, address and settings

Given I am logged in as a user with the role of System Admin  
When I navigate to the ADMIN App  
And navigate to the 'Agency' menu  
And I edit and save the Information  
Then I am prompted that the information has been updated  
And my information is confirmed

**User Management** - A System Admin can manage Users in their Agency. This function is available in the ADMIN App.

Given I am logged in as a user with the role of System Admin  
When I navigate to the ADMIN App  
And navigate to the 'Users' menu  
Then I can view, search and filter my Agency's users

Given I am logged in as a user with the role of System Admin  
When I navigate to the ADMIN App  
And navigate to the 'Users' menu  
Then I can select, edit and save a User's information  
And the User's information is confirmed updated

Given I am logged in as a user with the role of System Admin  
When I navigate to the ADMIN App  
And navigate to the 'Users' menu and 'Change Password'  
Then I can click 'Reset Password'  
And confirm that the User received a password reset email

Given I am logged in as a user with the role of System Admin  
When I navigate to the ADMIN App  
And navigate to the 'Users' menu  
Then I can select multiple Users to 'Activate/Disable'  
And confirm that the User can/cannot login

Given I am logged in as a user with the role of System Admin  
When I navigate to the ADMIN App  
And click on 'New', 'New User' in the header menu  
Then I can create and save a new User  
And confirm that the User received a welcome email



---

**Group Management** - A System Admin can manage Groups, Group Users and Group Permissions in their Agency. This function is available in the ADMIN App.

Given I am logged in as a user with the role of System Admin  
When I navigate to the ADMIN App  
    And navigate to the 'Groups' menu  
Then I can view and search my Agency's groups

Given I am logged in as a user with the role of System Admin  
When I navigate to the ADMIN App  
    And navigate to the 'Groups' menu  
Then I can select, edit and save a Group's info and permissions  
    And the Group's info and permissions is confirmed updated

Given I am logged in as a user with the role of System Admin  
When I navigate to the ADMIN App  
    And navigate to the 'Groups' menu and 'Group Users'  
Then I can add/remove Group users  
    And confirm that the User has been added/removed

Given I am logged in as a user with the role of System Admin  
When I navigate to the ADMIN App  
    And click on 'New', 'New Group' in the header menu  
Then I can create and save a new Group  
    And confirm that the Group has been created

**General Settings** - A user with the proper permissions can manage General Settings. This function is available in the ADMIN App in the 'Settings' menu.

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'General' menu  
Then I can view and update my Agency's general settings

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'General' menu  
    And navigate to the 'Maps/Map Layers' settings  
Then I can manage my Agency's Basemaps and Feature Layers

---

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'General' menu  
    And navigate to the 'Areas' settings  
Then I can manage my Agency's Areas

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'General' menu  
    And navigate to the 'Areas Types' settings  
Then I can manage my Agency's Area Types

**Messaging** - A user with the proper permissions send/receive message to one or more users. This function is available in the universal header across all Apps.

Given I am logged in as a user with the proper permissions  
When I have messages in the system  
Then I can view all message threads  
    And this is available in the "Message Center"  
    And the Message Center is available in the universal header

Given I am logged in as a user with the proper permissions  
When I have new message in the system  
Then I get an alert in the system  
    And I can view unread messages and all message threads  
    And this is available in the Message Center

Given I am logged in as a user with the proper permissions  
When I have messages in the system  
    And I click on the thread in the Message Center  
Then I can view the full thread in a popup  
    And I can add new messages to the thread

Given I am logged in as a user with the proper permissions  
When I click on the 'New Thread' in the Message Center  
    And I choose one or more users or groups  
Then I can start a new thread in a popup  
    And I can add new messages to the thread

---

**Check In/Check Out** - A user with the proper permissions check in/check out of the system (commonly used for shifts). This function is available in the User Account menu.

Given I am logged in as a user with the proper permissions  
When I click on the User Account Menu  
And I choose 'Check In/Out'  
Then I am prompted to check in/out  
And if I am a mobile user, I am prompted for mileage in/out

Given I am logged in as a user with the proper permissions  
When I click on the User Account Menu  
And I choose 'Check In/Out'  
And I have permission to 'View All'  
Then I am prompted a check in/out modal with all users  
And I can check in/out any user in bulk

## 5.2 Dispatch Acceptance Criteria

The following is the criteria that will be used to determine the acceptability of the dispatch requirements of the system.

**Dispatch Settings** - A user with the proper permissions can manage Dispatch Settings. This function is available in the ADMIN App in the 'Settings' menu.

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'DISPATCH' menu  
Then I can view and update my Agency's dispatch settings

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'DISPATCH' menu  
And navigate to the 'Operators' settings  
Then I can manage my Agency's Operators

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'DISPATCH' menu  
And navigate to the 'Terminals' settings  
Then I can manage my Agency's Terminals

---

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'DISPATCH' menu  
    And navigate to the 'Assignments' settings  
Then I can manage my Agency's Assignments

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'DISPATCH' menu  
    And navigate to the 'Units' settings  
Then I can manage my Agency's Units

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'DISPATCH' menu  
    And navigate to the 'Unit Types' settings  
Then I can manage my Agency's Unit Types

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'DISPATCH' menu  
    And navigate to the 'Call Types' settings  
Then I can manage my Agency's Call Types

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'DISPATCH' menu  
    And navigate to the 'Dispositions' settings  
Then I can manage my Agency's Dispositions

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'DISPATCH' menu  
    And navigate to the 'Priorities' settings  
Then I can manage my Agency's Priorities

**Managing Calls** - The following is acceptance criteria for managing calls in SOMA Dispatch.  
This function is available in the DISPATCH App.

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
    And navigate to the 'Dispatch' menu

---

And my terminal is 'Available' and a new incoming call is received  
Then the call pops on my screen, pre-filled with call information  
And the new Call # is in the form YYYYMMDD###  
And any open 'Active Calls' and 'Monitor' (MOBILE) screen updates  
And any open DISPATCH and MOBILE app receives an alert

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
And click on 'New', 'New Call' in the header menu  
Then selecting a Call Type pre-populates the Area and Priority  
And entering the Location auto-completes

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
And click on 'New', 'New Call' in the header menu  
Then I can create and save a new Call  
And the new Call # is in the form YYYYMMDD###  
And any open 'Active Calls' and 'Monitor' (MOBILE) screen updates  
And any open DISPATCH and MOBILE app receives an alert

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
And navigate to 'Active Units'  
And click on 'New Call' in the context menu of any Unit  
Then I can create and save a new Call  
And the source unit is already dispatched on the call  
And the new Call # is in the form YYYYMMDD###  
And any open 'Active Calls' and 'Monitor' (MOBILE) screen updates  
And any open DISPATCH and MOBILE app receives an alert

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
And navigate to the 'Dispatch' menu  
And my terminal is on an active call  
Then I can view and edit the call information including  
Call Type, Dispatcher(s), Time, Call/Occurred Address and Area

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
And navigate to the 'Active Calls' menu  
And I click 'Join' (double arrows)  
Then I am added to the call as a dispatcher

---

And I am navigated to the 'Dispatch' screen  
And the newly joined call is the active call

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
And navigate to the 'Active Calls' menu  
And I click 'Resume' (play arrow)  
Then I resume the call  
And I am navigated to the 'Dispatch' screen  
And the resumed call is the active call

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
And navigate to the 'Dispatch' menu  
And I have stacked calls (indicated by a red badge, top-right)  
And I click 'Resume' (play arrow)  
Then I resume the call  
And I stay on the 'Dispatch' screen  
And the resumed call is the active call

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
And navigate to the 'Dispatch' menu  
And I have an active call  
And I click 'Clear' (stop)  
Then I am prompted for a disposition  
And I can clear the call  
And the call is removed from my stacked calls

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
And navigate to the 'Dispatch' menu  
And I have an active call  
Then I am arrange the information across 2 screens on my terminal  
Including the Call Info, Call List, Call Comments, Call Forms,  
Call Maps and Dispatch/Unit List

**Dispatching Calls** - The following is acceptance criteria for dispatching calls and units in SOMA Dispatch. This function is available in the DISPATCH App.

---

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
    And navigate to the 'Dispatch' menu  
    And I have an active call  
    And I navigate to the unit dispatch list  
    And I dispatch a suggested/available/unavailable unit (bolt)  
Then the unit is dispatched and added to the call's dispatched list  
    And all dispatchers and units on the call receive an alert

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
    And navigate to the 'Dispatch' menu  
    And I have an active call  
    And I navigate to the unit dispatch list  
    And I clear a dispatched unit (stop)  
Then I am prompted for a disposition  
    And the unit is cleared and removed from the call's dispatched list

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
    And navigate to the 'Dispatch' menu  
    And I have an active call  
    And I navigate to the unit dispatch list  
    And I clear a dispatched unit (stop)  
Then I am prompted for a disposition  
    And I click 'Cancel'  
    And the unit is cancelled and removed from the call's dispatched list

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
    And navigate to the 'Dispatch' menu  
    And I have an active call  
    And I choose a unit request for the call (plus)  
Then a unit is suggested and added to the call's suggestions list  
    And all dispatchers and units on the call receive an alert

Given I am logged in as a user with the proper permissions  
When I navigate to the DISPATCH App  
    And navigate to the 'Dispatch' menu  
    And I have an active call  
Then a call timer is displayed and notifies on configured thresholds  
    And one configurable threshold is time to unit dispatched

---

And one configurable threshold is time to clear

Given I am logged in as a user with the proper permissions

When I navigate to the DISPATCH App

And navigate to the 'Active Calls' menu

Then call timers are displayed and notified on configured thresholds

And one configurable threshold is time to unit dispatched

And one configurable threshold is time to clear

When I navigate to the DISPATCH App

And navigate to the 'Dispatch' menu

And I have an active call

Then I can view and add comments to the call

And I switch calls comment drafts are automatically saved

And all dispatchers and units on the call receive an alert

**Dispatch Maps** - The following is acceptance criteria for map functionality in SOMA Dispatch. This function is available in the DISPATCH App.

Given I am logged in as a user with the proper permissions

When I navigate to the DISPATCH App

And receive or create a call

Then the related call type icon is placed on the map

And the location of the icon reflects the location of the call

Given I am logged in as a user with the proper permissions

When I navigate to the DISPATCH App

And navigate to the 'Dispatch' menu

And I have an active call

Then the related call type icon is shown on the map

And the location of the icon reflects the location of the call

Given I am logged in as a user with the proper permissions

When I navigate to the DISPATCH App

And navigate to the 'Dispatch' menu

And I have an active call

And dispatch/request a unit to the call

And the unit has integrated, live GPS updates

Then the related unit type icon is shown on the map

And the location of the icon reflects the location of the unit



---

Given I am logged in as a user with the proper permissions

When I navigate to the DISPATCH App

And navigate to the 'Dispatch' menu

And I have an active call

And clear/cancel a dispatched unit from the call

Then the related unit icon is removed from the map

Given I am logged in as a user with the proper permissions

When I navigate to the DISPATCH App

And navigate to the 'Dispatch' menu

And I have an active call

And units are dispatched/requested to the call

And the units have integrated, live GPS updates

Then the related unit icons update on the map with GPS updates

**Monitoring Calls** - The following is acceptance criteria for monitoring calls in SOMA Dispatch. This function is available in the DISPATCH App.

Given I am logged in as a user with the proper permissions

When I navigate to the DISPATCH App

And navigate to the 'Active Calls' menu

Then I can view a map and list of active calls

And I can filter the call list on Priority, Call Type, Call # and Status

Given I am logged in as a user with the proper permissions

When I navigate to the DISPATCH App

And navigate to the 'Active Calls' menu

And I click on any call's Call Type

Then I can view the details of the call including

Priority, Call Type, Call # and Status, Call Location and Time

Given I am logged in as a user with the proper permissions

When I navigate to the DISPATCH App

And navigate to the 'Active Units' menu

Then I can view a map and list of active units

And I can filter the unit list on Unit Type, Call #, Unit # and Status

Given I am logged in as a user with the proper permissions

When I navigate to the DISPATCH App

And navigate to the 'Active Units' menu

And I click on any Unit #

---

Then I can view the details of the call including  
Unit Type, Call #, Unit # and Status

Given I am a registered user  
And I am a member of a related group  
And a notification is configured to send alerts to my group  
When a new call is received or created  
And my notification configuration matches  
Area, Priority, Call Type, Unit Type/Unit Dispatched  
Then I receive a text message with call information  
And the text message has a link to call detail

## 5.3 Records Acceptance Criteria

The following is the criteria that will be used to determine the acceptability of the records requirements of the system.

**Record Schemas Settings** - A user with the proper permissions can manage Records Settings. This function is available in the ADMIN App in the 'Settings' menu.

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Schemas' settings  
Then I can manage my Agency's Record Schemas

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Schema' settings  
Then I can manage the Master Location Schema/Forms

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Schema' settings  
Then I can manage the Master Name Schema/Forms

---

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Master Vehicle Schema/Forms

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Master Property Schema/Forms

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Calls Schema/Forms

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Incident Reports Schema/Forms

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Supplement Reports Schema/Forms

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Field Interviews Schema/Forms

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Evidence Schema/Forms

---

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Warrants Schema/Forms

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Summons Schema/Forms

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Traffic Schema/Forms

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Civil Cases Schema/Forms

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Schema' settings  
Then I can manage the Civil Papers Schema/Forms

**Report Schemas Settings** - A user with the proper permissions can manage Records Settings. This function is available in the ADMIN App in the 'Settings' menu.

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu  
    And navigate to the 'Reports' settings  
Then I can manage my Agency's Reports Schemas

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
    And navigate to the 'Settings', 'RECORDS' menu

---

And navigate to the 'Reports' settings  
Then I can manage the Master Location Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Master Name Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Master Vehicle Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Master Property Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Calls Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Incident Reports Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Supplement Reports Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu

---

And navigate to the 'Reports' settings  
Then I can manage the Field Interviews Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Evidence Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Warrants Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Summons Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Traffic Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Civil Cases Reporting

Given I am logged in as a user with the proper permissions  
When I navigate to the ADMIN App  
And navigate to the 'Settings', 'RECORDS' menu  
And navigate to the 'Reports' settings  
Then I can manage the Civil Papers Reporting

**Records Management** - A user with the proper permissions can manage records in the system. This function is available in the RECORDS App.

---

Given I am logged in as a user with the proper permissions

When I navigate to the RECORDS App

And navigate to a Records menu

Then I can view the related records

And the records are displayed in a table

And the records are paged with paging controls

And the records allow for sorting

And the records allow for exporting to CSV format

Given I am logged in as a user with the proper permissions

When I navigate to the RECORDS App

And navigate to a Records menu

And search the related records

Then the search form conforms to the configured search schema

And the search results are displayed in a table

And the search results are paged with paging controls

And the search results allow for sorting

Given I am logged in as a user with the proper permissions

When I navigate to the RECORDS App

And navigate to a Records menu

And the records are viewed or searched

And the records are displayed in a table

And you click on a record to view the record

Then the record detail conforms to the configured form schema

And the record can be updated and saved

And the record allow for exporting to PDF format

Given I am logged in as a user with the proper permissions

When I navigate to the RECORDS App

And navigate to a Records menu

And click on 'New Record'

Then a new record form is shown

And the form conforms to the configured form schema

And the new record can be saved

Given I am logged in as a user with the proper permissions

When I navigate to the RECORDS App

And navigate to a Master Data Records menu

And the master data records are viewed or searched

And the records are displayed in a table

---

And you click on a record to view the record  
Then the record detail conforms to the configured form schema  
And all related records are displayed  
And the related records and groups by type  
And the related records are displayed in a table  
(for example all incidents, warrants, summons and civil papers  
related to a master name record)

Given I am logged in as a user with the proper permissions  
When I navigate to the RECORDS App  
And navigate to a Master Names Records menu  
Then an "UNKNOWN" record can be entered for use  
And a "SOCIETY" record can be entered for use

**Reporting** - A user with the proper permissions can access records data reporting in the system. This function is available in the RECORDS App.

Given I am logged in as a user with the proper permissions  
When I navigate to the RECORDS App  
And navigate to a Records menu or the Reports menu  
And select a Dynamic Report  
Then I can view the related records  
And the records are displayed in a table  
And the records are paged with paging controls  
And the records allow for sorting  
And the records allow for exporting to CSV format

Given I am logged in as a user with the proper permissions  
When I navigate to the RECORDS App  
And navigate to a Records menu or the Reports menu  
And select a Dynamic Report  
And search the related records  
Then the search form conforms to the configured search schema  
And the search results are displayed in a table  
And the search results are paged with paging controls  
And the search results allow for sorting

Given I am logged in as a user with the proper permissions  
When I navigate to the RECORDS App  
And navigate to a Records menu or the Reports menu  
And the records are viewed or searched



---

And the records are displayed in a table  
And you click on a record to view the record  
Then the record detail conforms to the configured form schema  
And the record allow for exporting to PDF format

Given I am logged in as a user with the proper permissions  
When I navigate to the RECORDS App  
And navigate to a Records menu or the Reports menu  
And select a Dynamic Report  
And configuration specifies one or more filters the schema  
Then the filtered results are displayed in a table  
And the filtered results can be searched  
(Traffic vs Selective Traffic Reporting)

## 5.4 Mobile Acceptance Criteria

The following is the criteria that will be used to determine the acceptability of the mobile requirements of the system.

**Managing Unit Calls** - The following is acceptance criteria for managing calls in SOMA Mobile. This function is available in the MOBILE App.

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
And navigate to the 'Active Call' menu  
And my unit is 'Available' and am dispatched to a new call  
Then the call pops on my screen, pre-filled with call information  
And I receive an alert

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
And click on 'New', 'New Call' in the header menu  
Then selecting a Call Type pre-populates the Area and Priority  
And entering the Location auto-completes

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
And click on 'New', 'New Call' in the header menu  
Then I can create and save a new Call  
And any open 'Active Calls' (DISPATCH) and 'Monitor' screen updates

---

And any open DISPATCH and MOBILE app receives an alert

Given I am logged in as a user with the proper permissions

When I navigate to the MOBILE App

And navigate to the 'Active Call' menu

And my unit is on an active call

Then I can view and edit the call information including

Call Type, Dispatcher(s), Units, Time, Call/Occured Address and Area

Given I am logged in as a user with the proper permissions

When I navigate to the MOBILE App

And navigate to the 'Monitor' menu

And I click 'Dispatch' (bolt)

Then I am added to the call as a dispatched unit

And I am navigated to the 'Active Call' screen

And the newly dispatched call is the active call

Given I am logged in as a user with the proper permissions

When I navigate to the MOBILE App

And navigate to the 'Monitor' menu

And I click 'Resume' (play arrow)

Then I resume the call

And I am navigated to the 'Active Call' screen

And the resumed call is the active call

Given I am logged in as a user with the proper permissions

When I navigate to the MOBILE App

And navigate to the 'Active Call' menu

And I have stacked calls (indicated by a red badge, top-right)

And I click 'Resume' (play arrow)

Then I resume the call

And I stay on the 'Active Call' screen

And the resumed call is the active call

Given I am logged in as a user with the proper permissions

When I navigate to the MOBILE App

And navigate to the 'Active Call' menu

And I have an active call

And I click 'Clear' (stop)

Then I am prompted for a disposition

And I can clear the call

And the call is removed from my stacked calls

---

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Active Call' menu  
    And I change my Unit status  
Then my status is updated in the system  
    And I can set a status comment if Unavailable or Transporting  
    And I can set mileage in/out if Transporting

**Dispatch Maps** - The following is acceptance criteria for map functionality in SOMA Mobile.  
This function is available in the MOBILE App.

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And receive or create a call  
Then the related call type icon is placed on the map  
    And the location of the icon reflects the location of the call

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Active Call' menu  
    And I have an active call  
Then the related call type icon is shown on the map  
    And the location of the icon reflects the location of the call

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Active Call' menu  
    And I have an active call  
    And a dispatch/request unit is added to the call  
    And the unit has integrated, live GPS updates  
Then the related unit type icon is shown on the map  
    And the location of the icon reflects the location of the unit  
    (including mine)

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Active Call' menu  
    And I have an active call  
    And a dispatched unit is cleared/cancelled a from the call  
Then the related unit icon is removed from the map

---

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Active Call' menu  
    And I have an active call  
    And units are dispatched/requested to the call  
    And the units have integrated, live GPS updates  
Then the related unit icons update on the map with GPS updates  
    (including mine)

**Monitoring Calls** - The following is acceptance criteria for monitoring calls in SOMA Mobile.  
This function is available in the MOBILE App.

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Monitor' menu  
Then I can view a map and list of active calls  
    And I can filter the call list on Priority, Call Type, Call # and Status

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Monitor' menu  
    And I click on any call's Call Type  
Then I can view the details of the call including  
    Priority, Call Type, Call # and Status, Call Location and Time

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Monitor' menu and 'Units'  
Then I can view a map and list of active units  
    And I can filter the unit list on Unit Type, Call #, Unit # and Status

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Monitor' menu and 'Units'  
    And I click on any Unit #  
Then I can view the details of the call including  
    Unit Type, Call #, Unit # and Status

**Records Search** - The following is acceptance criteria for searching records in SOMA Mobile.  
This function is available in the MOBILE App.

---

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Query' menu  
Then I can search NCIC for persons, vehicle and property

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Query' menu  
Then I can search Records for persons, vehicle and property

**Incident Reports** - The following is acceptance criteria for field reporting in SOMA Mobile.  
This function is available in the MOBILE App.

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Reports' menu  
Then I can view a list of pending incident reports  
    And any cleared call that required a report is added  
    And all outstanding, unfinished incident reports are listed  
    And the reports are available until they are finished and submitted

Given I am logged in as a user with the proper permissions  
When I navigate to the MOBILE App  
    And navigate to the 'Reports' menu  
    And I have unfinished, unsubmitted reports  
Then I can click to update and submit the incident report

## 5.5 Data Interoperability Acceptance Criteria

The following is the criteria that will be used to determine the acceptability of the data interoperability requirements of the system.

**Records Search** - The following is acceptance criteria for searching records in SOMA Hub.  
This function is available in the HUB App.

Given I am logged in as a user with the proper permissions  
When I navigate to the HUB App  
    And navigate to the 'Dashboard' menu

---

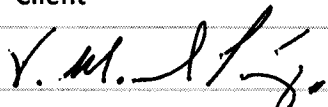
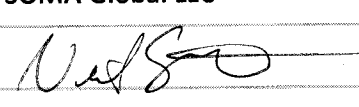
Then I can search NCIC for persons, vehicle and property


## 5.6 Out Of Scope


This subsection of the Project Implementation Plan establishes the explicit requirements that are currently not in the scope of this project. In many cases, these are “nice to have” features that will be added to the SOMA Platform Roadmap and implemented at a later date. This subsection will be revisited pending further detail in implementation plan and schedule.

# APPENDIX A: Project Implementation Plan Approval

The undersigned acknowledge that they have reviewed the Onboarding Implementation Plan and agree with the information presented within this document. Changes to this Project Implementation Plan will be coordinated with, and approved by, the undersigned, or their designated representatives.

Client	SOMA Global LLC
Signature: 	Signature: 
Name: V. Manuel Perez	Name: Nick Stohlman
Title: Chairman, Board of Supervisors	Title: Chief Client Officer
Date: FEB 11 2020	Date: 1/16/2020

FORM APPROVED COUNTY COUNSEL  
BY:  1/27/2020  
SUSANNA N. OH DATE

ATTEST:  
KECIA R. HARPER, Clerk  
By:   
DEPUTY

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## APPENDIX B: Referrals

The SOMA Team has taken the liberty of submitting referrals from other, reputable public safety agencies that we are currently engaged in similar partnerships with.

### Buckingham County Sheriff's Office

#### **Active Client/Partner**

Jamie Shumaker, IT Director

13380 West James Anderson Hwy

Buckingham, VA 23921

(434) 969-4242

[jsumaker@buckinghamcounty.virginia.gov](mailto:jsumaker@buckinghamcounty.virginia.gov)

Buckingham County Sheriff's Office (BCSO) was looking to replace their Public Safety software system provided by DaPro. DaPro was recently acquired by ID Networks.

One of the top goals of the BCSO in 2017 was to "obtain and utilize a new system that is cutting-edge technology that supports comprehensive law enforcement, and Public Safety practices while increasing cost-savings." One of the supporting mandates to this goal is to increasingly make investments in new technologies to support the agency in the Sheriff's Operations Center and in the field.

BCSO went live in early 2018 with the SOMA Platform installed as an on-premise solution.

Previous Vendor: DAPro

Purchased SOMA Platform: SOMA Dispatch, SOMA Mobile, SOMA Records, SOMA Hub

### Lancaster County Sheriff's Office

#### **Active Client/Partner**

Sgt Jeff Haywood

8293 Mary Ball Rd

Lancaster, VA 22503

(804) 462-5111

[haywood@lancastersheriff.net](mailto:haywood@lancastersheriff.net)



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Lancaster County Sheriff's Office (LCSO) was looking to replace their Public Safety software system provided by DaPro. LCSO was keen on moving to a cloud solution for the added benefits of Reliability, Security and Maintainability.

The SOMA Platform is a software-as-a-service solution that can be utilized in the cloud, deployed on-premise or in a hybrid model. The relevant applications to this the LCSO implementation are: Dispatch, Records, Mobile and Jail.

LCSO went live in early 2018 with the SOMA Platform installed as a GovCloud solution.

Previous Vendor: DAPro

Purchased SOMA Platform: SOMA Dispatch, SOMA Mobile, SOMA Records, SOMA Jail, SOMA Hub

## Guernsey County Sheriff's Office

### Active Client/Partner

Sgt Dustin Best

601 Southgate Pkwy  
Cambridge, OH 43725  
(740) 439-4455  
[3029@guernseysheriff.com](mailto:3029@guernseysheriff.com)

Guernsey County Sheriff's Office (GCSO) needed to replace their previous vendor, Alert Public Safety (APSS) system due to APSS being acquired by another vendor. GCSO Sheriff wanted to move towards the use of Cloud Technology in order to best serve the citizens that elected him. GCSO is the first agency in the State of Ohio to take advantage of the SOMA platform operating in the AWS Cloud Services. GCSO has gone live on the the SOMA platform and SaaS model. SOMA CAD, MOBILE, RMS and JMS will be utilized but all employees of the Sheriff's Office along with other Country agencies.

Previous Vendor: Alert Public Safety Systems

Purchased SOMA Platform: SOMA Dispatch, SOMA Mobile, SOMA Records, SOMA Jail, SOMA Hub

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## Richmond Police Department

### **Active Client/Partner**

Pierre Redding

200 W Grace St

Richmond, VA 23220

(804) 646-0400

[Pierre.Redding@richmondgov.com](mailto:Pierre.Redding@richmondgov.com)

The City of Richmond Police Department (RPD) has over 930 staff members to service 205,000 residence over a 62.5 square mile geographical area. Virginia Commonwealth University consist of over 120 staff members to service 31,242 enrolled students each year. The Richmond City Police Department is one of the largest Police Departments in the Commonwealth with nearly 3000 system users, sworn and civilian staff members. The three agencies will be using the SOMA platform for RMS, Mobile and Jail technology. The agencies will also be sharing data as well as sending information back and forth from DEC (Department of Emergency Communications).

Their current Mobile and RMS system does not have the capabilities and scalability that is needed by RPD. They selected SOMA and our state-of-the-art platform to ensure that RPD stay's in front of crime trends, patterns and apply the science of "intelligent policing".

Previous Vendor: OSSI/Superion

Purchased SOMA Platform: SOMA Mobile, SOMA Records, SOMA Hub, SOMA Jail

## University of Kentucky Police Department

### **Active Client/Partner**

Chief Joe Monroe

305 Euclid Avenue

Lexington, KY 40508

(859) 257-8573

[joe.monroe@uky.edu](mailto:joe.monroe@uky.edu)

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The University of Kentucky Police Department (UKPD) has selected SOMA Global and deploy the SOMA Platform, Dispatch, Records and Mobile with a strong focus on CLERY reporting requirements. Their current CAD, Mobile and RMS system does not have the capabilities and scalability that is needed by UKPD. They selected SOMA and our state-of-the-art platform to ensure that UKPD stay in front of crime trends, patterns and apply the science of "intelligent policing". UKPD is due for a full Go-Live in late 2018.

Previous Vendor: InterAct/Caliber

Purchased SOMA Platform: SOMA Dispatch, SOMA Mobile, SOMA Records, SOMA Hub

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## APPENDIX C: Key Terms

The following table provides definitions and explanations for terms and acronyms relevant to the content presented within this document.

Term	Definition
Software-as-a-Service	Software-as-a-service is a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted.[2][3] It is sometimes referred to as "on-demand software",[4] and was formerly referred to as "software plus services" by Microsoft.[5] SaaS is typically accessed by users using a thin client via a web browser.
Agile Methodology	Agile methodology for software development describes a set of values and principles for software development under which requirements and solutions evolve through the collaborative effort of self-organizing cross-functional teams.[1] It advocates adaptive planning, evolutionary development, early delivery, and continuous improvement, and it encourages rapid and flexible response to change.
Sprint	A Sprint is a get-together of people involved in a project to further a focused development of the project. Sprints typically last from one week up to three weeks.
Continuous Integration	Continuous Integration (CI) is a development practice that requires developers to integrate code into a shared repository several times a day. Each check-in is then verified by an automated build, allowing teams to detect problems early.
Docker Containers	Docker is a software technology providing containers, promoted by the company Docker, Inc. Docker provides an additional layer of abstraction and automation of operating-system-level virtualization on Windows and Linux. Docker uses the resource isolation features of the Linux kernel such as cgroups and kernel namespaces, and a union-capable file system such as OverlayFS and others to allow independent "containers" to run within a single Linux instance, avoiding the overhead of starting and maintaining virtual machines (VMs).
Area Type (Service Area Type)	Area Types are a SOMA Platform configuration that describes a geographical area that an agency serves. Area Types can be hierarchical, for example, an configuration of Area Types could be <i>Sector &gt; District &gt; Beat</i> .
Area (Service Area)	Areas are a SOMA Platform configuration that represents a single instance of an Area Type, for example, <i>Beat 789</i> .
Priority (Call Priority)	A Priority is a characteristic of a Call that is used to convey the urgency of the Call. SOMA Dispatch allows for the configuration of multiple Priorities per Service Type (LAW, FIRE, EMS).
Disposition (Call Disposition)	A Disposition is a characteristic of a cleared Call that is used to convey the resolution of the Call. SOMA Dispatch allows for the configuration of multiple Dispositions per Service Type (LAW, FIRE, EMS).

Call Type	A Call Type is a characteristic of a Call that is used to categorize the Call. SOMA Dispatch allows for the configuration of multiple Call Types per Service Type (LAW, FIRE, EMS) with default Priority and required Dispositions and actions.
Unit Type	A Unit Type is used to categorize the Units in the field. SOMA Dispatch allows for the configuration of multiple Unit Types per Service Type (LAW, FIRE, EMS).
Unit	A Unit is a unique instance of a Unit Type in the field. SOMA Dispatch allows for the configuration of multiple Units, each categorized by a Unit Type.
Assignment	An Assignment associates a User with a Unit in the field. SOMA Dispatch allows for the configuration of multiple Assignments, each specifying a User, a Unit and an Area.
Terminal	A Terminal is a unique instance of an Operator's access. SOMA Dispatch allows for the configuration of multiple Terminals. The Terminal is primary used to route Calls to an Operator.
Operator	An Operator associates a User with a Terminal. SOMA Dispatch allows for the configuration of multiple Operators, each specifying a User, a Terminal and an Area.
Inform Query	An Inform Query is a platform configuration that loads related, extra information into a Call. SOMA Dispatch allows for the configuration of multiple Inform Queries, each a source data feed and the fields to be displayed. Alerts are also configured here to highlight important query results.
Route Rotation (Dispatch Run Card)	An Route Rotation is a platform configuration that specifies the routing and rotation rules for Units dispatched to a Call. SOMA Dispatch allows for the configuration of multiple Route Rotations, each a target Area and Unit Type and an ordered list of source Areas to route from. Rotations are also configured here to skip dispatch rotation as a result of previously cancelled dispatch requests.
Dispatch Plan (Dispatch SOP)	A Dispatch Plan specifies required Operators and Units for a Call. SOMA Dispatch allows for the configuration of multiple Dispatch Plans, each a list of target Areas and Call Types and the required Operators and Units with quantities.
Schema (Record Schema)	A Schema is a configuration of a core record type of the system. SOMA Records allows for the configuration any system record with a variety of field types.
Report Schema	A Report is a derivative Record in the system. For example, Incident Reports are created and derived from Incident Records. SOMA Reports allows for the configuration any system report with a variety of field types.

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## APPENDIX D: System Hardware Inventory

Name/Version	Contact	Serial/License Info
Dell Poweredge (Primary Server)	N/A	
<Existing Server> (Secondary Server)	N/A	
<TBD Server> (Backup Server/Service)	N/A	

---

## APPENDIX E: System Software Inventory

Name/Version	Contact	Download/License Info
MySQL v5.6.34	N/A	Open Source. GPL License.
MongoDB v3.4.4	N/A	Open Source. GNU AGPL v3.0.
Redis Server v3.2.7	N/A	Open Source. "Three clause" BSD license.
go v1.10.1	N/A	Open Source. <a href="https://golang.org/LICENSE">https://golang.org/LICENSE</a>
nginx v1.13.4	N/A	Open Source. "Two clause" BSD license.



# Riverside County Sheriff's Department

## Chad Bianco, Sheriff-Coroner

4095 Lemon Street • Riverside • California • 92501  
www.riversidesheriff.org

Date: January 13, 2020  
From: Will Taylor, Chief Deputy Director  
To: Board of Supervisors  
Via: Lt. Mark Potter and contact 951-486-2905  
Subject: Sole Source Procurement; Request for the Purchase of the Computer Aided Dispatch (CAD), Record Management System (RMS), and Jail Information Management System (JIMS) solution and annual subscription and maintenance services

The below information is provided in support of my Department requesting approval for a sole source.  
(Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole or single source.)

1. Supplier being requested: SOMA Global, LLC

2. Vendor ID: #233352

3. ☐ Single Source ☒ Sole Source

4. Have you previously requested and received approval for a sole or single source request for this vendor for your department? (If yes, please provide the approved sole or single source number).

☐ Yes ☒ No  
SSJ# \_\_\_\_\_

4a. Was the request approved for a different project?

☐ Yes ☒ No

5. Supply/Service being requested: Request to purchase the Computer Aided Dispatch (CAD), Record Management System (RMS), and Jail Information Management System (JIMS) solution. This request includes implementation cost and the service renewal for year two to year ten. The Sheriff's Department would like the option to extend this contract beyond the ten-year term so as long as SOMA annual increase do not exceed 2.5%.

6. Unique features of the supply/service being requested from this supplier.

The CAD, RMS and JIMS systems are the lifelines of any public safety organizations. The current



CAD was purchased from Eyring Research Institute in 1986, RMS from OCS Technologies (OCS) in 1994, and JIMS from Sonoma County in 1988. These systems have been operable for the last 30 years and have reached end of life. As the Department is faced with a heavy reliance to complete mission-critical tasks in a timely manner, we explored the market and conducted an extensive market research and site visits to assess the latest technology that can meet our current needs while being mindful of future growth and expansion. The key criteria to our requirement and selection are based on platform, configuration, and accessibility, and we determined SOMA Global has the software solution that can meet all our operational needs. Some of the features that are unique to and sold exclusively by Soma are their Native-Cloud Platform, Browser-Based Interface and Expansive/Extensible Platform.

- 1) Native-Cloud Platform - Within the public safety software industry, no other software vendor can produce at this time an "on-premise", "native-cloud" or "hybrid" solution that can meet the needs of our agency encompassing all three (3) mission-critical interconnected systems (CAD/RMS/JIMS). The SOMA Platform is built using "container" technology that allows the flexibility and future-proof deployment that will allow our agency to deploy the solution in [either] an "on-premise", "native-cloud" or "hybrid" model.
  - a) The system and its application services are packaged as containers in a cloud-native environment that can scale on-demand and autonomously.
  - b) Application services can be partitioned such that individual services can scale on-demand and autonomously. For example, in a major event CAD services will scale up to handle increases in load/demand independently of RMS and JIMS services.
  - c) Application services can be partitioned such that individual service outages will not affect the system as a whole. For example, CAD services will continue to operate in the event of an RMS or JIMS outage.
  - d) Application services are stateless services and exist independent of stateful services. Application services are isolated from operating system dependencies. Application services do not have an affinity for any particular operating system or individual machine, including memory, CPUs and/or storage.
  - e) The system is deployed on virtual, shared, and elastic infrastructure. Underlying infrastructure can dynamically grow and/or shrink — adjusting themselves to varying loads.
  - f) The system is deployed within multiple cloud availability zones and regions in a high availability configuration.
  - g) The system is resilient and self-healing. Underlying infrastructure can automatically and dynamically replace resources when they fail or become unresponsive, making disruption virtually unnoticeable.
  - h) The system can be deployed on any CJIS-compliant cloud, including AWS GovCloud (East/West), Microsoft Azure Government Cloud, and/or a premise-based private cloud infrastructure.
- 2) Browser-Based Interface - SOMA's unique technology stack features a web-based, mobile-first, "responsive" user interface that extends access and value to the agency.
  - a) 100% functional in every application and module through a standard web browser.
  - b) Dynamically scales from desktop to mobile view in every application and module for a "responsive" user interface for secure access from any device.
  - c) Native capabilities allow packaging as an app on any device operating system.
- 3) Expansive/Extensible Platform - The SOMA Platform meets agency needs with a broad range of public safety applications. The SOMA Platform features a common framework of pre-built applications and records schemas that are configurable by the agency through an easy, "drag-and-drop" interface. New record types can also be created on-the-fly with the SOMA schema builder for endless extensibility and configurability. The SOMA applications and modules

include, but are not limited to:

- a) Computer-Aided Dispatch
- b) Mobile Dispatch
- c) Records Management including: Calls for Service (CFS), Incident Reporting, NIBRS, Field Interviews, Use of Force, Property & Evidence, Citation/Warrants/Arrests, Crash Reporting, Civil Process, Protection Orders & Restraints, Personnel Tracking, Quartermaster, Fleet Management, Off-Duty Scheduling, Court Scheduling, Fire/EMS Records, NFIRS, Permits & Licensing, and Pawn
- d) Case Management and Investigations
- e) Jail Management including: Booking, Inmate Management, Housing, Transportation, Visitation, Commissary, Medical, Assessment, etc.
- f) Reports Analytical Support (including CompStat).
- g) Distributed search capabilities across multiple data sources
- h) Data sharing across multiple agencies.
- i) True Multi-Jurisdictional Setup
- j) Integrated Alerts
- k) Integrated Video Streaming & Storage.
- l) Integrations for Federal, State & Local Interfaces (NCIC, LiveScan, LINX, etc)

SOMA can provide an all-in-one solution, and their innovative cloud-based hub connects agencies and their data by offering the ability to search across systems, internet and social media instantly to bring that disparate data into one place. Their highly configurable schema builder provides the end-users administrative control and flexibility to design, modify and implement new custom objects, fields, and relationships without the vendor's assistance or additional programming cost. All major CAD, RMS, Jail and Mobile systems are supported through a simple configuration, allowing the users the ability to interface and customize features to adapt to new requirements and mandates of law enforcement work. Since the application is user driven, this is ideal for meeting future requirements and adaptability. Furthermore, their platform is versatile to work on multiple mobile devices and their application is designed to give agencies and first responders instant access to data from anywhere. For these reasons stated, SOMA provides the best solution to meet the Sheriff's operational requirements.

**7. Reasons why my department requires these unique features from the vendor and what benefit will accrue to the county:**

The Sheriff's Department depends on the CAD, RMS and JIMS systems to quickly and accurately document and share mission-critical information in real time to perform law enforcement functions. The Department could not operate without the assistance of these systems working to support the day-to-day operations of the Department by enhancing public safety through the efficient use of resources and effective tactical deployment of personnel. While these systems are the lifeline of the department, we are using outdated technology to complete some of our most mission-critical tasks.

These systems have been operable for the over 30 years. Although we upgraded the CAD and RMS systems over the years to meet the needs and demands of our users, the systems are running on old platforms that limits our ability to push out information or configure our data for usability in a timely manner. As reporting requirements increase, including State and Federal mandates that we must follow, these systems have become more costly to operate, support and maintain. In addition, current vendors are requiring that we upgrade our hardware in order for them to commit and continue providing the support/maintenance services. Rather than investing millions in old technology, the best solution for the Sheriff's Department is to purchase a new system because the need for us to find a simpler way to deliver information to those on the ground in a faster and more accurate way is critical to our operation of ensuring public safety.

- 8. Period of Performance:** From: February 1, 2020 to January 30, 2030  
(10 years)

Is this an annually renewable contract? ☐ No ☒ Yes

Is this a fixed-term agreement: ☒ No ☐ Yes

(A fixed-term agreement is set for a specific amount of time; it is not renewed annually. Ensure multi-year fixed-term agreements include a cancellation, non-appropriation of funds, or refund clause. If there is no clause(s) to that effect, then the agreement must be submitted to the Board for approval. No exemptions shall apply.)

- 9. Identify all costs for this requested purchase. In addition, please include any single or sole source amounts previously approved and related to this project and vendor in the section designated below for current and future fiscal years. You do not need to include previous fiscal year amounts. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent's authority, Board approval must be obtained. (Note: ongoing costs may include but are not limited to subscriptions, licenses, maintenance, support, etc.)**

Contract coverage date: 2/1/20 - 2/1/21 - 7/1/21 - 7/1/22 - 7/1/23 - 7/1/24 -  
1/31/21 6/30/21 6/30/22 6/30/23 6/30/24 6/30/25

Description:			FY21/22	FY22/23	FY23/24	FY24/25
One-time Costs:						
Implementation	1,499,949					
Ongoing Costs:						
Service Platform (Dispatch, Record, Mobile, and JIMS)	849,665	708,054	1,699,330	1,699,330	1,699,330	1,717,031
Previous SSJ Approved Amounts:						
(Insert description)						
Total Costs	2,349,614	708,054	1,699,330	1,699,330	1,699,330	1,717,031

Contract coverage date: 7/1/25 - 7/1/26 - 7/1/27 - 7/1/28 - 7/1/29 -  
6/30/26 6/30/27 6/30/28 6/30/29 1/31/30

Description:	FY25/26	FY26/27	FY27/28	FY28/29	FY29/30	Total
One-time Costs:						
Implementation						1,499,949
Ongoing Costs:						
Service Platform (Dispatch, Record, Mobile, and JIMS)	1,759,957	1,803,956	1,849,055	1,895,281	1,133,220	16,814,209
Previous SSJ Approved Amounts:						
(Insert description)						
Total Costs	1,759,957	1,803,956	1,849,055	1,895,281	1,133,220	18,314,158

**10. Price Reasonableness:**

The Sheriff's Department has been vigorously negotiating this contract and by committing to a ten-year (10) contract term, the vendors agrees to reduce the first-year cost by 50%, commit to a fixed

rate of \$1,699,330 for year two to five, and reduce their annual 5% increases on the service renewal to a 2.5% for year six to ten. The first year alone provides a cost saving of \$849,665. The purchase will encompass the SOMA Dispatch, Records, Jail, Mobile, Solve and Hub, as well as all the features outlined on Attachment A: Features of SOMA Application. These additional enhanced features/functionalities will provide the Sheriff's Department the ability to create efficiency within their workflow and operation, including replacing other outdated applications used by the Department that would yield additional cost saving to the County. For instance, the application can track mandated trainings, vehicles and equipment assigned to personnel, as well as inventoried goods. The ability to assign asset, equipment to personnel and designate their work location in the system allows for better tracking and accountability for building rates. The annual SOMA subscription renewal cost will be offset by some of annual hardware and software maintenance cost of the current CAD, RMS, and JIMS systems that are listed below:

Software/Subscription Description	Vendor	Annual Estimated Cost
CAD Maintenance	NEXIO	\$185,000
FusionRMS (eLEETS)	TAB Products	\$25,000
JIMS Maintenance	Veryant	\$21,000
Law Records Management System	Tiburon	\$269,893
NonStop Server HW Maintenance	HPE	\$47,705
NonStop Server SW Maintenance	HPE	\$51,185
OutsideView	Crystal Point	\$1,460
FileMaker Pro	EnPointe	\$1,364
RVRSHERRIFFDEPT Itanium HW Server Maintenance	HPE	\$6,548
RVRSHERRIFFDEPT Itanium SW Server Maintenance	HPE	\$12,174

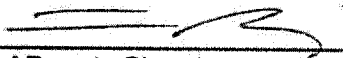
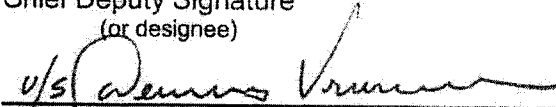
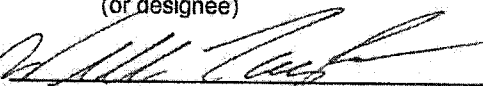
#### ANNUAL COST SAVING: \$621,329

Once these hardware and software maintenance costs are removed, the cost saving of \$621,329 annually will offset some of the annual SOMA subscription cost. Based on the available features and functionalities of the SOMA application, the Department anticipates additional cost saving as we have determined certain applications will no longer be needed or replaced.

The total ten-year cost is \$18,314,158. In addition, the Sheriff's Department would like to request for a 10% contingency in the amount of \$1,831,416 (over a 10-year contract term) to allow for additional support and services if needed.

#### 11. Projected Board of Supervisor Date (if applicable): January 28, 2020

(Draft Form 11s, service agreement and or quotes must accompany the sole source request for Purchasing Agent approval.)

	Matthew Aveling	01/14/20
Chief Deputy Signature (or designee)	Print Name	Date
	DENNIS VROOMAN	01/14/2020
Assistant Sheriff Signature (or designee)	Print Name	Date
	Will Taylor	11/18/2020
Department Head Signature (or designee)	Print Name	Date

The section below is to be completed by the Purchasing Agent or designee.

Purchasing Department Comments:

**Approve**

**Approve with Condition/s**

**Disapprove**

Condition/s:

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Not to exceed:

☐ One-time \$ \_\_\_\_\_

☐ Annual Amount \$ \_\_\_\_\_ / per fiscal year through \_\_\_\_\_ (date)

(If Annual Amount Varies each FY)

FY \_\_\_\_\_ : \$ \_\_\_\_\_  
 FY \_\_\_\_\_ : \$ \_\_\_\_\_  
 FY \_\_\_\_\_ : \$ \_\_\_\_\_  
 FY \_\_\_\_\_ : \$ \_\_\_\_\_  
 FY \_\_\_\_\_ : \$ \_\_\_\_\_

*As noted on page 4*

*[Signature]*  
 Purchasing Agent

1/23/20  
 Date

20-092  
 Approval Number  
 (Reference on Purchasing Documents)

?

## **ATTACHMENT A:**

### **Features of SOMA Application**

#### **911 WIRELESS**

Accident Unit Involvement  
Accident Victims  
Accident/Crash  
Accident/Crash Codes  
Animal  
Animal Case  
Animal Citation  
Animal Impound  
Animal Tag  
Animal Transaction  
Arrest  
Arrest Disposition Codes  
Arrestee Segment Codes  
ASSAULT  
Assault Status Codes (VA)  
Assault/Homicide Codes  
Automatic Vehicle Location  
Service (AVL)  
Aviation Maintenance  
Basic School Administration  
Basic School Administration  
Basic School Inventory  
Bias Motivation Codes  
Boat Fire Procedure  
BURGLARY ALARM  
Cadet Account  
Cadet Account Receipt  
Cadet Account Tx  
Cadet Housing  
Cadet Housing Assignment  
Cadet Housing Check  
Cadet Incident  
Cadet Intake  
Cadet Medical  
Cadet Medical Release  
Cadet Medical Test  
Cadet Property  
Cadet Property Issue  
Cadet Visitation  
Call  
Call Info  
Charge Codes  
Citation  
Citizen Online Incident  
Reporting  
Civil Case  
Civil Paper  
Concealed Weapons  
Coroner's Case Management

Court Assignment  
Criminal Activity Codes  
Critical Information  
Deputy Activity Log  
Drug Codes  
Drug Measurement Codes  
Electronic Field Reporting  
Employee Record  
Entry/Exit Codes (VA)  
Ethnicity Codes  
Evidence  
Evidence Activity Location  
Codes  
Evidence Disposition Codes  
Evidence Storage Location  
Codes  
Exception Clear Codes  
Field Interview  
Fire  
Fire/Arson  
Fire/Civilian Fire Casualty  
Fire/EMS Incident  
Fire/Fire Service Casualty  
Fire/Hazmat  
Fire/Incident  
Fire/Personnel  
Fire/Resource  
Fire/Structure Fire  
Fire/Wildland Fire  
Firearms Certification  
Fleet Assignment  
Fleet Maintenance Log  
Fleet Vehicle  
Forced Entry Codes  
Gang  
Gang Activity Codes  
Gender Codes  
Incident  
Informant Module  
Injury Codes  
Inmate  
Inmate Account  
Inmate Account Receipt  
Inmate Account Tx  
Inmate Assessment  
Inmate Charge  
Inmate Housing  
Inmate Housing Assignment  
Inmate Housing Check  
Inmate Incident  
Inmate Medical  
Inmate Medical Release  
Inmate Medical Test  
Inmate Property  
Inmate Property Issue  
Inmate Visitation

Internal Affairs  
Inventory Item  
Inventory Request  
Inventory SKU  
Inventory SKU Action  
Inventory SKU Action Codes  
Inventory SKU Balance  
Inventory SKU Category Codes  
Inventory Storage Location  
Inventory Warehouse  
Justifiable Homicide Codes  
Juvenile Disposition Codes  
K-9  
Left Scene Codes (VA)  
LEO Activity Codes  
LEO Assignment Codes  
Location (FIPS) Codes  
Location Codes  
Location Info  
Medical Assessments  
Mugshot  
Multi-Factor Authentication  
Name  
Narcotics Intelligence  
NextGen911 compliant-ready  
NIBRA/CIBRS compliant-ready  
Off Duty Assignment  
Off Duty Contract  
Off Duty Event  
Off Duty Payment  
Offender  
Offender Use Codes  
Offense  
Offense Codes  
Offense Status Codes  
ORI Numbers  
Parking  
Pawn  
Personnel  
Print Footer  
Print Header  
Property  
Property Codes  
Property Involvement  
Property Loss Codes  
Quartermaster (equipment  
management)  
Race Codes  
Relationship Codes  
Report Dictation  
Reporting: Digital Redaction  
Resident Status Codes  
Security Type Codes (VA)  
Suspicious Activity Report  
Traffic  
Transport

Use of Force  
Vehicle  
Vehicle Codes  
Vehicle Involvement  
Vehicle Maintenance  
Vehicle Tow/Impound  
Victim  
Victim Advocacy  
Victim Codes  
Warrant  
Weapons/Arms Codes  
Weapons/Force Codes



Current Cost itemization (Include all the year 1 cost)							
Item Description	Purchase Type	Vendor	Quantity	Unit Cost	Sub_Total	Item Tax	Total Cost
Implementation	Professional Services	SOMA	1	\$1,499,949.00	\$1,499,949.00		\$1,499,949.00
Service Platform (Dispatch, Record, Mobile, and JIMS)	Software	SOMA	1	\$849,665.00	\$849,665.00		\$849,665.00
Total:							\$2,349,614.00





# RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM

Annual Costs				
Item Description	Payment Type	Terms (in Years)	Payment amount	Total Annual Payments
Year 2 (FY20-21): Service Platform (Dispatch, Record, Mobile, and JIMS)		1.00	\$1,699,330.00	\$1,699,330.00
Year 3 (FY21-22): Service Platform (Dispatch, Record, Mobile, and JIMS)		1.00	\$1,699,330.00	\$1,699,330.00
Year 4 (FY22-23): Service Platform (Dispatch, Record, Mobile, and JIMS)		1.00	\$1,699,330.00	\$1,699,330.00
Year 5 (FY23-24): Service Platform (Dispatch, Record, Mobile, and JIMS)		1.00	\$1,699,330.00	\$1,699,330.00
Year 6 (FY24-25): Service Platform (Dispatch, Record, Mobile, and JIMS)		1.00	\$1,741,813.00	\$1,741,813.00
Year 7 (FY25-26): Service Platform (Dispatch, Record, Mobile, and JIMS)		1.00	\$1,785,359.00	\$1,785,359.00
Year 8 (FY26-27): Service Platform (Dispatch, Record, Mobile, and JIMS)		1.00	\$1,829,993.00	\$1,829,993.00
Year 9 (FY27-28): Service Platform (Dispatch, Record, Mobile, and JIMS)		1.00	\$1,875,742.00	\$1,875,742.00
Year 10 (FY28-29): Service Platform (Dispatch, Record, Mobile, and JIMS)		1.00	\$1,922,636.00	\$1,922,636.00
Total:				\$15,952,863.00

Grand Total: \$18,302,477.00

Accounting String To be completed for pass-thru purchases that will be processed by RCIT Only						
%Billed	Accounts (6 digits)	Dept ID (6 -10 digits)	Program (5 digits)	Class (5 digits)	Grant (9 digits)	Customer Project Code (10 digits)

Department Head or Authorized Designee Signature: Adam Vallejo

Date: 1/13/2020 2:25 PM

## RCIT Review (Standard purchases and renewals < \$25000) - Administrative Review Status

Recommended:

By:

Date:

Denial Explanation:

## ACIO Review - ACIO Review Status

Recommended: Yes

By:

Date:

Denial Explanation:

## CIO Review (Purchases and renewals >\$100K) CIO Review Status

Recommended: Yes

By:

Date:

Denial Explanation:

## TSOC Review (Purchases and renewals >\$100K) TSOC Review Status

Recommended:

By:

Date:

Denial Explanation: